Intertec Enables Rapid Remote Onboarding for a Leading Bank with Azure AVD Solution

Industry: Banking and Financial Services
Size & Revenue: 10,000+ employees | *AED 24 Bn*

Business Problem

As the COVID-19 pandemic forced organizations to adopt remote working, one of the largest banks in UAE faced the challenge of onboarding 8000 users within 10 days, retaining data within the UAE region, and enabling virtual desktop capability for its employees amid a shortage of laptops in the market.

How Intertec Helped

Intertec helped the client solve their mission-critical priority by:

- Designing a comprehensive cloud-based VDI solution to meet their requirements.

- Providing expert consulting to design the user personas, ensuring the solution tailored to their specific needs.

- Designing the necessary security and compliance standards from an AVD perspective to ensure data safety and regulatory compliance.

- Setting up a dedicated managed services team to support the AVD platform, providing proactive monitoring, maintenance, and issue resolution.

- Offering 24/7 hypercare support to ensure that any issues are resolved quickly and with minimal impact on business operations.

Business Outcomes Delivered

With Intertec's help, the bank was able to:

- Meet industry regulatory compliance standards ensuring data safety

- Successfully onboard users within a record time of 10 days, providing seamless access to corporate resources and avoiding any loss of productivity for employees

- Establish a strong foundation for remote working, enabling business continuity and reducing the impact of lockdowns and other disruptions

- Lay the groundwork for achieving sustainability goals in the future by implementing cutting-edge cloud-based technologies and optimizing resource utilization

- Improve the overall efficiency and effectiveness of the organization's IT operations, reducing costs and enhancing business agility