HOW TO PROVIDE EMPLOYEES WITH RELIABLE DIGITAL WORKSPACES ACROSS THE COUNTRY

EFES RUS

CUSTOMER
EFES RUS

WEB SITE
WWW.EFESRUS.RU

INDUSTRY
FOOD & BEVERAGES / BEER

LOCATION
RUSSIA, MOSCOW

KEY CHALLENGES
- Strengthen position in the Russian market
- Improve productivity of employees across the country and to decrease costs
- Eliminate the problem of data storage overload due to transition to VDI and during the high season of sales

SOLUTION
In order to increase the productivity of employees across Russia and improve data safety and infrastructure reliability, EFES Rus has deployed VDI and VMware vSAN which ensure the business continuity even in the event of a disaster.

BUSINESS BENEFITS
- Increase productivity of employees by means of introducing a unified workspace with a Bring Your Own Device policy
- Decrease in IT and software licensing costs
- Reliability and security of processes and data even during the peak load

EFES Rus brewing company plans to grow market share by increasing business efficiency and reducing costs. To do this, the company needed to improve the staff productivity and to ensure the safety of the enterprise data and the stability of infrastructure, even during the high season of sales. EFES Rus deployed VMware Horizon® and two Disaster Recovery (DR) sites to provide business continuity in the event of disaster. Thanks to Horizon and DR, employees can use their personal devices for work safely, solving tasks anywhere and anytime. It allows EFES Rus to reduce costs and make the business more reliable.

EFES Rus is a brewing company, one of the four largest players on the Russian market, a division of the international brewing company Anadolu EFES. At present, EFES Rus consists of 6 breweries in Kaluga, Ufa, Kazan, Ulyanovsk, Novosibirsk, and Vladivostok as well as one maltery house. The company has more than 3,500 employees, including contract workers.

The company strives to strengthen its market position and maintain a balanced portfolio of products with a special focus on the premium segment. The mission of EFES Rus is to create a sustainable Russian business that meets the expectations of all stakeholders through the formation of a culture of involvement and achievement of high results.

Challenge
EFES Rus strives to strengthen its position in the Russian beer market and take the second place (in monetary terms) with a significant advantage over the nearest competitors. Another strategic goal of the company is to increase the cost-efficiency of business. This can be achieved by increasing the productivity of the employees by delivering a functional and secure workspace which allows the employees to perform their tasks anywhere.

The challenge for the IT team was to find a suitable replacement for the terminal servers, replacing them with a solution which provides both excellent user experience and safety of enterprise data.

The IT department also needed to eliminate the problem of the data storage overload due to moving to VDI which occurred during the high season of sales. For the industry of beer and low-alcohol beverages the peak season is summer months. In this period, the legacy SAN Storage with SAS drives, which normally kept the server load, could not cope with the load of VDI. In case of a failure during the high season, the company was in danger of serious financial and reputational losses.

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"In terms of business, VDI helps the company both to improve the employees comfort and productivity, and optimize the costs. We can easily deliver the necessary applications to users to enable them to perform their work tasks".

ALEKSEY KRYLOV
INFRASTRUCTURE ARCHITECT
DIGITAL SECURITY OFFICER
EFES RUS

VMWARE FOOTPRINT
• VMware Horizon 7.3

• VMware vSAN 6.6

• VMware vSphere 6.5

HARDWARE FOOTPRINT
• Server HP ProLiant DL380 G9 with Intel CP

• VDI Main Site: 6 Nodes, Total size 39 TB, FT=2

• VDI Backup Site: 5 Nodes, Total size 32 TB, FT=1

• Network hardware Cisco Catalyst 3850

The Solution

Since 2008 EFES Rus has used VMware vSphere® for server virtualization, which is why in 2014 the company selected Horizon, VMware's leading desktop virtualization platform, to solve the business challenge. That year they launched a pilot VDI platform for 50 users. The success of the pilot project allowed the company to initiate the deployment of a full-scale production environment for 200 concurrent users, at the first stage. With VMware Horizon, IT can transform static physical PCs into secure digital workspaces that reside in the data center and that are available on demand. Sensitive data never leaves the data center, while the platform can be centrally managed, allowing IT to easily deliver the user's desktops and apps, set policy, and quickly update and patch. Employees can in turn use their personal devices to solve work tasks according to the Bring Your Own Device model, allowing them to work from anywhere at any time.

