



citrix™

Liberating workforces for a leading European bank

How Wipro and Citrix delivered a superior user experience that meets cloud-based security, regulatory, and compliance requirements for third-party users

Client:
European bank with
Global Operations

Geography:
International

Industry:
Finance

Employees:
71,000+



Challenges

A multinational investment bank needed a scalable and secure virtual desktop solution for their third party and internal developers. They were looking for a solution that could offer the same access and functionality to their remote and external workforces as for their internal and office-based staff.

Under a visionary CIO, the bank required a next generation workplace to realize its ambition of going beyond simple hybrid working to deliver scalability, flexibility and superior user experience for its employees, and guarantee compliance with the 60+ regulatory bodies.

The main challenges included:

- Meeting financial compliance and security requirements
- Ensuring desktop application performance and compatibility
- Scaling capacity up and down based on demand



Solutions

Wipro and Citrix implemented a solution to liberate the bank's remote workers and empower them to accomplish their best work with a secure and high-performance desktop virtualization solution.

This solution offers superior, frictionless user experiences and enhanced analytics, and expands on the bank's existing VDI platform with a new virtual desktop service that runs on Microsoft's Azure and Citrix Cloud.

These services are integrated and leveraged by Wipro's Desktop-as-a-Service, *virtuadesk*™. This modern approach to cloud-hosted desktops continues to support the visionary bank and its ambitions.

Solutions implemented include:

- **Wipro *virtuadesk*™** – An appliance-based Desktop-as-a-Service solution that focuses on creating and enhancing virtual workplaces, and combines Microsoft AVD and Citrix Cloud
- **Citrix DaaS** – For enabling enterprise-grade hybrid workspaces and empowering it with analytics to make secure, work from anywhere possible, and drive seamless productivity
- **Microsoft Azure Virtual Desktop** – Windows 10 multi-session desktop experience and Azure-hosted VDI capabilities with performance analytics extends support for Win 7 VDI



Business impact

The bank has now found harmony between the twin challenges of compliance and user experience. Banking staff have benefitted from a frictionless service in an enterprise-grade VDI that is customized to their needs. Employee experience is now enhanced and consistent, irrespective of where the employees are, and what device they use.

The bank now monitors, manages, and analyzes users from a single management control pane.

Other benefits include:

- The ability to deal more effectively with business disruption
- Seamless data management between on-premise and cloud with a hybrid cloud model
- Increased flexibility with built-in auto-scaling functionality



Empowering the future of banking, capital markets and insurance

Hybrid working is not just about technology; it is about freeing individuals and teams from stale processes, and facilitating secure, productive working from anywhere. In a world in which 'where' no longer matters, Wipro and Citrix continue to support our clients to reimagine finance in a new era of work.

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

virtuadesk.marketing

@wipro.com



Ambitions Realized.

Wipro Limited
Doddakannelli
Sarjapur Road
Bengaluru – 560 035
India

Tel: +91 (80) 2844 0011
Fax: +91 (80) 2844 0256
wipro.com

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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, please write to us at info@wipro.com