



New Windows technology
that does more



Case Study: Revolutionizing Hybrid Work Environments with Windows 11

This case study explores Helient's approach to implementing Windows 11 and Azure solutions, addressing the unique challenges faced by our current and prospective clients, and delivering transformative results to create scalable, economically viable, and bespoke virtual desktop infrastructures. Helient Systems is a leader in integrating innovative technology solutions, primarily focusing on mid-sized legal firms and diverse organizations transitioning to hybrid work models.

The Challenge: Responding to Change with Agility

Our clients, while diverse, shared common challenges in navigating the ever-changing technological landscape, understanding new tools, and integrating them into their existing IT workflows.

- **Expertise Gaps:** Many needed more in-depth and up-to-date knowledge and experience managing and deploying complex system updates like Windows 11 and Azure Virtual Desktop.
- **Aging IT Infrastructure:** Clients often need help with legacy systems designed for the demands of modern, remote work environments.

- **Balancing Security and Cost:** A critical challenge was balancing implementing robust security measures and maintaining a cost-effective IT strategy.

Audience Focus

Our clientele narrowly focuses on mid-sized legal firms and mid-market professional services needing secure, flexible hybrid work environments. These clients demand reliable infrastructure to support their dynamic and distributed workforces. A high priority for them is to manage the maintenance of the Windows life cycle that shifts alongside Microsoft Windows updates. Our clients want to provide an excellent service to their end-users while maintaining a manageable, secure, and controlled environment.

Client Opportunities:

- **Elasticity and Agility of Cloud Solutions:** Cloud solutions like Windows 11 and AVD offer elasticity and agility that were previously unattainable with on-premises solutions. This flexibility is crucial for industries with variable workloads.
- **Resource Scaling:** Cloud solutions enable resources to be scaled in response to demand, benefiting organizations that experience fluctuating workloads. This scalability is particularly advantageous for law firms.
- **Avoiding VDI Risks:** With cloud-based VDI, firms can avoid the risks associated with over or under-provisioning hardware. This ensures a dynamic IT environment that can adapt to changing needs without the limitations and costs associated with physical hardware upgrades.

Success Factors:

Helient Systems' success in serving multiple clients is attributed to rapid cost estimation, scalable and customizable solutions, and deep virtual desktop environment management expertise. Our approach is characterized by a keen understanding of economic viability, adaptability, and comprehensive solution comparison, ensuring that client needs are met effectively and efficiently.

Rapid Cost Estimation and Economic Viability:

Our ability to quickly present the costs associated with Azure solutions has been pivotal. Providing clients with fast and accurate estimates enables them to assess their transformation projects' economic viability promptly.

Scalability and Cost-Efficiency:

We emphasize scalability, understanding its impact on cost. By demonstrating how costs decrease with economies of scale, we communicate the long-term financial benefits of our solutions, particularly as the number of desktops increases.

Customization to Client Needs:

Customization is at the heart of our service. We differentiate between non-persistent and persistent desktop options, tailoring our approach to suit each client's specific requirements. This approach ensures that solutions are practical and perfectly aligned with the client's operational context.

Comprehensive Comparison of Options:

We comprehensively compare various options, including VDI on-premises, physical laptops, Windows 365, and Azure Virtual Desktop (AVD). By outlining the pros and cons of each, we educate our clients, allowing them to make informed decisions based on their unique needs.

Management and Control:

Our focus on management and control, particularly in solutions like AVD, ensures easier management at scale. This is especially true for non-persistent desktops, which can be updated quickly and efficiently.

Expertise in Persistent vs. Non-Persistent Desktops:

Our expertise allows us to differentiate between persistent and non-persistent desktop systems, offering solutions that cater to various user scenarios, from interns to contractors in law firms and other industries.

Presenting a Unified Solution Amidst Competing Alternatives:

Understanding the internal competition within Microsoft's offerings, we position ourselves as advisors who present a unified solution. This approach helps clients navigate potential confusion and select the best options for their organization.

Focus on Adaptability and Openness to Change:

We strongly emphasize adaptability and openness to change, which are crucial in today's rapidly evolving technology landscape. This approach ensures that our solutions remain relevant and practical, even as client needs and technologies evolve.

Helient Systems' Approach to Solutions Implementation

At Helient Systems, we pride ourselves on a client-centric approach and a meticulous and comprehensive implementation strategy. Our focus on understanding and catering to each client's unique needs leads to the development of customized hybrid work solutions, seamlessly integrating modern technology with practical deployment strategies.

Customized Approach to Client Solutions:

- **Tailored Client Assessments:** We begin every engagement with a detailed assessment of the client's requirements. This ensures that our solutions are practical and perfectly aligned with the client's operational needs.
- **Utilizing Modern Architectural Solutions:** Our expertise in deploying solutions such as Azure Virtual Desktop (AVD) showcases our commitment to adaptability and ease of management. Whether virtual desktops or physical endpoints, our deployment of Windows 11 hybrid work environments is seamless and efficient.
- **Diverse Deployment Capabilities:** Our unmatched ability to deliver successful Windows 11 projects is evident across various deployment scenarios, including professional services engagements and our Managed Desktop as a Service platform, Helix.
- **Consistency and Security with Helix:** The Helix platform epitomizes our dedication to providing consistent, secure, and efficient desktops, ensuring clients access to the latest end-user experience and technology.

