Insight's WVD POC Service provides HPS with a new USP

HPS is a Swedish Service Provider, specialising in IT security, operations and cloud services for SMBs in Sweden. HPS aims to be the hub for secure and cost-effective IT services that enable customers to create competitiveness and efficiency in a fast-changing IT world.

The Challenge

IT is changing at lightning speed. Services are increasingly deployed in the cloud and new services are launched every day. One such service – and of particular interest to Service Providers – is Windows Virtual Desktop (WVD). WVD is Microsoft's new desktop and app virtualisation service with multi-session Windows 10, optimisations for Office 365 ProPlus and support for RDS environments. "We were curious from the beginning what Windows Virtual Desktop could do for us as a Service Provider and soon customers also started asking about the possibilities of WVD," says Alf Jordan. "Insight invited us to one of their Jumpstart sessions on WVD. That sparked our interest even more and we decided to build a proof of concept that is connected to our own environment as a demo model to demonstrate to one of our customers. We felt like we could build a good POC ourselves, but we didn't have the time. When we spoke to Insight, we found out they could help us with the WVD Proof of Concept service they had already developed."

"Insight's Windows Virtual Desktop Proof of Concept service was the perfect solution for us at the right time. The WVD POC service has provided us with in-depth knowledge and saved valuable time. This allowed us to respond quickly to a customer request with a solid POC for Windows Virtual Desktop."

Alf Jordan, consultant, High Performance Systems (HPS)

Quick Overview

HPS quickly needed a Windows Virtual Desktop proof of concept connected to their own data centre to meet a customer request.

Insight solved the time issue and added in-depth knowledge on deployment and optimisation with their WVD Proof of Concept service.

HPS has acquired a new USP by learning how to build and deploy WVD POCs themselves for both existing and new customers.

The Solution

In addition to time, HPS had two other requirements. One was to have a real-life POC solution that allowed customers to see the use of standard components such as Office and OneDrive. The other was that the POC was integrated with their local data centre, where due to legal requirements, they host most of their customers' services. "Insight did the full configuration for us remotely within our own IT environment and guided us through all components, scripting and steps taken. Within a few days we went from assessment of our wishes and requirements, implementation to a boxed solution with an attractive POC service that we could easily configure afterwards for customers ourselves. Timing was very important, so the fact that it only took a few days to finish the POC was perfect for us."

> "The WVD POC service has provided us with in-depth knowledge and saved valuable time in delivering a solid POC for Windows Virtual Desktop to one of our customers."
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> Alf Jordan, consultant, High Performance Systems (HPS)

The Benefits

The main benefit of Insight's WVD Proof of Concept service for HPS is that the company can now show Windows Virtual Desktop to customers in conjunction with their own live systems. "That's a real USP for both existing and new customers. WVD will further increase their efficiency in terms of remote working, manageability and security", says Alf Jordan. "Insight solved the time issue we had when developing a POC for Windows Virtual Desktop for one of our customers. But they also added knowledge and expertise to optimize the solution and teach us how to configure WVD POCs ourselves. As a small company, you simply do not have all those competences in-house. Insight has been our licensing and service partner for about 10 years and now also fulfills the role of technical advisor. It is great to see that Insight is a partner that we can count on, even if we need that little bit of extra knowledge."

The Results Highlights

Fast and accurate response to a customer's request for a Window Virtual Desktop proof of concept.	Competence to set up and optimise further POCs for WVD based on the knowledge and expertise shared by Insight in the deployment report.	A viable product to demonstrate a solid WVD POC connected to HPS's own environment to new and existing customers.