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Case Study: Azure Virtual Desktop Implementation

The Client

Our client provides Wealth Management and Financial Planning services, specialising in planning tools and advice for goal-based portfolios.

They offer a range of services including Capital Drawdown strategies to Continuous Portfolio Management with a focus on enabling clients' control over their assets.

The Challenge

Our client had become dependent on hosted desktops configured by their previous IT provider when the pandemic forced them to work remotely.

They had a multi-tenant hosted environment which lacked the ability to scale, resulting in poor performance and lost hours, where staff were not able to complete day to day tasks.

Our client wanted to move to a solution that integrated well with Teams, allowing for audio and video hardware to pass through to the remote environment.

They also needed to scale up and down performance, in line with busy periods at end of quarter and end of year.

The Solution

A full migration of all their systems to Microsoft services was advised; using Azure Virtual Desktop (AVD), utilising host pools to allocate resources based on user needs.

Leveraging geo-redundant storage (GRS) and Azure File Shares with FSLogix profiles, ensured a resilient VDI environment. Users can continue to work even in the event of a site failure in Azure and preserve their personal desktop environment and application configurations.

Keeping all corporate resources within Azure also allowed greater control over how data was accessed. AVD enabled connections from personal devices without exposing corporate data to unmanaged endpoints or potential exfiltration.

By utilising other Microsoft cloud products, we were able to streamline the connection process, having a single set of credentials to access corporate resources and the VDI environment, removing the need for a VPN client on remote workstations, and improving security with multifactor authentication (MFA). Microsoft AVD includes compatibility for passthrough of audio and video hardware, such as web cameras and headsets, for use in Microsoft Teams. This removes the need for software to be installed on local devices.

Overall Benefits to the Client

- Improved desktop performance
- Improved user experience

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