

Virtual Desktop Infrastructure (VDI) assistance for a major Police Force

The Challenge

A major Police force had asked Venture 1 Consulting ("V1C") to help with the deployment of its' Virtual Desktop Infrastructure over a widespread area network. Some of the locations are remote and therefore serviced by slow and unreliable network links. Managing users and their workstations in this environment is a challenge.

The force operated a mixture of thick and thin client users and several versions of client operating systems. Management needed to find a harmonised approach to the management and deployment of a variety of client systems across the entire estate.

Several months prior to V1C becoming involved, the customer had contacted a different partner to implement a system based on System Centre Configuration Manager (SCCM) to deploy and manage the desktop estate. The solution presented by that partner was regarded as being not fit for purpose in operation or in alignment to the customers' requirements. Consequently, the proposed implementation needed to be repaired, optimised and made fit for purpose.

The project needed to turn around the failed deployment as quickly and efficiently as possible as the original time and budget constraints remained in place.

The Requirements

V1C was challenged with turning the project around, transitioning the failed implementation into a desktop deployment and management estate that met the customers technical and business requirements.

The deployed solution had to accommodate:

- Immediate issue resolution
- Core image and task sequence streamlining and optimisation
- Architectural review and gap analysis
- Service re-architecting and remediation
- Application packaging

The Solution

V1C engaged with the customer on several levels:

- Immediate issue resolution
- Core image and task sequence streamlining and optimisation
- Architectural review and gap analysis
- Service re-architecting and remediation
- Application packaging

V1C worked closely with the customer to help understand and explain the problems that were occurring with its' SCCM and VDI. V1C was able to work together with the customer to fix and where needed, redesign the VDI solution. Work took place both on-premise and remotely.

Throughout the engagement knowledge transfer was key. This enabled the customer to own and manage the solution once fixed. V1C produced extensive documentation and performed thorough knowledge share activities with the customer. Due to V1C's expertise in both VDI and SCCM and its' holistic and inclusive approach to project delivery, V1C was the perfect partner to help the customer.

The Benefits

With advice, guidance and a fixed and re-architected SCCM, the customer now has a much faster, smoother and reliable infrastructure to support its' application and desktop deployment. General Citrix issues were also investigated to help benefit VDI deployment with a positive outcome of a much smoother running system. The customers VDI environment can now realise its full potential, helping to manage the challenging desktop estate across the Force.

Technologies

- System Center Configuration Manager
- Windows Client
- Windows Server
- AppV
- Citrix XenApp

Project Componentenets

- Desktop Management
- Desktop Deployment
- Systems Configuration
- System Architecting
- Solutions Design
- Solutions Implementation
- Virtual Desktop Infrastructure
- Support and Guidance

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