

Helping an Australian government agency deliver remote access and streamlined desktop and application services across its extensive network

Multiple offices, hundreds of sites throughout the country, 40,000 employees and a huge number of endpoints. How did VMware help this Federal Government agency provide IT services for its sprawling network of affiliated agencies?

WHO?

An Australian Federal Government agency, based in Canberra, which focuses on delivering IT-as-a-service to other government agencies. With a diversified network of offices and sites – many in extremely remote locations, and some still using dial up Internet – the challenges were immense.

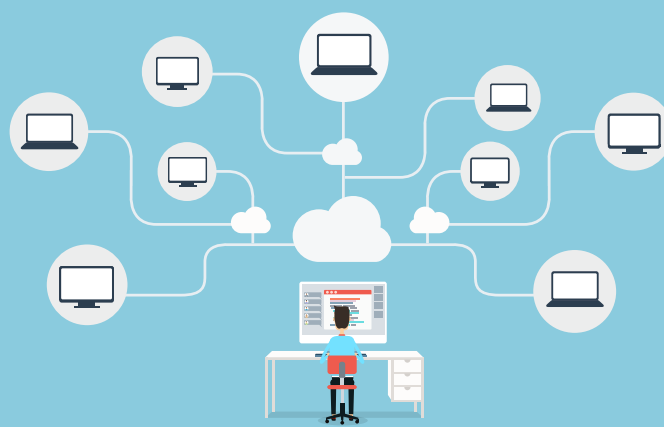


CHALLENGES

- Offices vary greatly in both location and infrastructure, such as access to reliable Internet
- Shortage of local IT workers with the necessary skills
- Both public and classified information had to be supported
- A growing agency, with frozen budgets meant less must be spent to achieve more

USING VMWARE

- Immediately deployed VMware Horizon®, including VMware vRealize™ Operations for Horizon®, after a proof of concept
- Leveraged VMware technologies to optimize their existing in-house Citrix environment
- Supported users with DevOps and business critical applications, including legacy apps



BENEFITS

Doubled the services it offers, with the same number of staff



20% reduction in the number of helpdesk tickets



Alpha and beta testing ahead of roll-outs has been hugely beneficial



For more information, visit vmware.com/go/v4H



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