

## CASE STUDY · AMAZON WORKSPACES

# A US payments infrastructure provider moves 750 users from on-premises Citrix to Amazon WorkSpaces

A secure virtual desktop platform for thin client and BYOD users, with a standby desktop for every user in a second AWS region, managed end to end with WorkSpaces Manager.

## AT A GLANCE

### CLIENT

A US payments infrastructure provider

### INDUSTRY

Banking and payments

### HEADQUARTERS

United States

### USERS

750, standard and developer personas

### REPLACED

On-premises Citrix VDI

### ENDPOINTS

Dell Wyse thin clients and BYOD

### AWS SERVICES

Amazon WorkSpaces, Multi-Region Resilience, Direct Connect, Transit Gateway, AD Connector, KMS, CloudWatch

### DELIVERED IN

4 months: a 2-month PoC with 50 users, then 2 months to migrate the rest

## The challenge

The organisation was running its virtual desktops on an ageing on-premises Citrix estate. Scaling it was slow, performance was inconsistent, and keeping it running took a growing share of the IT team's time.

Any replacement had to support Dell Wyse thin clients and personal devices, fit its existing security stack (endpoint protection, secure web gateway and MFA), and move 750 users without disrupting a business where downtime is not an option.

## The solution

Nuvens proved WorkSpaces in a 50-user proof of concept, then designed and built the production platform.

- Separate production and development VPCs across two Availability Zones, linked to shared services through Transit Gateway
- Integration with the on-premises Active Directory, with enforced MFA
- Persona-based golden images, with Nuvens building and packaging application delivery through Microsoft Intune
- WorkSpaces Manager for automated provisioning, cost scheduling and health monitoring, with ServiceNow driving joiners and leavers
- A standby WorkSpace for every user in a second AWS region, using Multi-Region Resilience, so staff keep working if the primary region fails
- Nuvens extended the WSM agent to back up new files on a user's D: drive to their OneDrive automatically

## The results

750

users migrated off Citrix

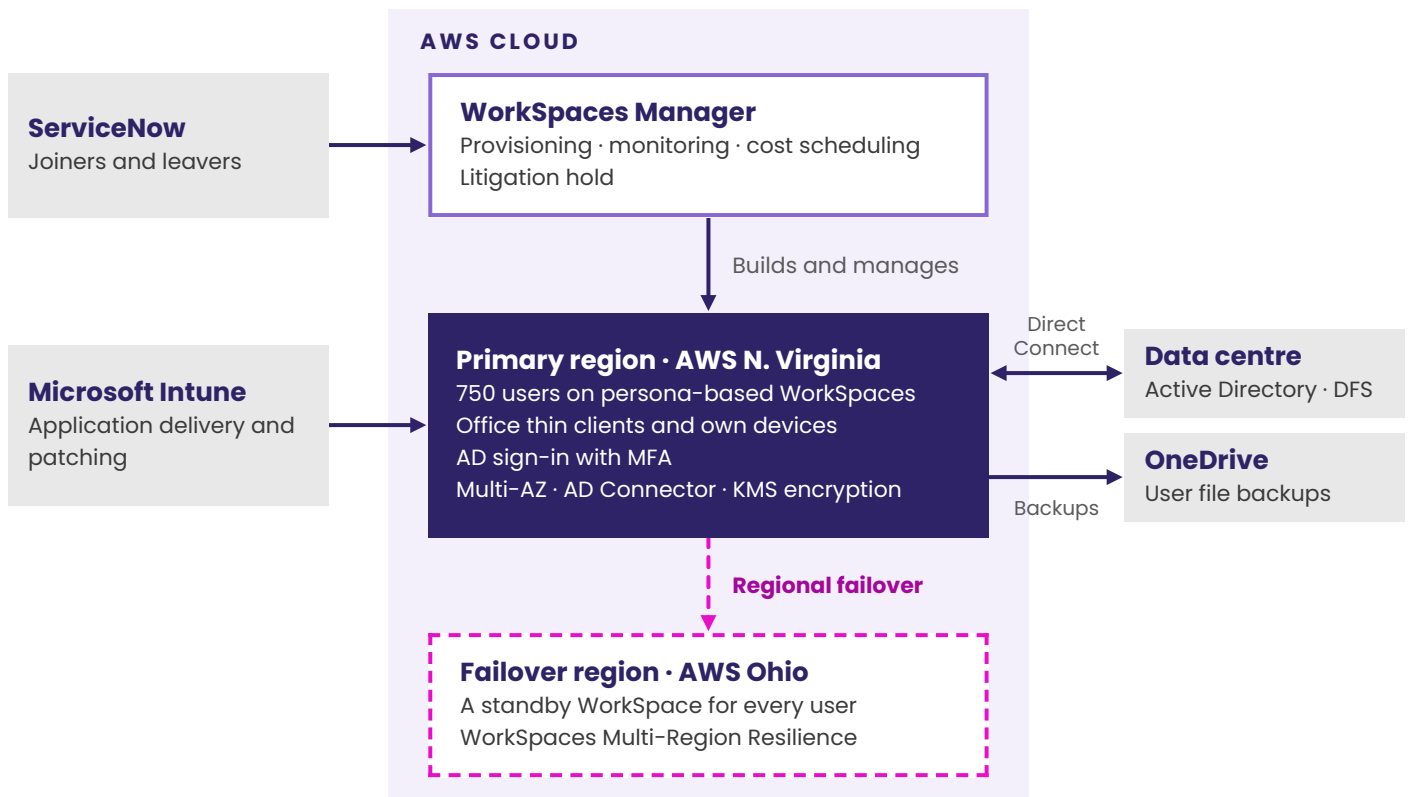
2 months

to migrate 700 users after the 50-user PoC

100%

of users with a standby desktop in a second region

## How the platform works

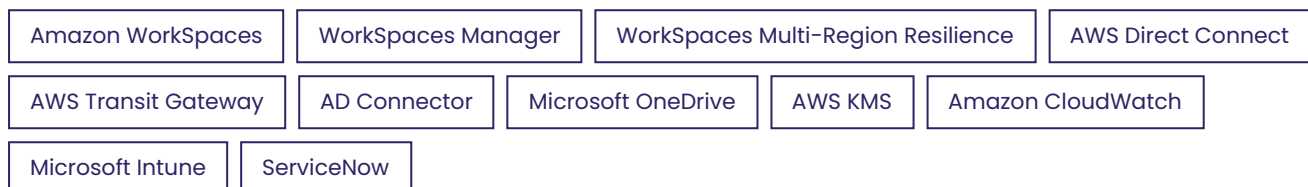


## How we delivered



A two-month proof of concept put 50 users on WorkSpaces to prove applications, performance and security in daily use. With the design confirmed, Nuvens migrated the remaining 700 users in persona-based waves over the following two months. Along the way Nuvens built and packaged Intune application delivery, and extended the WSM agent so files saved to a user's D: drive were backed up to OneDrive automatically. The client's team took over day-2 operations with runbooks and WSM training.

## Technology used



## Fully referenceable

This client is available as a reference on request. Talk to Nuvens to arrange a conversation with their team.

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