Managing the Call Center & Operational Transparency on Cloud

At a Glance

INDUSTRY
Call Center Services provider

LOCATION
United States

USE CASE
The client needed to improve ROI by saving in hardware and maintenance cost with an automated and robust infrastructure

CHALLENGES

- The NOC is super busy
- Pushing updates/ AV requires downtime
- Lots of $$$ spent in maintenance cost

SOLUTION

- Implemented Desktop as a Service for officer users
- Implemented End-to-End Security
- Centralized management that updates automatically, which eliminates the need to restart machines
- Access data from anywhere and from any device

About The Client

The client is a US based Call Center Service provider with more than 10,000 desktops and soft phones providing services to various clients. As a service provider they have multiple support centers to provide instant support. The ticketing software is implemented on a DB and web server cluster. The company has Active Directory implemented to better manage full time and contract workers.

Business Challenges

- ➢ It was a challenge to constantly maintain Windows updates and AV updates
- ➢ Hardware maintenance overhead with an over burden to IT NOC
- ➢ Hardware maintenance for remote offices was a constant challenge with administrative overhead
- ➢ Regular cost addition into SLAs, pay outs for maintenance like power and cooling solutions

Our Approach

Royal Cyber provided AWS consulting and implemented DaaS by moving all office work to AWS WorkSpace.

- The on-premise AD synched with AWS AD to keep similar login experience
- Users were provided dynamic Cloud Desktops based on their AD Role
- Enhanced security ensured end-to-end communication between users and the AWS desktop
- Centralized OS patching eliminated the business downtime

Key Takeaways

- ✓ **70% increase in ROI**

- ✓ **60% decrease in IT Management cost**

- ✓ **80% decrease in hardware maintenance budget**

The solution implemented kept the business flow seamless both on-premises and the Cloud. It included security, mobility, package provision on demand, access to local printing and scanning services from the Cloud. IT NOC enablement made it easier to provision resources, packages and policy control on the fly. Business became more focused after reduction in IT asset management. Benefits of having Antivirus solutions, desktop in Cloud eliminated the lengthy purchase cycle and SLAs dependency. Royal Cyber followed the AWS best practices to automate and secure the complete process in a cost effective approach.

RESULTS

The business moved from On-premise to Desktop on Cloud helped organization to automate much bigger part of current IT assets.

✓ The Amazon WorkSpaces dramatically reduced the purchase and maintenance of desktop on premise.

✓ The hourly utilization by each user helped in saving thousands of billing both in Cloud and On-premise.

✓ The data storage on Cloud guaranteed that company shall not have any data loss in future.

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Having operations in nine countries and over 1000 domain specialists, Royal Cyber is an award winner under numerous categories for global IT implementations across industry verticals.