Payment Adviser drives mobility and cost savings by outsourcing desktop infrastructure to Oriel Technologies on the VMware Horizon DAAS platform.

Payment Adviser manages transactions totalling half a billion dollars monthly on VMware’s Horizon DaaS infrastructure, hosted by Oriel Technologies. Australian online business Payment Adviser provides integrated electronic payment remittance for private and public sector organisations.

Established in 2008, Payment Adviser currently manages transactions totalling half a billion dollars monthly across two remittance exchange models tailored for specific market verticals: one for superannuation and payments; the other for bill presentation and payment (EBPP) in the real estate and property industry. Payment Adviser’s tools allow customers to digitally manage bill payments and speed up processing times in areas where paper-based, manual processes remain the norm.

The Challenge

As a “born on the cloud” organisation, Payment Adviser operates on a heavily outsourced business model. Many of the company’s core employees (including accountants, sales representatives, telephone support staff, product managers and development staff) work off-site, as do investors, and external, third party software developers and organisations attenuated to the organisation. This means secure mobile collaboration tools are critical to Payment Advisor’s everyday operations and efficiency.

In this environment, the company’s legacy desktop-based solution was creating road-blocks for internal and external stakeholders alike, whose systems simply weren’t talking to each other.

“It became clear to us that although our customer-facing service is web-based, our means for managing data within the business wasn’t. We kept running into issues with email access for our off-site accountants, and integration with partners was proving really difficult, particularly when our software developers are always working in the latest OS,” explained CEO Robin Beauchamp.

Having reached a point where time managing core infrastructure was taking away from the business strategy and growth, the company looked to long-term partner Oriel Technologies to outsource their IT solution.
“The result is enterprise level functionality without the IT overhead – not to mention flexibility that lets our teams work together without interruption or friction, no matter their location or choice of device and OS.”

Robin Beauchamp
CEO,
Payment Adviser

Key Drivers

**External**
As a business managing highly confidential financial data and payments, Payment Adviser’s customers need to be confident that their payment processes are reliable, secure and timely.

**Internal**
Outsourcing areas such as accounting, software development and marketing requires streamlined, secure communication channels. With many of the core business functions located off-site, a solution that can support remote access was high on the list of priorities.

The Solution

Payment Adviser worked with Oriel to replace its desktop infrastructure with VMware’s Horizon Desktop as a Service (DaaS) platform. Horizon DaaS allows enterprises to quickly and cost-effectively deploy virtual desktops which let end-users access their profiles, data, and preference configurations on any device. “By outsourcing our desktop strategy to Oriel on the VMware Horizon platform, we have significantly reduced our capital costs because we no longer need to own and house IT infrastructure”, says Beauchamp. “The result is enterprise level functionality without the IT overhead – not to mention flexibility that lets our teams work together without interruption or friction, no matter their location or choice of device and OS.”

As an existing managed service customer of Oriel, having previously migrated to Oriel Infrastructure-as-a-Service to future proof their business, Payment Adviser already had great confidence in the managed service provider to deliver on their needs.

“As a mostly outsourced business, the decision to move to a hosted virtual desktop wasn’t a difficult one. VMware’s best-in-class technology, compounded with our long standing trust in Oriel’s consultancy proved to be very compelling from the outset. Today, our DaaS solution is something we could never have dreamed of.”

Following a two month transition and roll out period, Payment Adviser launched the DaaS solution in October 2014, receiving an immediate and positive response from its workforce.

The solution allows Payment Adviser to be completely self-sufficient when it comes to managing its “fleet” of virtual desktops, with the ability to provision, install and customise individual applications and desktops at any time, without reliance on an IT team. Furthermore, the security-integrated solution means that employees can access business-critical applications at any time, on any device of their choosing.

“The fact that they could provide a solution at this price point, with this functionality, with an organisation we already know and trust, meant that we didn’t need any further validation that our decision was the right one.”
Business Benefits Results

Payment Adviser’s decision to embrace a virtual desktop is already delivering strong results in terms of cost reduction, process efficiencies, more simplified mobility, and increased customer confidence.

“By outsourcing our desktop strategy, we have significantly reduced our capital costs because we no longer need to own and house IT infrastructure,” Beauchamp explained. “The best indication of success though has been that no one has said anything. It’s been seamless. You don’t find that people congratulate you, only give you grief if it doesn’t work: resounding silence across the organisation is the best benchmark.”

From a customer perspective, VMware Horizon’s DaaS has enabled Payment Adviser to offer flexibility to their customer support team in terms of where and how they can respond to enquiries, including the subsequent roll-out of a 24/7 support service that relies on remote working for round-the-clock coverage. The integrity of the platform also means that customers have confidence their payment processes are secure and their data is looked after.

Observing the business benefits that Payment Adviser has seen, Jake Wynne, Founder of Oriel Technologies said, “I think organisations have seen the value in VDI for many years, but because it is complex to understand, people haven’t chosen that path. With VMware’s Horizon DaaS platform however, desktops can be delivered through a single, simple console and consumed as a flexible service, so it’s becoming much more attractive to our clients.”

“VMware is delivering the next generation end-user experience to Australia by extending the data centre to desktop to device vision to customers of Oriel in a totally secure and compliant way,” said Asanga Wanigatunga, Director of DaaS at VMware. “Customers like Payment Adviser are leaping into the Mobile-Cloud era with an end user strategy that goes beyond OPEX savings and is driving increased worker productivity gains by offering a totally secure and compliant platform to deliver business-critical applications on any device,” Wanigatunga added.