**DIZZION**

# Global BPO Innovates Through Desktop Cloud Technologies

## SUMMARY

Dizzion's Cloud Delivered Desktops support a growing portion of TELUS International's global contact center agents, providing them access to fast, highly-secure virtual desktops throughout its global contact center operations.

After deploying Dizzion's Cloud Delivered Desktops, the TELUS International operations group has calculated a significant reduction in agent login time, resulting in net new productivity time per agent and a quicker client support response time. The IT group benefits from the ability to rapidly scale virtual desktops, re-provision training centers to meet new and seasonal demand, all while providing enhanced protection for their customers' data.

## THE COMPANY

TELUS International delivers business process outsourcing (BPO) solutions to some of the world's most respected corporations in the high tech, financial services, telecommunications, utilities, and consumer goods industries. Its services include customer care, technical support, sales support, and credit and collections, among others. TELUS International is the international subsidiary of TELUS, one of the largest telecommunications companies in Canada.

## THE CHALLENGE

Supporting the IT needs of nearly 20,000 employees via contact centers in the Philippines, the United Kingdom, the United States, Central America, and Eastern Europe is no simple task. The TELUS International IT group supports thousands of contact center agent desktops. For each TELUS International client, these agents require direct, secure access to those businesses' specific settings, CRM systems, applications and data.

When a BPO client requests an increase from 50 seats to 500 seats, as one did recently, IT has to ramp up desktops in a rapid, controlled manner. Access and response time are critical metrics to the success of the organization, and the group's top priority is to ensure the uptime and availability of the BPO agents and sales teams. The considerable refresh rate of agent desktops was costing the business a significant amount annually, according to CIO Mike Ringman.

## AT A GLANCE

**TELUS | International™**

### THE CHALLENGE

TELUS International delivers business process outsourcing (BPO) solutions, including customer care and sales support to some of the world's most respected corporations.

With steady revenue and customer growth, the IT team was overwhelmed by desktop support tasks and struggled to refresh and onboard new agent desktops in a timely, cost-effective manner.

### THE SOLUTION

TELUS International evaluated several Desktop-as-a-Service (DaaS) solutions and selected Dizzion. TELUS chose to deploy managed Dizzion PODs, the On-Premise private cloud delivery option, in several of their international data centers.

### THE RESULTS

» 22% reduction in monthly cost per desktop/agent.

» 18% increase in agent efficiency from productivity gains and endpoint device power savings.

» A $300K two-year budget reduction for new agent desktop endpoint hardware.

» 100% Uptime Availability through highly available infrastructure.

*"Dizzion is already adding tremendous productivity gains to our business."*

Mike Ringman, CIO
TELUS International

Following years of steady revenue and customer growth at TELUS International, the IT team's limited resources were disproportionately dedicated to the support of legacy desktops in a globally dispersed workforce. Tasks like installing updates, maintaining secure connections, backend provisioning, and supporting user authentication were all time-consuming and complex. Ringman knew something had to change. The time to investigate the potential of virtual desktops was at hand.

## THE SOLUTION

In an attempt to reduce complexity and maximize efficiency, the TELUS International IT group was quick to turn to virtual desktop infrastructure (VDI) to give their agents access to highly secure virtual desktops throughout their global contact center operations. VDI offered enhanced security, economic savings and decreased overall management effort.

Ringman looked at a number of VDI solutions but decided - based on previous experience - that an internally built VDI solution would not be a viable option for the business. "Our best intentions wouldn't work out: managing VDI on your own is very difficult. Large-scale virtual desktop environments with responsiveness are complex and difficult to manage," Ringman said.

So the IT group began to consider the possibilities of hosted VDI, also known as Cloud Delivered Desktops or Desktop-as-a-Service (DaaS). DaaS offered additional benefits over insourced VDI, with none of the headaches of internal management. Ringman's group evaluated several providers and decided to pilot Dizzion's Cloud Delivered Desktops with a select group of agents. After two months, the team was satisfied that Dizzion delivered far better service than other alternatives.

TELUS International chose to deploy turnkey managed Dizzion PODs, the On-Premise private cloud delivery option, in Guatemala. This purpose-built, fully managed technology platform is designed to efficiently operate Virtual Desktop workloads at large scale within the organization's own data center.

The option to use both persistent (named) and non-persistent (concurrent) desktops gave them the ability to maximize productivity while maintaining costs.

Users are provisioned from a golden image based on the customer they are supporting. That image is maintained by TELUS, allowing it to rapidly deploy desktops and application modifications from a single administrative portal.

"As the solution is cloud-based, we are able to seamlessly move agents to new programs in seconds. The solution also provides a high level of built-in Disaster Recovery/Business Continuity Planning (DR/BCP) as agents can work from any device, anywhere in a secure manner," said Ringman. TELUS International recently installed a second POD in the Philippines and is in the process of deploying a third location.

## THE END RESULT

For TELUS International, Dizzion translates to a consistent virtual desktop experience for their agents and far fewer downtime and desktop-related issues for their IT group. In developing countries, Dizzion increases endpoint device security by disallowing copying or data transfers from the virtual desktop to the endpoint device. The IT group doesn't have to worry about what's on an agent's hard drive, and Dizzion assists with the delivery of updates, patches and antimalware.

## THE BENEFITS

The financial benefits have been obvious to TELUS International.  Here are the highlights:

- 22% reduction in monthly cost per desktop/agent.
- 18% increase in agent efficiency from productivity gains and endpoint power savings.
- A $300K two-year budget reduction for new agent desktop endpoint hardware.
- 100% Uptime Availability through highly available infrastructure.
- Significant increase in ability to handle overflow and seasonal requirements with no physical desktop re-imaging or reconfiguration required.
- Increased flexibility for training space through near-instantaneous reimaging of training desktops.

With Dizzion, agents can log in to their cloud-based accounts with all data secured in a centralized data center. Clients are no longer exposed to the risk of agents who may store proprietary data on physical desktops.

The TELUS International IT team has reduced long boot-up and log-in times, as well as adding five minutes of net new productivity time per agent. "In the extremely metrics-driven contact center industry, this represents huge gains for our clients," said Ringman. "Dizzion is already adding tremendous productivity gains to our business."

## READY TO SEE WHAT CLOUD DELIVERED DESKTOPS CAN DO FOR YOUR BUSINESS?

For a live demo or a free trial of the service, contact us at +1.888.225.2974, info@dizzion.com or register online at www.dizzion.com/demo.

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### ABOUT DIZZION

Established in 2011, Dizzion [rhymes with vision] brings the power of cloud computing to the desktop by enabling users to securely access their applications and data from any device, anytime, anywhere.

Dizzion's high-performance Cloud Delivered Desktops eliminate many of the expenses and frustrations of traditional corporate desktops. The virtual desktops are easily customized for businesses in industries with stringent security and compliance needs, such as business outsourcing, financial services, healthcare and contact centers.

Our proprietary managed service is built on enterprise technology that includes infrastructure, software licensing, management, support and security, all for a monthly fee.

**Dizzion: Redefining the way the world WORKS.**