



Wipro VirtuaDesk™

Enable a safe remote working environment for your employees, advisors and channel partners



The scale of the current COVID-19 pandemic has impacted everyday life across the globe. The long-term implications will affect not only how we view, react and manage future contagions, but also how we function in our familial, social and work environments. Faced with remote work mandates, enterprises must make prompt decisions to safeguard critical business functions and operations while meeting business continuity requirements. For many organizations, enabling workers to be productive from remote locations has not been a priority, especially if they believed that physical presence was important.

However, working from home (WFH) is not the exception any more. With increased work from home and BYOD initiatives, workload is moving to the Cloud. The existing virtual private network (VPN) solution is becoming outdated as company services are no longer just located in the office or data center, but are a combination of on-premise and Cloud-based services.

A holistic business continuity solution

Organizations need secured and centrally controllable access to their systems while ensuring quick deployment to address pandemic situations. Wipro VirtuaDesk™ Business Continuity solution is a Desktop as a Service offering based on the best-of-breed stack fit for this requirement. It is designed to introduce desktop and application virtualization to the workplace in a cost-effective manner and offers crucial advantages:



Enables remote working by driving seamless collaboration among global teams



Integrates with corporate IT infrastructure to maintain business continuity and support existing workflows and processes



Reduces operational complexities and costs by eliminating travel, storage costs, etc.



Simplifies IT infrastructure by virtualizing desktops and applications



Improves IT agility by leveraging Cloud architecture and next-gen hardware



Enables self-service and real-time desktop management

Wipro VirtuaDesk™ Business

Continuity solution leverages key

Wipro partnerships with HPE, Cisco, AWS, Microsoft, DataCore, Nexenta,

Citrix and VMware. It has enabled

over 100,000 seats globally across customers.

The perfect fit for the insurance sector

Wipro VirtuaDesk™ Business Continuity solution is a powerful tool for insurance companies. Insurance companies have unique operating structures with multiple internal and external users who use a large number of enterprises-owned and BYOD devices. These users access business applications for on-premise and Cloud applications. (Figure 1) maps remote working needs of these user groups. Wipro VirtuaDesk™ effectively meets business continuity requirements in the post COVID-19 environment.



Persona 1

Constant access to core business-critical applications

CSR, UW, Claims Admin, Policy Admin, Actuaries

- Dedicated secured connection to core application(s)
- Provision of access from any device at anytime
- Advanced cyber security
- Data protection
- Multi-factor authentication
- Continuous monitoring for application performance and user experience
- Collaboration tools
- Dedicated IT support



Persona 2

Frequent access to support applications and information feed from business-critical applications

Sales Manager, Claims Investigators, Agents, Brokers, Finance, Billing, Risk, IT Operations

- Secured connection to business applications
- Provision of access from any device at anytime
- Advanced cyber security
- Data protection
- Heavy usage of collaboration tools within insurance ecosystem including 3rd party integration
- Enable BYOD
- Self-help and self-heal IT support



Persona 3

Limited access to business applications, information feed and/or MI from core applications

Marketing, Legal, CXO/Mgmt, Compliance

- Access to non-business applications
- Provision of access from any device at anytime
- Cyber protection
- Heavy usage of collaboration tools including internal and 3rd party integration
- Enable BYOD
- Self-help and self-heal IT support



Persona 4

No direct access to business applications, need access to application environments for development, test and release activities

IT Development (internal and external)

- Distributed agile development
- Access to multiple environments for change delivery
- Availability of talent across geographies
- Heavy usage of collaboration tools including internal and 3rd party IT systems/vendors
- Enable BYOD
- Self-help and self-heal IT support

Figure 1: Remote working needs of insurance user groups

Wipro VirtuaDesk™ solution ensures that existing desktop application suites are deployable in a Cloud-based computing model without compatibility or performance problems often encountered when deploying a large number of applications.

Wipro VirtuaDesk™: Solution overview

The solution is designed with multiple user personas connecting multiple Cloud and virtualization platforms to bring together on-premise and Cloud based application access to users.

