

TELUS International Enables Global Work from Home with VDI on GCP

TELUS International leveraged itopia's Cloud Automation Stack to rapidly provision and deploy Windows virtual desktops & apps to over 1,500 team members working from home globally during the COVID-19 lockdown -- all over the span of a weekend.

The challenge

Governments were beginning to lockdown across the world due to the growing COVID-19 pandemic. TELUS International needed to quickly get thousands of workers secure access to their applications and data while working from home and using their own personal devices. Their existing VDI was not capable of scaling sufficiently to handle this increased workload.

The solution

itopia and Google Cloud worked closely together to rapidly architect TELUS International's new multi-regional cloud VDI environment. itopia's automation and orchestration solution was then able to rapidly spin up these deployments and enable them to be fully operational over the span of a weekend.

The results

Without incurring downtime due to COVID-19, TELUS International was able to use itopia's platform to deploy thousands of virtual workstations to their distributed employees working from home, and manage them all from itopia's unified console in the browser.

“ This unprecedented time brought the need to implement a rapid and reliable solution that could ensure our team members remained safe and healthy, but would also simultaneously enable them to remain connected and provide much-needed customer service support to our clients. Working with Google Cloud and itopia allowed us to transition members of our workforce—securely, globally and resiliently. ”

Jim Radzicki, CTO, TELUS International



About TELUS International (U.S.) Corp

TELUS International designs, builds and delivers next-generation digital CX solutions for global, disruptive brands. With almost 50,000 team members across 20 countries, TELUS International's solutions and capabilities span digital strategy, consulting and design, digital transformation and IT lifecycle solutions, and omnichannel CX solutions.

Industry: Business & Professional Services

Primary project location: United States



About itopia, Inc.

itopia is a cloud-native VDI automation & orchestration platform for GCP. Enterprises can easily deploy Windows virtual desktops & apps to any device.



Products

Google Cloud Platform