Implementation Strategy:

We oversee smooth implementations by meticulous planning, staff training, and providing continuous support throughout the transition to a hybrid model for each client.

- **Meticulous Planning and Comprehensive Training:** Our strategy involves meticulous planning and comprehensive staff training, which is vital for the smooth transition to a hybrid work model. We aim to create a collaborative and efficient environment by aligning all teams around shared efficiency, quality, and proactivity goals.
- **Collaborative Engagement:** We foster an environment of collaboration and shared objectives, uniting customers, vendors, and our team at Helient towards a common cause.
- **Focus on Efficiency and Quality:** By eliminating redundant efforts and deepening knowledge about the deployed applications, we maintain the highest quality standards, complemented by effective Quality Assurance (QA) testing processes.
- **Knowledge and Culture Building:** We enshrine this knowledge into our operational processes, laying a solid foundation for current projects and future engagements.
- **Continuous Support and Adaptation:** Our approach includes ongoing support, ensuring that clients remain at the forefront of technology and user experience in a rapidly evolving technological landscape.

Highlights and Future Recommendations from Helient Systems

Desktop Upgrade Strategies:

Wipe and Load vs. In-Place Upgrade: A Helient client gained valuable insights into choosing the right approach for desktop updates. A wipe and load method involves completely clearing a system and installing a new image, while an in-place upgrade is akin to a tune-up, updating parts but keeping the core system intact. This discernment was crucial in helping the client decide which method best suited their needs.

Cloud Security Misconceptions:

Overcoming Hesitancy: Initially, there was resistance to adopting cloud environments due to security concerns, especially in the legal industry. Helient has successfully demonstrated that cloud environments can offer greater security and compliance than on-premises solutions, a realization accelerated by the pandemic and the shift to remote work.

Educating Clients: Helient has focused on educating clients and proving that modern security practices, such as multi-factor authentication, conditional access, and real-time logging, are more effectively and securely deployed in the cloud.

Virtual Desktop Infrastructure (VDI) Concerns:

Dedicated vs. Pooled Desktops: Helient recognizes client uncertainty using pooled desktops. Often, these doubts stem from experiences with poor resource allocation. The cloud's flexible resource allocation model addresses these concerns. Still, Helient also understands that each client has unique business objectives that might require a tailored approach between dedicated and pooled desktops.

Adoption of New Operating Systems:

Windows 11 Adoption: There is a natural reluctance among clients to adopt new operating systems like Windows 11 immediately after release. Helient has observed the importance of communicating the right timing for adoption, ensuring clients understand when a new OS is stable and secure for enterprise use.

Future Recommendations:

Tailored Communication and Detailed Planning:

Emphasizing the need for tailored communication and detailed planning in all client engagements. This approach ensures that solutions perfectly align with each client's requirements and operational goals.

Flexible and Secure Work Solutions:

Advocating for the provision of flexible and secure work solutions. This flexibility is essential in a rapidly changing technological landscape, where new challenges and opportunities arise constantly.

Iterative Assessment and Adaptation:

Recommending an iterative approach to assessment and adaptation, leveraging emerging technologies. This approach ensures that Helient and its clients remain at the forefront of

technological advancements, adapting solutions as new technologies and best practices emerge.

Continuous Improvement:

Helient continues refining its methodologies and strategies based on past experiences and lessons learned, ensuring its services remain cutting-edge and highly effective.

In conclusion, these lessons and recommendations reflect Helient Systems' commitment to excellence, innovation, and client satisfaction. By applying these insights, Helient remains a leader in providing advanced IT solutions, particularly in desktop upgrades, cloud security, VDI, and new operating system adoption.

Why Choose Helient?

Helient Systems' success in serving multiple clients is attributed to rapid cost estimation, scalable and customizable solutions, and deep virtual desktop environment management expertise. Our approach is characterized by a keen understanding of economic viability, adaptability, and comprehensive solution comparison, ensuring that client needs are met effectively and efficiently.

Key Success Factors:

- **Desktop Upgrade Approaches:** We have developed a nuanced understanding of the most effective strategies for desktop upgrades—weighing the benefits of complete system overhauls against selective, targeted upgrades.
- **Cloud Security Education:** We played a pivotal role in dispelling misconceptions about cloud security and educating clients on its advantages, especially regarding enhanced security measures and compliance capabilities.
- **Tailored VDI Solutions:** We demonstrated expertise in offering customized VDI solutions, carefully choosing between dedicated and pooled desktops to align with each client's specific operational requirements.
- **Guided OS Adoption:** We provided expert advice on the best timing for transitioning to new operating systems like Windows 11, ensuring enterprise stability and security.

Helient Systems' journey in offering customized, scalable, and economically viable solutions has set us apart as a virtual desktop environment management leader. Our in-depth understanding of client needs, adaptability to technological changes, and commitment to delivering comprehensive, client-focused solutions have been pivotal in achieving operational excellence and ensuring client satisfaction. This case study is a testament to our dedication and expertise in navigating the complexities of modern IT environments, establishing a benchmark in the industry for innovation and client service.

Contact us today

Email: jwolff@helient.com

Phone: (215) 857-5584

Website: www.Helient.com

