nerdio

CUSTOMER: Office DEPOT®   **PARTNERS:** nerdio   Microsoft

During the pandemic, Office Depot was looking for a way to move their employees from an in-office workspace to a work-from-home environment using Azure Virtual Desktop. Office Depot had no experience setting up a remote work space for their employees. Nerdio assisted Office Depot with the deployment and management of AzureVirtual Desktop for their staff.

The IT team at Office Depot found the image and session management process difficult to do at-scale and were looking for a way to automate the process. Nerdio Manager for Enterprise was installed into the existing environment and used to automate the image creation and rollout process. Using Nerdio Manager in conjunction with Ansible, they were able to automate images to recreate automatically.

Office Depot's applications are older and require connectivity back to an on-premises mainframe system with special terminal emulation software. Nerdio assisted with proper key mapping to get terminal emulation software to connect with their system. Several applications required a specific image configuration that Nerdio Manager helped automate.

Office Depot is in a unique position because they own Compucom, a Managed Service Provider (MSP). They wanted Nerdio's help to build a platform that they could use internally for Office Depot and an external MSP service for Compucom customers.

CUSTOMER SCENARIO

Multipurpose service: Office Depot owns Compucom, an MSP. Office Depot needed help with moving not only Office Depot employees to Azure Virtual Desktop, but also Compucom, an MSP service they sell to external clients.

Older technology: The company's applications are older and require connectivity to a mainframe on the campus of their office with special terminal emulation software. They needed proper key mapping to get terminal emulation software to work.

Automation assistance: Office Depot's IT department needed help with image and session management automation.

KEYS TO WINNING

Solutions-based support: Nerdio provided Office Depot with a way to address the needs of their parent company as well as those of their IT service provider.

Financial Impact: Nerdio assisted Office Depot with creating a system that set them up to provide MSP support internally as well as to their company, Compucom, to sell the service to their customers.

Cost optimization: As a result of Nerdio Manager's auto-scaling capabilities, Office Depot is saving up to 40% on Azure compute and storage costs.

CUSTOMER OUTCOMES

Remote capabilities: AVD was rolled out to a large number of users. Both published desktops and RemoteApps are used extensively in this environment.

Automation efficiency: Nerdio Manager for Enterprise helped automate the image and session management process for Office Depot.

Partnership success: Working in tandem with Ansible, Nerdio was able to automate images to recreate automatically.

QUOTES & EXCERPTS

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MICROSOFT REP:

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