NetApp VDS improves Biztek Solutions' VDI offering

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With NetApp VDS, Biztek Solutions ensures high security and availability of critical applications for its customers

With Windows Virtual Desktop (WVD) and NetApp Virtual Desktop Service (VDS) on Azure NetApp Files, Biztek Solutions lowered its cloud-spend waste, increased control, and was able to automate infrastructure deployment and management of their environment. All this while ensuring availability and performance for their customer's highly secure, compliance-sensitive applications.

Biztek Solutions is an IT services firm that specializes in working with clients in highly secure, compliance-sensitive areas, such as financial services, medical, and legal verticals. As a future-facing firm, Biztek has been offering their customers virtual desktop infrastructure (VDI) solutions for years. However, customer adoption was low because many regulated industries were reluctant to move to a fully remote environment, often due to a lack of understanding of the capabilities and perceived trade-offs. However, the global pandemic, combined with regional disasters, has changed that, and pushed companies to quickly adopt.

Almost 80% of companies believe alternative desktop delivery models such as VDI are more secure than traditional delivery models.[1]

Financial service institutions have spent $321 Billion on enforcement actions, fines, and settlements since 2008.[2]

"Our business is about security, scale, and flexibility. NetApp's VDS enables us to unlock levels of technology and performance for any sized user without massive investment in people or facilities."

Derek Anderson
President and CIO, Biztek Solutions

Biztek Solutions and its customers face the same challenge that many businesses encounter worldwide – the escalating need for more flexible, dynamic, and secure workplaces. Mortgage agents need to work from home, yet still access and use secure applications and data. Medical professionals need to easily access and work with confidential patient data without relying on the office network. Designers need to be able to use high-power GPU resources for CAD work from their spare-bedroom-turned-office using a conventional laptop.

All of these business use cases meant Biztek Solutions needed to 'level up' their VDI solution set. Not only did their clients have more requirements, but Biztek Solutions also faced new demands on its service.

"With the influx of virtual desktops being requested en masse, Biztek needed a control plane that gave them a broader span of control but with more granularity of offering than most DaaS systems allowed," explains Charles Foley, Sr. Director, NetApp. "Additionally, since they offer this infrastructure 'as-a-service', Biztek needed to find a solution that allowed them to control the cloud infrastructure costs, for example, spinning down unused VMs and cleaning up storage to keep cloud-spend waste low."

