CUSTOMER: NYC Environmental Protection   **PARTNERS:** nerdio   Microsoft

The New York City Department of Environmental Protection (NYC DEP) needed to move 2,000 employees — all working with complex security requirements — to virtual work. NYC DEP is responsible for the city's water supply (an average of one billion gallons every day), meaning the transition needed to be fast and seamless to allow the employees to continue their important work. NYC DEP was able to make the shift to remote work 90% faster than it would have been able to do by deploying VPN connections alone; it took a matter of days and required no new hardware. Nerdio was instrumental in helping the NYC DEP prepare the environment to scale and have a management plane in place to complement AVD.

CUSTOMER SCENARIO

24/7 IT support: NYC DEP's IT department is responsible for round-the-clock support for over 5,500 employees

Early cloud adopters: In order to provide the necessary breadth of support, NYC DEP leans on virtualization and cloud. Having the ability to easily deploy, manage and optimize cloud services was critical.

Reaching VPN's limits: NYC DEP's remote employees used a VPN to sign in, but the agency needed faster connections, stronger scalability, and MFA capabilities that the VPN didn't provide.

KEYS TO WINNING

Microsoft compatibility: NYC DEP was already a large-scale Microsoft Azure user, so they needed a partner with a thorough understanding of both Azure and AVD— enter Nerdio Manager.

All-hours support: Implementing a new solution during Covid was an unprecedented challenge, but Nerdio's support helped NYC DEP make a smooth, successful transition.

Time-saving technology: Nerdio Manager for Enterprise enables users to execute AVD deployments, manage the environment and troubleshoot access issues faster.

Optimization of the Environment: Using Nerdio the DEP was able to setup autoscaling so the AVD environment is scalable to meet performance demands round the clock, while optimizing the Azure spend to meet budget requirements.

CUSTOMER OUTCOMES

Better scalability: Implementing a new application used to take a year or two, now it only takes 90 days.

Faster deployments: NYC DEP can now automate, optimize, and secure Azure/AVD deployments in just three hours (down from over four weeks).

More flexibility: The agency has moved 40% (and counting) of its work to the cloud, and employees are able to use their personal devices rather than waiting on back-ordered agency laptops.

Cost Optimization: Reduction of Azure spend by over 50% to align Azure spend with budget requirements without sacrificing performance.

QUOTES & EXCERPTS

"I give kudos to Microsoft and Nerdio for supporting us nights, days, and weekends as we moved to remote work. Their investment in us, in this collaboration, got us to the point where we felt comfortable with the Azure Virtual Desktop solution. Getting this project done during COVID-19 was hectic, but we got through it together."

- Michael Shum, IT Chief of Staff at NYC DEP

"We can publish as many host pools as we need to accommodate our workloads. We only need 21 hosts for about 1,000 employees, instead of procuring a machine for each individual. And in terms of security, we only have to manage 21 hosts to make sure they have the latest security updates installed."

- Vic Kayharee, Cloud Engineer for the Business Information Technology at NYC