



BPO Secured Remote Working Environment Using Amazon Workspaces

Introduction

Our Customer is a pan-India enterprise providing best-in-class business processing solutions. They have personnel working in three shifts a day to cater to their customers across the globe.

Business Need

The users, when connecting from outside office, faced problems with access to their business applications - both performance slowness and access downtimes. The data also needed to be protected which was a critical thing with respect to OLP. The frequent bad user experience also led to a low towards IT. One prime area of concern was to ensure the security of their data, which had some increased risks when all users were field based.

This led to the Customer looking for a solution that would improve its delivery and support of IT while lowering the total cost of ownership.

Solution Approach

Solution Architects at Rapyder carried out an assessment of the Customer's environment & requirements and recommended that they move to a managed workspace environment.

- » All users provisioned on AWS Workspace in the Singapore region.
- » Hardened operating system environments were used as a secure base to package the applications.
- » Identity and access management was established using identity federation back to the corporate Active Directory.
- » Multiple security features included - WAF, USS lockdown, IP lockdown, copy & paste locked down.
- » A VPN tunnel was established between AWS and their data center to allow their access to their enterprise applications.
- » A highly resilient Amazon Workspaces platform was created, ensuring all services are placed across two different availability zones so that in the event of an AZ failure, the services automatically restart and will be available in an alternate zone.

Reaping Rewards

- » Better management of infra-structure for optimal resource utilization and application performance.
- » Users can work from anywhere and the company's data stays on company systems.
- » The new user setup is 75% faster than the old environment, and users are provisioned in as little as 30 minutes.
- » Improved cost efficiency by systematically managing new hires, terminations, and changes, efficiently and effectively.
- » IT support staff focusing less on maintaining IT systems and more on solving business problems.
- » Business continuity ensured even when physical office access is adversely impacted

