

# Tech Away IT Solutions enables secure remote work with Hosted Network's Desktop as a Service

## Desktop as a Service

### MSP Business Challenges

- Managing disparate user experiences with multiple devices across multiple locations
- Finding a simple virtual desktop offering that has a value proposition that's easily understood by clients and easier to sell and market
- Longer time in troubleshooting clients working remotely due to multitude of problems they have no control over e.g slow BYOD while connected to the VPN, poor internet connection at home, sluggish work stations and slow upload speed

### End-Customer Business Challenges

- Inconsistent user experience depending on device and location
- Interrupted remote work due to internet connection and device issues

## Use Case Overview

Faced with the challenge of end customers accessing business files and resources securely across multiple sites and devices, Tech Away turned to Hosted Network for help. Hosted Network's Desktop-as-a-Service (DaaS), solved this problem effectively by allowing end customers to securely access their desktops from any device, anytime, anywhere in the world, enabling them to thrive in the modern work environment.

While Desktop-as-a-Service reduced their support costs and increased profitability, Tech Away found a unique partnership with Hosted Network that was beyond what they expected.

## About Tech Away IT Solutions

Tech Away IT Solutions is a Managed Service Provider delivering IT and telecom solutions to small and mid-sized businesses across Melbourne and Sydney. They mainly serve healthcare, sports, financial services, legal and non-profit verticals. Since its foundation in 2008, Tech Away has retained their reputation in bringing exceptional IT solutions and support through utilising their team's expertise and skills.

## Quick provisioning and solution familiarity

Finding a flexible provider in Hosted Network, Tech Away were able provision infrastructure on demand enabling them to concentrate on their customers' migration and not worry about managing their own infrastructure, which requires lots of time and effort from their team.

Moreover, with a straightforward and easy to manage environment, Tech Away's team were able implement the Desktop as a Service seamlessly.



*"We [provisioned] a few Virtual Desktops that we could use during our sales presentations as demo desktops. We'd install the clients' specific applications, a few work files and have the virtual desktop branded with their logo. [With virtual desktops], we could easily paint a picture of the cloud and demonstrate the full benefits of the Desktop as a Service solution. And, because it was a familiar environment, they felt like it was already theirs, and ready to go! Our clients were just happy we spoke with clarity about the costs they would spend with the move to the cloud and that we could 100% replicate their on-prem environment so they had no new learning curve to worry about."*

**Ed Lusala, Founder Tech Away IT Solutions**

## More agile than ever

With a standardised computing experience for clients and centralised remote management of the Desktop's, Tech Away manage their end customers' systems more efficiently, keeping them nimble whilst improving overall customer productivity when working remotely. Tech Away and their customers are no longer hindered by connection problems from the end-user's side as bandwidth constraints are not an issue with Desktop as a Service given its lean bandwidth requirements.

### End results

- Easy management of system with a standardised computing experience for end users
- Predictable cash flow for the MSP, with no margin burn
- Transferable technical skills from familiar on-premises solutions which made it easy for the Tech Away team to learn and manage the system
- Faster support delivery due to centralised remote management of VDIs and ability to quickly provision a new virtual desktop when required.
- Improved overall productivity and efficiency when working remotely
- Predictable IT Costs to the end customer
- Enhanced security and availability over on-premise solutions

### Empower your customers to work smarter - DaaS Enterprise Grade Features

- Active Directory - Connect easily to an existing Active Directory or we can provide you a new one.
- Multi Factor Authentication (MFA) - For added security, easily add a wide range of Multi Factor Authentication.
- Shared Drives - Either BYO file server or leverage our infrastructure offering.
- VPN or Layer 2 Connectivity - Easily connect your Virtual Workstations to the rest of your corporate network via VPN, or a range of layer 2 connection options such as physical cross connect, MegaPort and IX virtual cross connects
- Multi Monitors - Our Virtual Workstations support up to 4x monitors to give even the most power hungry users all the workspace they would ever need.
- Unlimited Power - Need more horsepower? Our Virtual Workstations can have up to 32 vCPU and 1TB of RAM and can even have dedicated GPUs.