

SUCCESS STORY  
**Construction**



**HCSS | PROBLEM SOLVED**

NetApp helps HCSS build a virtual desktop infrastructure so that HCSS customers have continuous, on-demand access to any HCSS application through their desktops of choice.

## HCSS leverages NetApp to build a Virtual Desktop Infrastructure to accelerate customer success, improve information access, and scale services efficiently

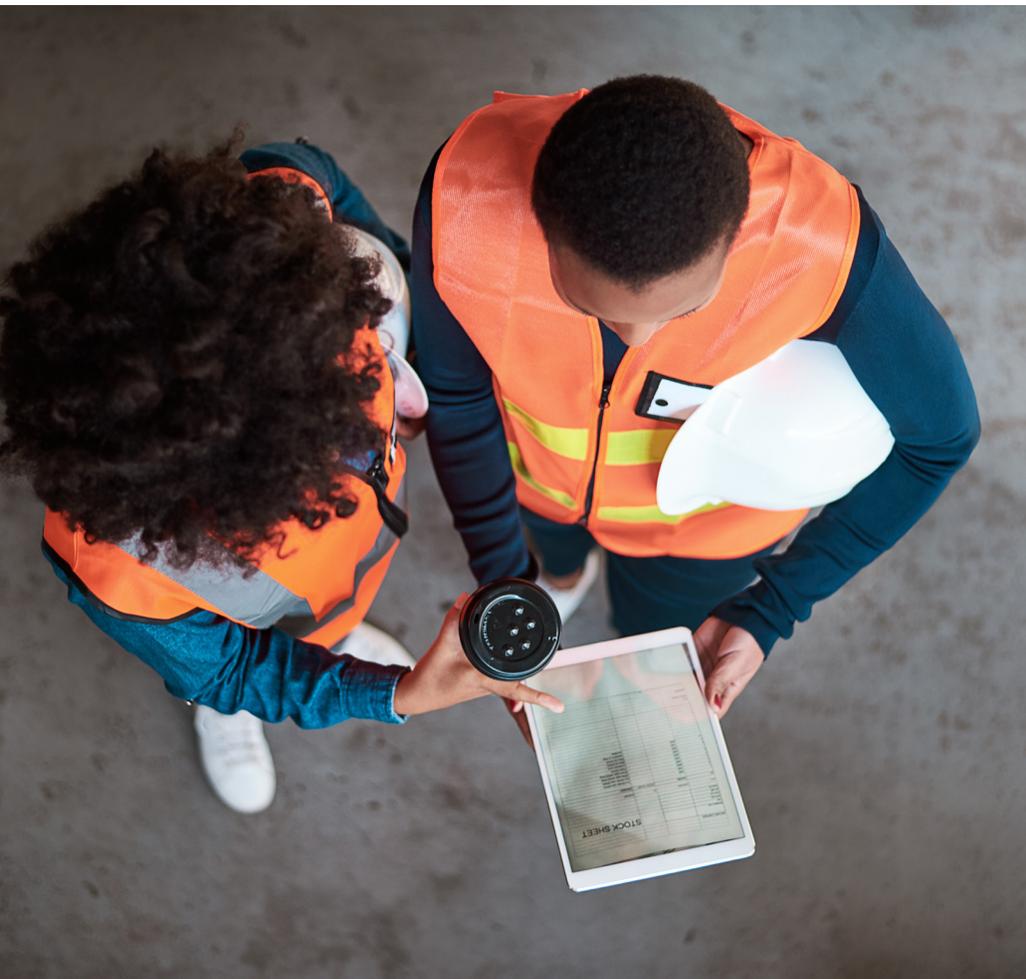
HCSS offers applications that help thousands of construction-industry professionals globally in streamlining their operations with cloud-based access to HeavyBid, HeavyJob, Dispatcher and Equipment 360 software. The exponential growth of HCSS over a short period of time led the company to explore cloud-based solutions to not only provide fast, flexible user access to its software suite, but also to improve the ability to scale delivery and services to thousands of customers.

HCSS chose the NetApp Virtual Desktop Service (VDS) as the global control plane for its virtual desktop infrastructure in order to accelerate integrated online experiences for HCSS customers. VDS ensures that HCSS customers have on-demand access to the full suite of HCSS applications from anywhere and any device, and that these virtual desktops are always available, current, and secure.

“During our review of the NetApp Virtual Desktop Service, it was clear from the start that NetApp offered a mature platform capable of meeting our requirements both now and in the future. The executives and support team at NetApp understand what we need to meet our goals, and worked closely with us to develop the right cloud solution for our software. Having standardized on the NetApp Virtual Desktop Service, the technology has proven itself, allowing HCSS to streamline the customer experience now and going forward.”

**Ketul Parekh**

Director of Technology Services, HCSS



**Improved Customer Satisfaction, At Scale**

HCSS customers, thanks to NetApp's Virtual Desktop Service (VDS), now receive an integrated online experience for on-demand, always-on access to the full suite of HCSS applications, from anywhere and any device. Both HCSS and its customers favor the excellent responsiveness of virtualized application delivery, which in turn has helped users improve productivity. Within its enterprise, HCSS has also benefited from VDS through greatly reduced infrastructure costs and staff requirements to support application servers and related infrastructure. VDS ensures that applications are deployed in its cloud environment of choice, with integrated data protection and redundancy to ensure solution availability and business continuity.



### **Simplify Application Management to Support Business Growth**

VDS assists HCSS with application management and entitlement, providing insights into where software is provisioned and scheduling updates in a timely manner. This helps to ensure that HCSS customers gain access to the most current software version and are provided with the proper number of licenses. Use of VDS also helps HCSS to broaden its customer base, allowing easier management for larger customers, due to solution efficiency.

VDS also lowers the barriers of entry for organizations to deploy their own fully baked application hosting platform. The automation, ease of deployment,

and scalability of NetApp VDS across these areas has been crucial to HCSS customer and growth strategies.

According to Ketul Parekh, Director of Technology Services at HCSS, “We have been growing tremendously, and VDS allows us to easily build upon our software delivery capabilities, which is what is needed in a cloud-enablement partner. VDS provides us with a very strategic technology, ensuring the unrestricted success of our operations. NetApp is always there as a partner, which has been an important part of their value.”

### Interoperable with Your Cloud

HCSS and its customer base have several deployment options with VDS, as it is interoperable with your public or hybrid cloud of choice. HCSS chose to extend its Microsoft Azure and Windows Virtual Desktops (WVD) environments by leveraging VDS as the unified control plane to automate the provisioning, management, and support of virtualized desktops within the HCSS customer footprint. Access to HCSS virtualized desktops is simplified through Single Sign-On (SSO) system access. HCSS users can then utilize their existing Office 365 credentials throughout the platform to interface with all applications, in accordance with HCSS administrator-defined policies.

The fullest advantages of the integration of VDS with your hybrid cloud VDI strategy lie in the full management



of every layer of the administrator's technology stack. Furthermore, dynamic resource adjustments can be made as software support requirements change. VDS also integrates billing into the HCSS administrator's interface to streamline virtual desktop client management.

### SOLUTION COMPONENTS

NetApp Virtual Desktop Service

Public or Hybrid Cloud Infrastructure

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<https://cloud.netapp.com/virtual-desktop-service>

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NetApp is the data authority for hybrid cloud. We provide a full range of hybrid-cloud data services that simplify management of applications and data across cloud and on-premises environments in order to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation, and optimize their operations. For more information, visit [www.netapp.com](http://www.netapp.com). #DataDriven