CUSTOMER SUCCESS STORY

IT Works Wilmington, LLC increases simplicity and security with NetApp VDS

NetApp VDS helps IT Works Wilmington ensure compliance and security for its customers' most sensitive data without sacrificing performance

■ NetApp

With NetApp Virtual Desktop Service (VDS), IT Works Wilmington, LLC makes its customer offerings even more secure and attractive, and business life easier by giving them simplicity, agility, and the ability to scale.

IT Works Wilmington, LLC (ITWW) is a regional Managed Service Provider (MSP) that provides IT services for small and medium-sized businesses in compliance-conscious industries including Medical, Legal, and Financial Services. While ITWW's customers are authorities in their field, they often lack deep IT expertise and rely on ITWW for that expertise. ITWW provides end-user compute (EUC) environments with stringent controls for its clients, and VDI is a key offering in this practice. Their expertise in both secure solutions and cloud infrastructure makes ITWW an exceptional partner for these independent businesses.

IT works

66% of companies see compliance mandates increasing spending.[1]

On average, every financial services employee has access to 11 million files.[2]

Nearly two-thirds of companies have 1,000+ sensitive files open to every employee.[3]

"Being in a regulated world and dealing with sensitive data, our customers have a very real fear of breaches, data losses, or compliance failures. NetApp VDS ensures we deliver security, stability, and the performance our customers demand as a part of our VDI offering. Our customers rely on our expertise to keep their data safe and accessible, and in turn, we rely on NetApp to help us deliver."

Stan Martin, Founder ITWW

To provide exactly what their customers require, ITWW must ensure a tightly packaged suite of technologies that deliver broad function, easy scale, and flawless security, that can be provisioned in minutes and audited immediately.

"When they came to us, ITWW had attempted to build their own provisioning and management system to streamline and automate the mind-numbing and error-prone functions involved with delivering VDI services to their users," recalls Charles Foley, Sr. Director, NetApp. "While this in-house toolset initially provided the basic functions they needed, the ITWW team found out that this effort to build a proprietary platform actually turned them into a 'software company with a customer of one.'"

This course of action left ITWW with the burden of maintaining a complex software operating environment to manage, update, and keep current with the development of new cloud and desktop technologies. What was supposed to be an asset had quickly turned into a potential liability.

NetApp VDS is the medicine to combat ITWW's worst IT headaches

Enter NetApp VDS, the service that enables you to deploy, manage, and optimize virtual desktop environments through a single SaaS-delivered global control pane. With VDS, ITWW found a SaaS-based service that they could tap into to make their lives easier, and their customer offerings more attractive.

"With VDS, ITWW now manages customers around the country using a system that automates the deployment and management of the complete VDI infrastructure, from underlying storage and compute, through the Windows stack, and including the complete application stack layer," continued Foley. "It's simple and streamlined, and most important to ITWW, it gives their customers the performance and built-in security they need."

NetApp VDS helps ITWW scale as more customers cruise into a more flexible workplace

NetApp VDS is what allows ITWW to scale. According to Martin, "90% of our clients are managed through VDS. We have scaled our entire VDI practice on the back of the NetApp VDS solution."

In response to the sudden acceleration of the flexible workplace model, ITWW is able to move swiftly to support its customers. Their users can immediately shift to a work-from-anywhere model, accessing sensitive company data without the requirement of complex and costly VPN infrastructure or retraining.

NetApp VDS is so effortless and flexible that, "I can even use it on the display in my Tesla," exclaims Martin. Now, that's simplicity.

60% of organizations do not use VDI yet, but at least 15% are on the verge of doing so.[4]

79% of companies believe alternative desktop delivery models such as VDI are more secure than traditional desktop delivery models.[5]

References:

[1]   IDG, "2019 Security Priorities Study." https://www.idg.com/tools-for-marketers/2019-security-priorities-study/

[2]   Varonis, "2021 Data risk Report." https://info.varonis.com/hubfs/docs/research_reports/2021-Financial-Data-Risk-Report.pdf

[3]   Ibid.

[4]   ESG, "Research Report: Are Desktops Doomed?" https://info.cameyo.com/esg-report-vdi-and-daas

[5]   Ibid.

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About NetApp
In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. To learn more, visit www.netapp.com

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