

SECURE
AGILITY

CASE STUDY

**Desktop-as-a-Service invigorates
secure remote work at international
waste management company**

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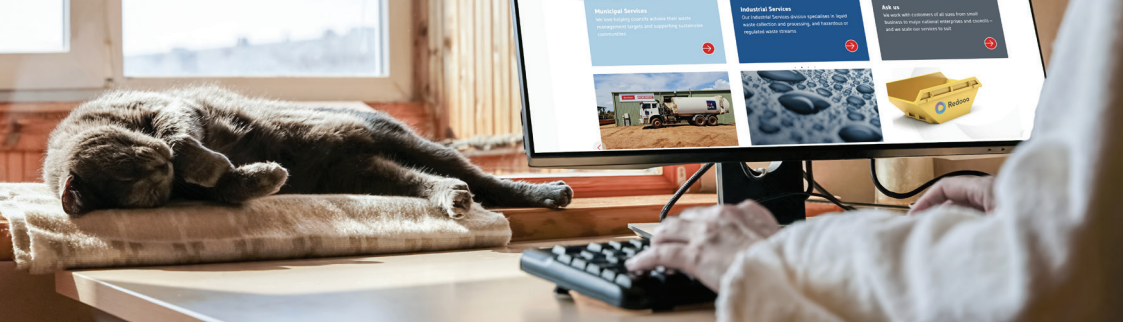
Success with Secure Agility

With a distributed presence across the greater Sydney metropolitan area, waste management and recycling group REMONDIS needed to reinvent its desktop architecture quickly to avoid disruption, and it was not entirely because of the pandemic.

As one of Australia's leading waste management companies with more than 300 staff, REMONDIS, with its partner network, builds and operates material recovery facilities, transfer stations, organic processing plants and community drop off centres across the country.

REMONDIS®

The business outcomes resulting from the rapid transformation are clear: During lockdowns staff wouldn't be working if it was not for the DaaS transformation.



Desktop challenges impacted productivity

Many organisations have been forced to transform their operations with urgency, but at REMONDIS there was another factor. The company was with another supplier that wanted to immediately cease providing managed services, and its desktop architecture was slow and inflexible.

REMONDIS National ICT Manager Indrani Lodh says as a waste management company, there are many locations around the greater Sydney metropolitan area where connectivity is poor.

Deploying staff at new sites in rapid timeframes was not achievable, which often delayed projects and go-live dates.

Adding to the challenge was poor performance. REMONDIS had problems with its existing thin client infrastructure and the quality of its network so, following a vendor evaluation process, REMONDIS selected Secure Agility to transform its

network and desktop architecture.

Charlie Tannous, Director of Technology at Secure Agility, said the technical challenges with legacy desktop setups are often only discovered when the business is undergoing rapid transformation.

“Desktop-as-a-Service, or DaaS, is often overlooked when times are good, but quickly becomes invaluable when the business needs to change and staff need to be productive,” Tannous said.

“DaaS has helped a lot as it is good for people doing the same kind of work which doesn't need too much processing power. Running a notebook is not cheap, so there is ROI with DaaS,”

Indrani Lodh, REMONDIS National ICT Manager



Taking a modern approach with DaaS

With change happening quickly, REMONDIS and Secure Agility took the opportunity to transform the way staff consumed desktop apps, including how the desktop itself is deployed.

REMONDIS moved from an older setup to Secure Agility's DaaS also based on Citrix, and migrated to Microsoft 365 apps for productivity. The company was previously on Exchange and some staff were using thin clients.

"The desktop scenario has changed considerably as staff didn't have Teams, OneDrive, or SharePoint and now the whole Microsoft suite comes into play," Lodh says.

The newly built one-to-one Citrix deployment has allowed REMONDIS staff to work remotely with minimal to no impact to their day-to-day operations.

With the transition occurring during the initial COVID outbreak, a lot of staff had to move to different site locations to work and Secure Agility collaborated with REMONDIS staff location base changes to adapt with the in-house support team. This included asking staff to attend sites to image their physical machines.

REMONDIS is now able to give staff desktop flexibility – if anyone needs a "fat" client they can get one otherwise DaaS can be deployed quickly and facilitates flexible working.

Now the whole desktop operating model has changed, and the company is evenly split between mobile and office staff, with about half on notebooks.

DaaS delivers immediate business results

The business outcomes resulting from the rapid transformation are clear: During lockdowns staff wouldn't be working if it was not for the DaaS transformation.

"The look and feel of the end-user experience is now completely different than if we had stayed with our incumbent provider and this triggered a new modernisation program," Lodh says.

User experience, collaboration and communication has improved significantly, both internally and externally due to Office 365 integration and Microsoft Teams. End-users are now able to effortlessly collaborate, share files, schedule meetings together in a single shared workspace, on any device.

"DaaS has helped a lot as it is good for people doing the same kind

of work which doesn't need too much processing power. Running a notebook is not cheap, so there is an ROI with DaaS, but there are some limitations," Lodh says.

REMONDIS now has a flexible, scalable infrastructure that will grow with the business, the end-user compute experience is faster due to an individualised desktop experience, rather than shared services across multiple desktops.

In the event of failure, the business will recover quickly due to redundancy and failover capabilities within their secure and highly available environment.

"Another good thing is we don't have anywhere near as much downtime anymore," Lodh says.

Customer: National waste management company with a large, distributed network

Challenge: A legacy desktop architecture that was slow and inflexible

Approach: Transform company with new managed DaaS⁴

Outcomes: Secure, manageable DaaS⁴ architecture with rapid client deployment at any location, Microsoft 365 suite for better collaboration.

Partners: Secure Agility, Citrix

