VMware Professional Services Transforms the End-User Experience for Employees of a Large International Bank

The Challenge
This global company offers banking, investment, life insurance and retirement services to more than 85 million private, corporate and institutional clients. With an aging IT infrastructure, the bank’s service performance complaints were on the rise from its employees, and logins from retail locations were taking more than 20 minutes. Rather than continue to invest in hardware, the bank chose to modernize the employee desktop experience through virtualization, engaging with VCE to deliver the vBlock converged infrastructure platform. This collaboration between Cisco, EMC and VMware provided a single, simplified, scalable solution, eliminating the need to manage multiple vendor solutions and relationships.

According to the bank’s Senior Architect, “Because we lacked experience with desktop virtualization, it was essential to have onsite expertise to prepare us for the implementation. VMware Professional Services sped up the project considerably and built our team’s expertise along the way. The results underscore why we consider our relationship with VMware to be one of the best—it’s a true partnership and better than we could have ever hoped to have.”

The Solution
The bank wanted to explore whether VDI could solve its myriad of service, performance and management issues that were fueling the significant increase in user complaints. It turned to VMware to prove the technology in its complex environment and provide design, configuration and installation assistance for VMware View™. This included:

- Design, scale and size the environment for availability, performance and manageability
- Document best practices for deployment, showing the bank how to configure each component to maximize performance
- Conduct soak and load testing to ensure scaling would function under real world demands
- Profile and cluster users to identify the best candidates for VDI
- Grow IT staff expertise and prepare them for the implementation and ongoing management of the new VDI solution

According to the bank, VMware Consultants provided an insurance policy for this highly custom technical design of VMware View, bridging the capability gap of its own IT staff.

VMware Consultants helped the bank anticipate and prevent the typical challenges that arise during a large-scale VDI implementation. However, this project also included some unexpected and resource-intensive hurdles that the VMware team solved to ensure the project stayed on track.
When screen freezes occurred during testing, problem solving initially pointed to storage or memory issues. When the issue persisted, the consultants engaged with Microsoft to delve deeper into the issue, analyzing activity logs and ultimately identifying an anti-virus issue and a path to resolution.

The project coincided with the bank’s upgrade to a new operating system, and the bank lacked standard imaging processes that would work with the new VDI deployment. VMware Consultants helped the IT staff identify the root cause and established a new standard imaging method that would minimize customization while maintaining the strictest security protocols.

Business Results and Benefits
VMware Professional Services provided the comprehensive VDI roadmap that transformed the end-user experience for the bank’s workforce and delivered key management and service improvements. According to the bank, VMware Professional Services enabled this level of success by knitting together the various VCE components, including VMware View, to ensure the components worked as intended and delivered maximum value.

VMware Consultants solved key challenges, developed staff expertise, and positioned the bank to realize the full benefits of a VDI solution, including:

- **Increased security:** Established a more secure and centralized environment, while reducing the bank’s investment in desktop computer through the use of thin clients.
- **Faster provisioning:** Providing the ability to provision hundreds of virtual desktops in minutes compared to the 1-2 weeks previously required for a physical desktop.
- **Reduced support costs:** Eliminated problematic log-in times, improving the user experience and dramatically reducing support calls.
- **Improved end-user productivity:** Provided users with instant session portability between thin clients, as well as the flexibility to connect using any device from any location.

Because of the success of the initial implementation, the bank plans to expand VDI to users worldwide to maximize the benefits of the solution, drive greater efficiency into its infrastructure management and continue to enhance the user experience. In addition, the bank agreed to build on the relationship by joining the VMware Lighthouse Program to contribute to the overall solution roadmap for VMware View.

About VMware Professional Services
VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions. Drawing on our unparalleled expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for your VMware solution to deliver results that are positive, tangible and material to your business.

Source: VMware Professional Services, 2012

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Bank’s Senior Architect