

CUSTOMER: 

PARTNERS:  

The pandemic forced many businesses to go remote in a hurry, and Concentrix was no exception. As customer experience specialists delivering sales and support services, Concentrix needed to take their business virtual quickly – without causing friction for their clients' customers. Nerdio provided a solution for Concentrix's large, boundary-pushing AVD deployment that brought their business online fast (saving them money) and was flexible enough to scale with the business.

CUSTOMER SCENARIO

Remote in a hurry: With around 140 contact centers across 30 countries, there were a lot of moving parts when it came to getting Concentrix's 225,000+ employees set up for remote work when COVID hit.

Seamless transition: Because Concentrix's business is built on providing stellar customer experiences on their clients' behalf, the move to remote work needed to be as frictionless as possible.

Thorough implementation: Nerdio worked closely with Concentrix to make sure their solution met the needs of Concentrix's 30,000 VDI users across 60 workspaces, 230+ host pools, 3500 hosts, and 20,000+ CPU cores.

KEYS TO WINNING

Quick, painless deployment: Nerdio got all of Concentrix's contact centers up and running on their remote solution quickly and independently, which drove enormous cost savings.

Flexible infrastructure: Nerdio Manager's flexibility enabled Concentrix to distribute their deployment across multiple Azure subscriptions, leveraging WVD Classic first, then extending to AVD ARM – thus overcoming inherent AVD limits.

Cost-saving optimization: Nerdio Manager's OS disk optimization saves Concentrix significant costs on storage by converting SSD disks to HDD when session host VMs aren't being used.

CUSTOMER OUTCOMES

Cost savings: Nerdio's Auto-scaling saves Concentrix over \$200,000 a month, 40% of their previous Azure costs.

Effective deployment on a tight schedule: Concentrix needed to move quickly to AVD during the pandemic, first for a pilot and then to scale out. Nerdio managed the deployment on a very compressed schedule.

Individual, flexible desktops: Nerdio Manager's "single-user pooled desktops" technology facilitates Concentrix's unique desktop model, reducing the cost of VDI while delivering dedicated VMs to users without permanent assignment.

QUOTES & EXCERPTS

Nerdio is saving Concentrix ~40% in Azure compute and storage

MICROSOFT REP:

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