Pratt Brothers used NetApp’s global control plane to quickly and efficiently optimize and scale the management, maintenance, and protection of all Pratt Brothers, Inc. software, desktop, and servers.

Pratt Brothers, Inc. is a family-owned construction firm. As its business continued to grow, it became clear to the Pratt Brothers IT team that remote access to necessary construction project software and applications was increasingly complex. Its virtual desktop infrastructure management became difficult to manage, optimize, and scale. Additionally, Pratt Brothers found that its on-site construction teams were often unable to access critical information vital to the timely success of its projects.

NetApp Virtual Desktop Service (VDS) provided an elegant solution to simplify and unify virtual desktop management, provisioning and automation. NetApp VDS is a global control plane that leverages existing cloud capabilities, supported by IT teams within Pratt Brothers to manage virtual desktops and software applications through all phases of the lifecycle. Stages of the virtual desktop and software application lifecycle span user set-up, policy and security protocols, connectivity, and system updates and upgrades.

Because NetApp VDS is a flexible and scalable solution, with open REST APIs, interoperable with the Pratt Brothers’ choice of cloud and desktop devices, and because NetApp VDS extends the capabilities of Pratt Brothers’ existing cloud infrastructure, the process to centrally manage and quickly scale Virtual Desktop Service was dramatically simplified. In addition, Pratt Brothers was able to save time and money that was previously spent on troubleshooting virtual desktop and application service failures.
“NetApp VDS has made the road to the cloud-managed desktops easier with a simple yet cost-effective global control plane. Pratt Brothers, Inc. now has its desired, highly scalable platform to bring their software to customers anytime, anywhere. The high level of NetApp VDS workflow automation management, now functioning as an extension of the Pratt Brothers’ cloud, mitigates its VDI complexity and scaling costs.”

JD Helms
Vice President of Modern Workplace Services, NetApp

**Accelerated, Unified Desktop Management**

The Pratt Brothers’ investment in NetApp Virtual Desktop Service (VDS) empowered its IT teams to unify policy, software, and security updates for all its construction project teams, no matter where they are located. Pratt Brothers’ construction project teams, contractors, and clients are now able to access virtual desktops with the assurance of always-on, always secure, always accessible application delivery.

Because NetApp VDS is a SaaS solution, the Pratt Brothers IT teams were able to simplify the processes of virtual desktop and software provisioning, deployment, orchestration, and management. The Quality of Experience (QoE) improved dramatically for Pratt Brothers’ construction teams, contractors, and clients alike, as personnel were able to collaborate in real-time — without fear of lengthy software or virtual desktop boot times or server outages. This greatly improved the likelihood of timely construction project success.
Scalable, Cloud-Driven Asset Utilization

NetApp Virtual Desktop Service (VDS) extends cloud capabilities by delivering a global control plane to manage virtual desktops through all phases of the desktop lifecycle. The flexibility of the NetApp VDS solution, augmented by open REST APIs, provided Pratt Brothers with the choice to use its preferred cloud providers while supporting for interoperability with any desktop hardware.

The Pratt Brothers IT teams were able to unleash the full power of its cloud investments toward scaling its virtual desktop and software solutions based on resource needs. Workforce needs change frequently on a ‘per construction project’ basis. NetApp VDS was able to support surges in virtual desktop users due to Pratt Brothers’ business realities such as project complexity, workforce seasonality, and shift workers. Other cloud-powered capabilities that the NetApp VDS global control plane brought to the Pratt Brothers virtual workspace environment:

- **Configurable resource scheduling engine** to quickly, flexibly ‘dial up or dial down’ virtual desktop resources based on Pratt Brothers’ business and personnel needs
- **Intelligent scaling and load balancing** of workspace performance resources, such as GPU, when required
- **Dynamic resources** to pair individual virtual desktops and application throughout, in real-time, with the right-sized compute and gateways

The net impact for Pratt Brothers, by choosing NetApp VDI, was the IT time and hosting costs saved while accelerating workforce productivity and time-to-revenue on its commissioned construction projects.

**SOLUTION COMPONENTS**

- NetApp Virtual Desktop Service
- Public or Hybrid Cloud Infrastructure

[LEARN MORE](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