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Case Study: Digital Transformation

The Client

Our client is a private investment firm focused on asset-backed opportunities across real estate, financial asset markets, and infrastructure. Operating in the European markets with offices in London and Luxembourg.

The Challenge

Our client operated within a Citrix virtual desktop environment with an on-premises file server, hosted in a private data centre.

Due to their rapid growth, expanding their infrastructure was becoming more difficult and costly. Not being able to scale quickly was causing performance issues for staff and impacting productivity.

Our client also wanted to explore public cloud offerings to leverage integrations with other solutions such as their CRM platform to automate workflows and improve reporting.

With security a top priority and original basis for choosing a virtual desktop environment, the client wanted to maintain control over corporate data access and ensure data is stored in a central location. Any replacement solution would need to meet these requirements.

The Solution

After comparing Azure Virtual Desktops (AVD) and a laptop model, the client decided user experience was much better with them having a corporate laptop. Abacus proposed a solution leveraging Software-as-a-Service (S-a-a-S) for file storage and endpoint management. Mobile Device Management (MDM) and Conditional Access policies replicate the control on corporate data access offered in Citrix, whilst granting greater flexibility for mobile working without sacrificing on security.

Where required, laptops were replaced to meet performance expectations. A "white glove" services was provided, migrating user profiles to their new device and ensuring they were able to work as expected. To remove dependencies on server infrastructure, laptops were joined to Entra ID and enrolled in MDM ahead of a file migration from the on-premises server to public cloud.

User acceptance testing was completed on the new public cloud solution before migrating all corporate data over a weekend. All monitoring and backups were checked to ensure working as expected. After migrating to the new solution, third party integrations were added, and workflow automations created.

Overall Benefits to the Client

- Removed expensive infrastructure expansion costs
- Improved scalability
- Reduced operational expenditure
- Enabled third-party integrations
- Improved remote working practices and security

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