Use Case: Disaster Recovery   Desktop as a Service

The Facts:

A not for profit trade association based in London wanted to consolidate their real estate to save costs but soon realised the real benefits of a Virtual Workspace when all their systems failed but their staff was still able to work.

"I love this solution, it's basically an office in my pocket. All I need is a 4G connection and a device and then I can work from anywhere. It's genius in its simplicity and today it saved 100 staff from being un-productive and not being able to service our clients."

– Finance Director

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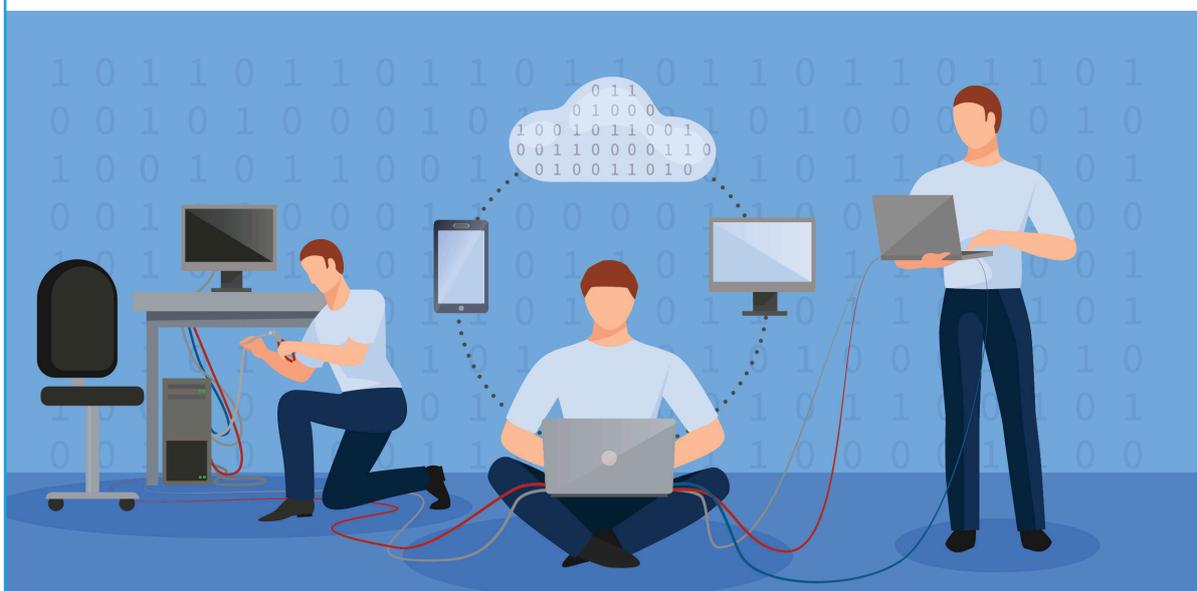www.metaphor-it.co.uk
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Disaster Recovery and Business Continuity

It's midday on the 23rd May and a utility contractor has managed to sever both the main Internet connection and the backup line for one of Metaphor IT's clients. The outage lasted for 48 hours and for most companies this would mean severe business disruption, lack of email access, no access to SaaS applications, no Internet banking, no VOIP telephone access and so on.

However, the client utilises Metaphor IT's "Virtual Workspaces" service which means that the users can work from any device, at any time, from any location and on any Internet connection.

virtualworkspaces

The client's staff immediately set up a mobile hotspot and connected over 4G to the Virtual Workspaces service enabling them full access to a virtualised desktop, all their data, applications and phone system. Business continues as usual with little or no impact. Other staff went to the coffee shop and used the complimentary WiFi to access the service.

The Value of Flexible Working:

✓ Anytime, Anywhere access

✓ High availability as standard

✓ Built-in business continuity

✓ System updates

✓ Uptime service levels

✓ Predictable running costs

✓ No IT equipment onsite

✓ Reduce IT costs

✓ Easy growth

✓ Advanced managed security

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Other Benefits of this solution

The Managing Director explains: *"Twelve months ago we wanted to consolidate our real estate and so we made the decision to sell the building we owned and move to a smaller, more modern office facility. The challenge we had was how do we allow staff to work in a flexible way where they could hot desk, work from home or client sites?*

"The Virtual Workspaces solution has enabled staff to freely roam around our offices and work at any desk or break out area they want to. It has also seen our sales and services team spend more time on client sites as they have the tools they need to work from anywhere. This has cut down on wasted travel time back and forth to our offices and the clients feeling closer to us as a business. It's hard to measure or put a monetary value on increased productivity but I can assure anyone looking at this solution that your staff will absolutely be more productive."

The business also feels that it has improved its security posture. Metaphor IT's CTO explains *"The Virtual Workspaces we develop for our clients provide a centralised IT model which means data cannot be removed from the client's network without their knowledge or permission. This resolves a massive security hole that is the insider threat of staff maliciously or naively removing data and compromising data protection. By providing them with tools that give them what they need, when they want it, the users don't bypass security by using tools like Dropbox plus we restrict access to prevent them using tools like this."*

The Financial Director states *"This solution has really helped us realise the others benefits, create a flexible working environment, improve our Business Continuity Plan and Disaster Recovery plans and so much more. I would highly recommend Metaphor IT and the Virtual Workspaces solution to any business"*

Find out more about how a Virtual Workspace can not only assist with your Disaster Recovery and Business Continuity Plans but also enable a more Agile Workforce:
www.metaphor-it.com/metaphor-managed-services/hosted-desktop-services/