A key requirement for Biztek was built-in automation, not only for deploying infrastructure (storage, VMs, session hosts) but for managing the entire environment on a continued basis (Windows images, application stacks, interdependencies).
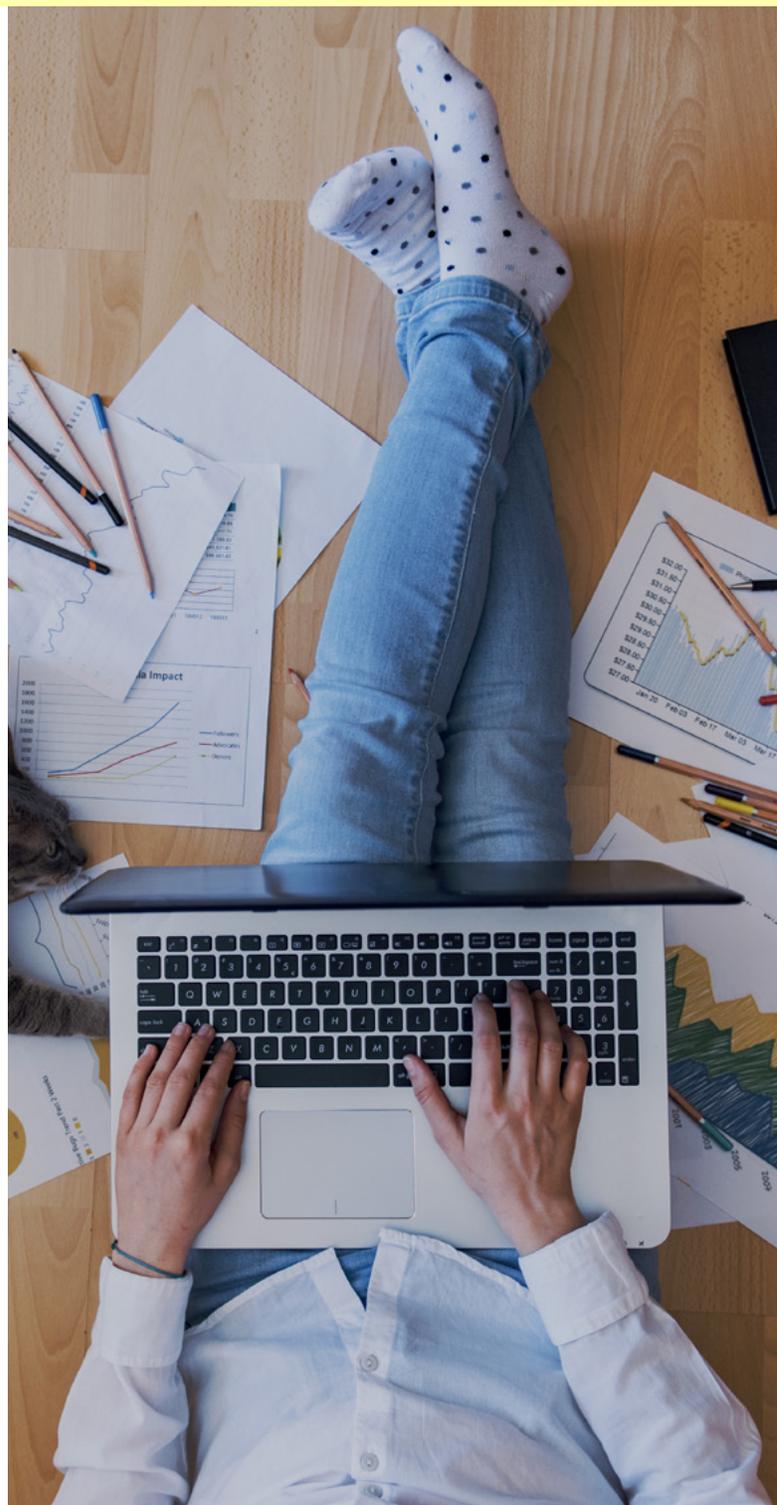
Their customers demand more, so Biztek Solutions delivers

These needs, combined with one customer's heightened security and compliance requirements, propelled Biztek to embrace NetApp VDS.

"One of our customers is a small-to-medium-sized financial services firm specializing in real estate transaction processing whose clients impose extremely strict security and audit requirements on them," says Anderson. "We needed to deliver a solution that could meet all of their requirements without variance. We spent a great deal of time researching the most secure and scalable virtual desktop environment because we want to make sure we always exceed our client's expectations. That's when we discovered NetApp VDS."

Anderson presented a solution which included Microsoft Windows Virtual Desktop (WVD), using Azure NetApp Files for secure, scalable, performant storage, all managed by NetApp VDS, to the FinServ's CEO. The result was an immediate 'yes'.

NetApp VDS secures more, supports more, and saves more

Anderson and his team now rely on NetApp VDS to offer both cloud and on-premises VDI-managed services to their clients. This allows them the ability to support the widest array of customer requirements and preferences.

"The level of automation that NetApp VDS brings to the table, not only for the cloud infrastructure and VDI environment, but for the total application stack as well, keeps their costs low and margins stable," says Foley.

NetApp VDS cost-optimization technologies such as LiveScaling, Workload Resource Scheduling, and Wake-On-Demand mean that Biztek Solutions' costs are kept under control as they open a powerful array of technology to their users.

Improved security is seen as the #1 benefit of both VDI and DaaS.[3]

IT efficiency (38%) and security and compliance (23%) are the most critical investment justification metrics for VDI and DaaS projects.[4]

References:

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

[2] Intuition, "Compliance: The Numbers You Need to Know." https://www.intuition.com/compliance-the-numbers-you-need-to-know/

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

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

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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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