In 2016, the company decided to involve more remote users and increase the number of the virtual workstations up to 600. To do this, it was necessary to switch from legacy storage, which could not cope with the load, on VMware vSAN™ — a software solution for storage virtualization and hyperconverged infrastructure. vSAN allows the company to quickly create new virtual storage systems following the increase in the workload and provides for the policy-based management of those systems. The vSAN solution was chosen due to its cost-effectiveness. The team could use existing servers and only buy disks and switches. In addition, vSAN was integrated with other products used by EFES Rus. As a result, IT had the unified point of support for several solutions from one vendor.

"Following on from the results of 2016, we decided to build DR sites and increased the number of concurrent VDI users to 700. This amount is sufficient for the needs of 1,500 employees, working in different time zones because of the geographical distribution of EFES Rus," comments Aleksey Krylov, Infrastructure Architect, Digital Security Officer, EFES Rus.

In 2017 the company completed the deployment of their Disaster Recovery Site. The infrastructure of EFES Rus has two sites — both in the active mode. The desktop workloads are distributed between the two sites evenly — one has 400 users, and the other one has 300. users. In case of failure, any of the sites can accept key users. In the operation mode, all landscapes and applications from two sites are accessible. In case of an accident a productive business-critical system is available.

After the pilot project implemented together with the VMware team, the IT team of the company has deployed all the solutions and maintains the virtual infrastructure on the self-sustaining basis. The company organized training for the employees. Besides, they got familiar with the VMware solutions in the course of the previous server virtualization project.

Along with VDI, the company has updated vSphere to version 6.5. In accordance with corporate standards, EFES Rus is keen to use the newest versions of products. vSphere 6.5 is much more convenient to maintain and helps to increase reliability of VMware Horizon. "We appreciated the Unified Access Gateway, because it is much safer than the traditional Secure Gateway. In addition, we used built-in clusterization of vCenter and PSC — thanks to these The design of solution has become simpler and the total cost of ownership has decreased. PowerCLI allows us to additionally control the system, " comments Aleksey Krylov. The IT team also considers using vSphere encryption to provide additional security to services.

"Next year, EFES Rus plans to develop system monitoring and to further tune its performance, as we aim at improving the user experience, making the operations more comfortable. And our IT teams need additional monitoring and proactive troubleshooting capabilities."

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Business Results and Benefits

The deployment of the Horizon virtual desktop platform gave EFES Rus the opportunity to get several significant advantages from the IT point of view and also helped to achieve the business goals. In terms of IT operations, the Horizon virtual desktop and application platform made it possible to support legacy applications on a modern operating system.

A significant advantage of Horizon virtual desktops and apps is the reduction of the workload on the IT support team. The remote desktops operate failure-free, and the ability to easily update dynamic images requires minimal effort, allowing IT teams to spend time solving other priority tasks.

Having established a virtual workspace powered by Horizon and vSAN, EFES Rus has also improved the level of security and safety of corporate data. The employees can connect to virtual desktops and access applications and data from their personal devices anywhere and anytime, and the data never leaves the perimeter of the company.

Virtualization of workstations with Horizon also facilitated the use of EFES Rus SAP applications, in which were difficult to make changes earlier

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Looking Ahead

"Next year, EFES Rus plans to develop system monitoring and to tune its performance further, as we aim at improving the user experience. Our IT teams need additional monitoring and proactive troubleshooting capabilities," says Aleksey.

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