Every driver has been there—a flat tire, a fender bender, or worse, a medical emergency. According to research conducted by Agero, the typical driver in the United States experiences at least one roadside event every two years. For two out of three vehicles sold in the United States, Agero delivers digital roadside assistance that can make the difference between simply a bad day or a serious emergency. As of September 2022, Agero supports more than 7,000 users with virtual desktops using a combination of VMware Horizon Cloud Service on Microsoft Azure and Microsoft Azure Virtual Desktop, which its agents can use from almost anywhere to deliver call center services without sacrificing security.

Drivers depend on Agero
Drivers and passengers get a steady flow of information, expertise, and help-on-the-way reassurance from Agero via multiple digital channels. Twenty-four hours a day, 365 days a year, 115 million drivers rely on Agero for roadside assistance, and Agero helps them manage more than 12 million roadside events per year. Agero has offerings that work with an automaker’s native hardware in both commercial and personal vehicles, and this makes requests for help as simple as the touch of a button on a dashboard.

“By moving to VMware Horizon Cloud Service on Microsoft Azure and giving a very consistent experience to our agents, we’ve freed up our engineers.”
Billy Macdonald, Senior Director of DevOps, Agero

The company’s innovative technology—from its connected vehicle capabilities to its mobile apps, all integrated with a powerful event dispatch platform—find quick resolutions for stressful situations. Its digital roadside assistance platform
Agero Modernizes Call Centers to Deliver Critical Services for 115 Million Drivers

premises solutions in its physical call centers and extended its call center workforce by providing virtual desktops to its partners. As the Agero environment grew and its needs evolved, the company wanted to build on its investment in Horizon by taking advantage of the flexibility, scalability and reliability of the Azure cloud platform.

This combination gives Agero the best of Azure Virtual Desktop along with the advanced management and user experience capabilities of Horizon in one cohesive solution.

A significant number of the company’s agents—employees and qualified partners alike—now serve drivers while working from home on their own devices, and the company can pursue a more efficient, highly secure business model. “By moving to VMware Horizon Cloud Service on Microsoft Azure and giving a very consistent experience to our agents, we’ve freed up our engineers,” says Macdonald. “It doesn’t take as much time and effort to manage the Azure Virtual Desktop devices, so the engineers can take on new roles and responsibilities, improving other critical solutions and support experiences.”

With Azure Virtual Desktop, Agero now has the flexibility to scale its operations up and down to accommodate spikes in demand related to seasonal but unpredictable weather events, high-volume holiday travel, and other causes. Rapid scalability, coupled with the management and user experience capabilities of Horizon Cloud, helps the company maintain service quality while holding down costs. Macdonald explains, “We’ve gained the amazing user experience of Horizon Cloud combined with the scale and capacity of Azure Virtual Desktop and the underlying Azure cloud platform. Azure Virtual Desktop and Horizon Cloud complement each other expertsly and combine to form a powerful solution.”

Billy Macdonald, Senior Director of DevOps, Agero

A modern, resilient virtual desktop infrastructure

Agero develops and provides a range of advanced products and services to diverse customers—vehicle manufacturers, fleet owners, insurance companies, rental car companies, and large ground shipping convoys—across a complex value chain with many different partners. To help it deliver timely, often critical, remote services to tens of thousands of drivers a day, wherever and whenever needed, Agero wanted to modernize its workplace and deploy a cloud-based, resilient virtual desktop infrastructure (VDI) for its call center agents.

According to Macdonald, the shift to Azure Virtual Desktop is part of the company’s larger digital transformation to promote cloud-first experiences. Its virtual desktop implementation has up to 6,000 simultaneous users each day. Agero had previously used VMware Horizon on-
Now that agents can work from anywhere, the company can recruit them from a larger geographic talent pool, and spend less time, money and effort equipping them with the tools and applications they need. “We’ve enabled the business to evaluate the best staffing opportunities,” says Macdonald. “And they can execute their business plans with the freedom of knowing that they have the compute and virtual desktop solutions to support those plans without compromising security or reliability.”

The changes have been a success for both the business and Agero agents. “Agents like the remote work model,” says Macdonald. “More than 80 percent now work from home using Horizon and Azure Virtual Desktop, enjoying a better desktop experience and strong application performance. We’re not losing anything from a performance or customer service perspective. In a lot of cases, it’s better. Employee happiness has positive effects downstream.”

Efficiency, scalability and better results on the road

The chief goal for Agero is to enable product development and technical engineering teams to deliver its software-as-a-service (SaaS) products and solutions at scale, in a cost-effective and highly secure manner. “Horizon Cloud and Azure Virtual Desktop play a crucial role in our call centers and DevOps practice, and we must ensure that we support and safeguard the diverse cloud and desktop landscapes that our engineers, agents and other employees want,” says Macdonald. “We can do this efficiently with these capabilities.”

With fewer potential technology challenges affecting their workflow, Agero call center agents can now focus more time than ever on drivers who need help. “Now when our agents start their day, wherever they are, they have the same tools, look and feel, and browser options and sessions. Everything’s consistent, so they’re not having to find things,” says Macdonald. “We’ve made it easy for them to sign in, find and use the products they need, get the help to the customers, and make sure it’s a seamless experience.”

Agero provides a high-quality customer experience while it optimizes costs, modernizes its workplace, and unlocks value in its IT and development practices. Most importantly, the company delivers critical value when it counts—and peace of mind for millions of drivers.