



| citrix®

**A global healthcare
company achieves
rapid resilience,
productivity, and
business continuity
in the hybrid
working era**

Business:
Global healthcare
company

Geography:
United Kingdom

Industry:
Medicines, vaccines
and consumer
healthcare



Challenges

The company needed innovation and flexibility in operations during the early stages of Covid-19, with a global shift in working practices placing strain on business continuity, employee productivity and collaboration. There was a rapid increase in security threats and incidents arising from a newly hybrid workforce.

The main challenges included:

- Ensuring critical IT systems remained secure
- Enabling seamless access to client application and corporate networks for always-on service delivery
- Enhancing user experiences in remote working environments



Solutions

Wipro and Citrix, together with Microsoft, worked with the client to onboard 500 employees within two months. However, as events evolved, we extended our partnership to a year, with the goal to onboard 1,500 more employees.

Together, we conducted a deep analysis of workforce persona user needs, ultimately implementing the following solutions:

- **virtuadesk™** – is a Desktop-as-a-Service (DaaS) solution built to empower productive, seamless enterprises. Combined with Citrix Cloud Services and Microsoft Azure, virtuadesk™ leverages automation, analytics and AI to drive business outcomes
- **Citrix DaaS** – Delivering secure, future-proof desktop virtualization, which provides a superior user experience, enabling the client's teams to maintain collaboration and productivity from anywhere
- **Microsoft Azure Virtual Desktop** – Windows 10 multi-session desktop experience, Azure-hosted VDI capabilities



Business impact

The company was able to achieve rapid and secure virtual desktop infrastructure deployment, readily scalable for a future in which 'where' no longer matters. These solutions helped the client instill simplicity, flexibility and agility, as well as increased mobility. Crucially, the client was able to enhance service delivery, business analytics and monitoring – thus empowering employees with a superior user experience and enabling them to work from anywhere safely and securely.

Further, focused benefits include:

- **Secure and optimized workforce collaboration screenshare and document sharing** with watermarking for restricted audio/video session recording/playback and auditing
- **Frictionless service and exceptional, secure user-experiences** in an enterprise-grade hyperscale VDI
- **Seamless data management** between on-premise and cloud with a hybrid cloud model
- **End-to-end, 24/7 support** for licensing and service for global client users
- **A single management control pane** for cloud and on-premise VDI management
- **Monitoring and predictive analytics** to identify issues and respond without downtime



Empowering the future of healthcare

Wipro and Citrix continue to support the client to realize the best of all worlds, onboarding thousands more users to unleash secure experimentation, seeing beyond hybrid to discover a world that is reimagining how healthcare operates.

The company now has future-proof foundations for intelligent workspaces as it settles into a new era of work.

Contact us to see how our joint solutions could help you deliver successful transformation

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Ambitions Realized.

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and build future-ready, sustainable businesses. With over 250,000 employees and business partners across 66 countries, we deliver on the promise of helping our customers, colleagues, and communities thrive in an ever-changing world.

For more information,
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