**A top US company enables access to apps and data anytime, anywhere, on any device, and more. Find out how**

The financial services company created a high performance application environment by leveraging desktop as a service

## Client background

**Client:** A top financial services company
**Industry:** Financial services
**Area of operation:** Global
**Products:** Asset management, servicing and administration, research and trading, financial data analytics and insurance
**Employees**: Over 35,000

## The Challenge

The financial services leader faced major challenges in delivering superior end user experience. Excessive application downtime due to hardware issues and user downtime resulting from connectivity issues led to inconsistent user experience. A highly complex architecture, application management issues across devices, and lack of regular patching as part of configuration management further compounded the situation.

The client realized the need for a new IT infrastructure strategy to improve service efficiency and availability, and to deliver enhanced user experience.

## Solution

The client chose to partner with Wipro due to its proven offering VirtuaDesk, a complete desktop virtualization solution underpinned by Cloud architecture, to create a high-performance and cost-effective way of delivering desktop-as-a-service.

Wipro designed a highly available and scalable platform built in partnership with Dell-Nutanix and Citrix to optimize and streamline application services for 57,000 users. Some of the major highlights of the solution were:

• A dedicated customer experience Center of Excellence underpinned by year on year continuous improvement metrics

• Wipro's proprietary ServiceNXT™ framework for operations management, supported round the clock by dedicated offshore delivery centers to enable resilient, business-aligned and cost-efficient IT applications delivery

• End user experience monitoring and diagnostics solution Stratusphere, augmented with predictive analytics, to provide user-centric visibility across platforms and workspace

• Customized self-service portals and real time monitoring of the DaaS environment for efficiency and insights

• A rich knowledge management portal integrated with the client's ITSM framework to store and disperse solutions and trouble-shooting resources

## Business Impact

Migration of 57,000 users to the new highly scalable platform improved service efficiency and availability, and brought in superior end user experience

Benefit highlights:

• 99.99% uptime with single point of accountability and improved service delivery parameters

• 15% reduction in incidents in the first 18 months through in-built automation and service improvements

• Two times enhancement in end user experience driven by real time monitoring of critical parameters and trend dashboards.

• Payment transparency and predictability with pay-per-user pricing model

• 1.5-fold improvement in end user productivity

## Quote

**Wipro stepped in as a strategic partner to help optimize and streamline application services. This helped the client reduce incidents, enhance user experience and enable 99.99% uptime**

**Seshu GV, General Manger, Cloud & Infrastructure Services, Wipro**

Wipro Limited
Doddakannelli, Sarjapur Road,
Bangalore-560 035, India

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

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 175,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at info@wipro.com