Enabling a leading North American Environment Services Company become Work from Home ready in 2 weeks during global pandemic

The customer and VMware were working on a POC to deploy cloud desktops using Horizon on Azure. However, in just a week into the start of the POC, the global pandemic disrupted the customer's business as usual and they quickly wanted to implement the Work from Home (WFH) solution to keep their business up and running.

As an expert implementation partner of VMware, Anunta was engaged to work along with VMware, Microsoft, and Customer IT team to roll out the WFH solution organization wide.

At-a-glance:

Customer: North American Environment Services Company

Customer Size: 43,000+ employees

Country: United States

Industry: Environmental Services

Products and Services: Horizon on Azure

Customer Challenges

The unprecedented situation due to COVID-19 had disrupted the business for the customer and they faced challenges in providing essential services, like collecting waste and disposal services, to the community. The customer wanted to maintain its standard waste collection services and empower its employees with a secure remote work option while ensuring the well-being of its 43,000+ strong workforce. To maintain regular services during the crisis, it was critical to share regular service updates and alerts with the residential and business community while securing the customer and business data. Different user groups required high application availability to allow sharing of updates and alerts, processing billing and payments, and managing route drivers and ensuring vehicles keep running.

There was an immediate need for a robust infrastructure, a proven technology and a partner who could stitch everything together.

Partner Solution

Based on the information gathered about the applications, desktops, and user distribution, Anunta onboarded and implemented Horizon cloud desktops across 5 PODs, installed, and configured the necessary Horizon agents, configured Windows 10 images, configured Workspace One Access and Dynamic Environment Manager (DEM) for different applications to integrate with the Horizon setup and integrated peripherals to ease day to day operations, all within 2 weeks. This allowed the customer to support the workload capacity of 3000 concurrent desktops and 10,000 users. Additionally, Anunta performed user provisioning, systems testing, integration testing, and facilitated user acceptance testing (UAT) to validate all the requirements of the environment. After the successful implementation of the initial setup, Anunta assisted in the deployment of the sixth POD in the West Europe region.

Customer Benefits

End-to-End Management
Provided comprehensive Day 2 support services to enable the employees to work without any business disruptions

High Application Availability
The different user groups were able to access the business applications seamlessly, which enabled the employees to work in their respective business functions without any disruptions.

Scalability
The client was easily able to onboard 3000+ users within 2 weeks after the solution was implemented

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