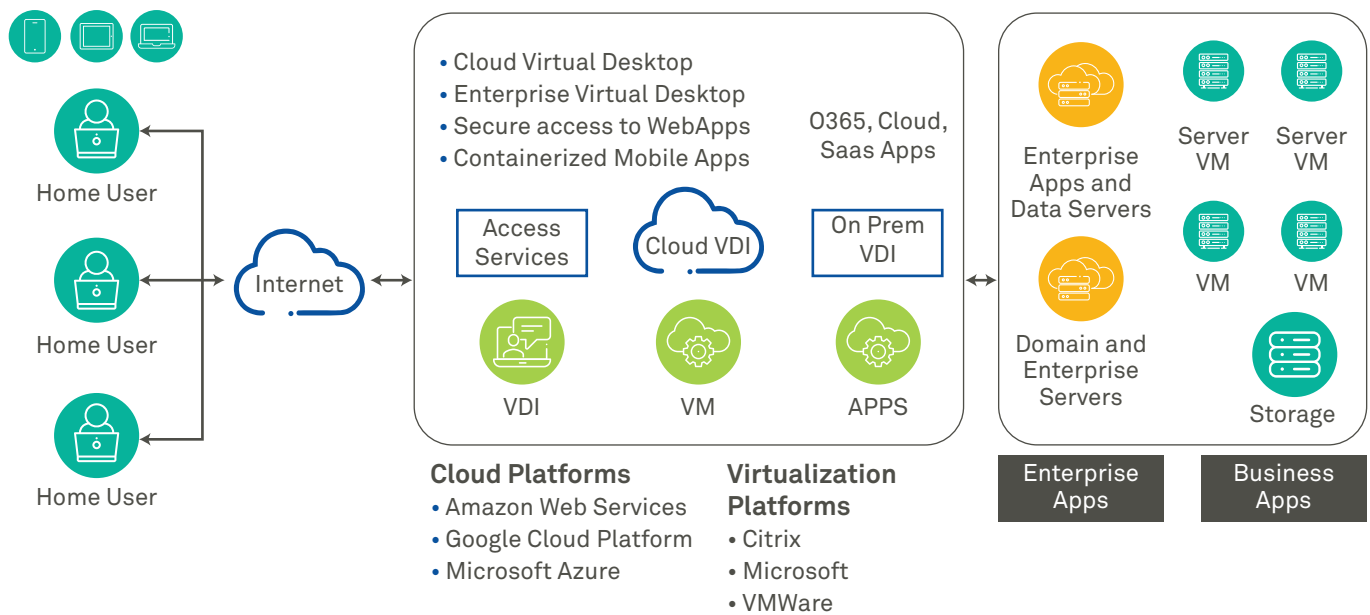


Figure 2: Solution overview

Deploying Wipro VirtuaDesk™ Business Continuity solution involves the following steps

- Assessing the availability of capacity with Microsoft on Azure region closest to the customer's data center
- Identifying security policies to be deployed
- Identifying the business-critical applications that need to be installed on VDIs
- Assessing and increasing the site-to-site VPN bandwidth between Azure and on-premise data center for application traffic (and cater appropriate performance)
- Identifying business critical users who will use the VDIs
- Deploying of Citrix/WVD web clients on user end points to access Citrix/WVD machines
- Finalizing the login methods – two-factor authentication

The solution can leverage existing infrastructure and IT investments of insurance companies in terms of SCMM, App-V and other software and hardware licenses.

The Wipro Advantage



End-to-end planning, deployment and support with 2 to 5 weeks deployment for first 500 users; scalable up to 10,000 users with 1,000 VDIs per week



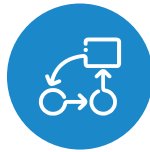
100% flexibility in deployment options



Sustained productivity with complete backup and secure end-points



Strong experience in delivering VDIs using Citrix / VMware and hosting VDIs



Comprehensive monitoring tool that proactively monitors infrastructure health and user experience related parameters



Centralized IT management with customized disaster recovery plan



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