comms-care®
an INGRAM MICRO company

Building resiliency for a public sector protection organisation

A UK public sector protection organisation had embarked on a VMware Horizon deployment and had suffered significant challenges on the project. This resulted in a solution that was not fit for purpose, where the provider walked away from the project mid-flight. The organisation needed to complete the project, with the objective of achieving resiliency and high availability across all their sites.

Industry
Public sector

The Customer
This UK public sector protection organisation maintains approximately 35 sites, covers over a million people and employs over 800 staff.

Strategic Priorities
Resiliency

VMware footprint
VMware Horizon®

VMware vSAN™

The challenge
The organisation contacted an award-winning managed service provider (MSP), explaining that they had an incomplete VMware Horizon solution. Technically the solution was not fit for purpose and the project was at risk of collapse. Virtual desktops had been rolled out to all end users, however the end user experience was poor and the pool of desktops was running on an older version of Horizon on a single site, with no high availability in place. The original scope of the project was for a dual site solution with high availability provided through fail-over capability to a second site, in line with the original plan.

The solution
Completing the solution called for expertise in VMware Horizon to ensure the organisation got the right solution, whilst providing project coordination throughout to deliver the project on time and to cost. The MSP teamed up with Comms-care's VMware Professional Services team in order to support them on winning the opportunity.

Then, working as one team, we set out to deliver the project. After discussions with the customer, we designed and built out a new version of Horizon on the second site. We made sure the Windows Desktop had most applications pre-built for easy replication and increased efficiency for the organisation's IT team. This also gave the customer the flexibility to repeat the build but make small adjustments to the software on individual desktops where required.

The outcome
With the project a success and the original business outcomes met, the organisation adopted the two sites that were configured in line with VMware validated designs. This provided the organisation a high level of resiliency, which was a key business outcome for the success of their operation. A business continuity plan was put in place, with user profiles and data replicated across both sites, providing fail-over in the event of a disaster. For end user experience, if one site goes down, staff will have little or no interruption to their work, whether they are in one of the call centres, a branch office or at home. Desktop configuration provided end users with a constant experience regardless of their working location, with profiles following individual users wherever they go.

Operational overheads were reduced, and planned maintenance can now be undertaken seamlessly in a rolling manner, one datacentre at a time, without impacting access to the solution. User onboarding and administration has been greatly simplified, freeing up IT staff for project activities. Longer term, VMware Horizon provides a future-proof solution, capable of scaling and adapting as the organisation's needs change.

We remedied the project, delivered the solution quickly, to scope and to budget. This project was fully project managed throughout – something the customer appreciated as we always kept them in the loop. It made the project a positive experience, with the organisation continuing to work the MSP and Comms-care on more IT projects.

vmware®

Horizon overview

VMware Horizon enables a digital workspace with efficient and secure delivery of virtual desktops and applications, enabling "anywhere anytime" access on any device. Horizon can help organisations enable remote working, modernise operations, achieve compliance and build resiliency.

The MSP

This award-winning UK IT reseller specialises in digital transformation, managed services and cyber security. It's valued by its customers for service and technical know-how.

Your business is our business - the Comms-care difference

Comms-care exists to support channel partners. We're here to be on your team, giving you the people, solutions and services you need to win more opportunities.

VMware expertise from Comms-care

Comms-care is a top tier VMware Principal Partner and we're uniquely positioned to help reseller partners to deliver full, end-to-end solutions. We have a wealth of VMware talent within our large team of architects, consultants and solution engineers. This means reseller partners can rely on Comms-care to provide the highly skilled people required to design, build and manage solutions, helping partners capitalise on VMware opportunities of all types and sizes.

- Consultancy, pre-sales and post-sales support
- VMware accreditations and competencies
- Comprehensive services and consultative approach
- Technical expertise across the full VMware portfolio
- Outcome-based solutions that end customers value

vmware Principal Partner
Cloud Management and Automation

vmware Principal Partner
Digital Workspace

vmware Principal Partner
Data Center Virtualization

vmware Principal Partner
Virtual Cloud Network

vmware Principal Partner
Network and Security

Talk to us

For more information about our VMware expertise, contact the Comms-care team today.

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