

# zDesk VDI for Premier

## The Story of (near) Zero!

The modernization of the digital workplace has placed an increased emphasis on IT cost and value optimization. In this context, one of the key metrics used to analyze the productivity and cost efficiency of the IT service desk is the number of IT tickets logged per user per month. While the acceptable value for this metric varies by domain, 1.0 is generally considered an optimal number.

Here we present the remarkable story of how GS Lab | GAVS brought that number down to a phenomenal 0.06 at Premier! This was achieved using our proprietary zDesk Platform for VDI and DaaS (Virtual Desktop Infrastructure and Desktop as a Service).

## The Business Situation

Premier used a three-tiered VDI solution that had poor performance, slow speeds, and several issues while using collaboration tools like Teams from within the VDI. With employees working from across the globe, this made collaboration difficult, impacting productivity, timely execution of tasks, and user experience.

The traditional stack of Premier's legacy solution required many components to build the VDI environment – such as database, gateway service, connection broker, etc. – with each component represented by a different VM. This implied that multiple servers had to be dedicated to run the VDI environment at Premier. This complex VDI environment took months to implement, was resource intensive, expensive to support, not scalable, and created high dependence on certified experts to diagnose and fix problems. The environment was high maintenance since the legacy solution did not support any standardization of routine processes like creation of users/user groups, access controls, VMs, updation of software, user profiles, etc.

The patchwork of several interconnected components also led to a high number of IT incidents since failure in even one component brought down the entire VDI environment. Also, the solution did not support active-active sites for Disaster Recovery (DR) which was very important to the customer. Due to all these reasons Premier looked for an alternative solution that would resolve these challenges, be high performing, cost-effective, and enable seamless collaboration.

## The Solution

GS Lab | GAVS implemented proprietary VDI+ solution – zDesk at Premier, drastically improving user productivity while reducing costs and meeting healthcare security compliance requirements.

zDesk is a cutting-edge platform for VDI with a managed services offering layered around it for DaaS. It comes with a **high performing, rapidly deployable, highly scalable, and extensible architecture** that is hardware agnostic and is delivered at an **exceptional TCO**. It is a **'single vendor', 'all inclusive'** desktop virtualization platform built on a **'zero layer'** architecture – thereby eliminating third party vendors, layer-specific hardware, and the costs, complexities of a traditional VDI. This dramatically alters how the customer engages with the solution. When **powered by AI, zDesk is self-monitoring and self-healing!**

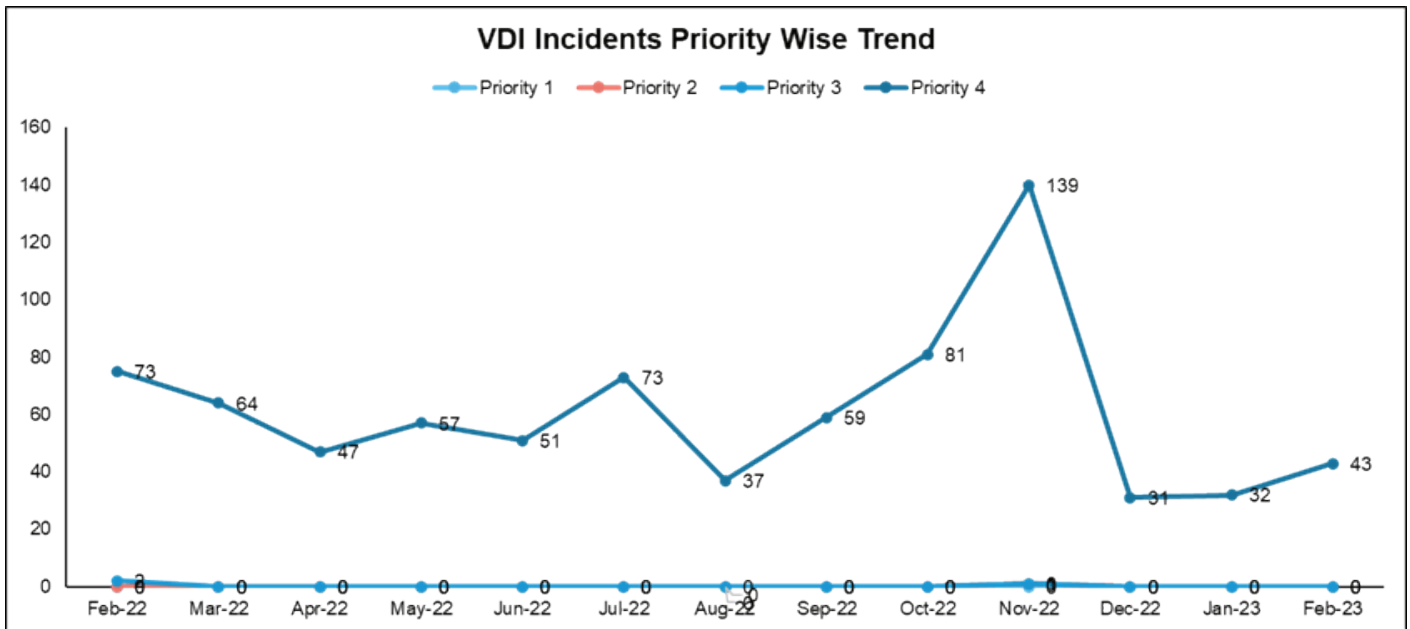
zDesk employs **application based routing** by default, which helped resolve Premier's issues with collaboration tools. Using this inbuilt capability, zDesk recognizes traffic types, and prioritizes, redirects/ routes network traffic based on application attributes. This results in high quality voice, data, and video flows, enabling seamless exchange of information through collaboration tools. This made a huge difference to users who were spread across Premier's global locations and enabled on-time execution of their tasks.

zDesk has an intuitive UI that enables easy navigation for Premier's tech team to effectively organize and standardize routine maintenance tasks relating to users, VMs, and software.

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zDesk provides robust Disaster Recovery through an **active-active DR strategy** where data is replicated simultaneously across the production and DR sites and failover consists of immediately re-routing requests towards the DR site. With an **RPO (Recovery Point Objective) of 4 hours** and **RTO (Recovery Time Objective) of 1 hour** at Premier, zDesk provides enhanced data protection, and near real-time recovery in the event of a disaster.

Running on commodity hardware, zDesk virtual desktops are deployed in Premier’s data centers supporting 1670+ users. For such a large scale implementation, **the value of 0.06 for the number of IT tickets/user/month** showcases the power of zDesk in reducing IT incidents. More importantly, **incident resolution is centralized**, eliminating the need for desk side engineers. Thus, zDesk has enabled Premier to progressively transition to a **Zero Incident Enterprise requiring Zero Desk Side Engineers!**



\* Nov-22 spike due to Windows 11 migration

## Premier Says!

Transitioning to zDesk allowed us to focus more on the future of empowering Healthcare innovation in the organization and less on VDI.

**-Todd Wilkes, VP & CTO**

The zDesk solution has provided continuous improvements since our adoption. From overall stabilization enhancements to improving capabilities (like performing in-place operating system upgrades), zDesk has provided stable and reliable virtual desktops for Premier’s staff.

**-Andrew Peterson, Director - Technology Services**