

Transformed end user experience for a largest airline service provider in Australia



#Unlock User Experience

1 We understand the Problem..

Australia's second-largest airline after Qantas and it is the largest airline by fleet size. It was established in November 1999, the airline has grown to directly serve 29 cities in Australia from hubs in Brisbane, Melbourne and Sydney.

Customer Challenges

- Reduce the cost involved in the SOE Build by the third party service providers
- Dependency on vendors for updating the Application Version was very high
- Users were not able to use the SCAN/Print option via the published application
- Current Citrix environment is running on legacy version (4.5/6.5 versions)

3 Implementation Highlights ...

- Established VDI Infrastructure to enable **1500** users to have seamless access to required applications
- Hosted out of Partner's Data centers in Australia
- A light weight EUC environment optimized for document viewing and web browsing for approximately **1200** concurrent users
- A full featured Windows 7 virtual desktop for **300** additional users were deployed

2 Our Solution is the game changer..

With our WaaS Solution we enabled the customer to have:

- **Anywhere, anytime access using any device** to the work environment without any degradation in performance or user experience
- High performance tiered storage architecture
- Robust and high density compute platforms built around Microsoft's Hyper-V
- In-built analytics to ensure proactive monitoring and high end user experience

4 The Result? Happy Customer...!

100% Daily backup success rate and dual site deployment with DR



30% reduction in operations cost

Platform for the quick and efficient management of Desktops & Applications



For more information get in touch with us at WaaSnext@TechMahindra.com