



# Brillio's Digital Workplace Services

Accelerating Workforce Productivity  
Through Smart Digital Solutions

**brillio**



# Our Digital Workplace Capabilities

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Brillio's Digital Workplace solutions provide businesses with secure, managed virtual workspaces and seamless collaboration tools designed to enhance productivity and communication.

## Device Management

Empower your workforce with secure, fully managed virtual workspaces tailored to diverse roles and workloads, boosting employee retention and operational resiliency. Our Device Management services include Device-as-a-Service solutions via platforms like Amazon Workspaces and Azure Windows Virtual Desktop. We also provide Managed Print Services and Virtual Desktop and Application Services to enhance productivity and streamline operations.

## Messaging & Collaboration

Foster seamless collaboration with cloud-based solutions that integrate email, instant messaging, voice, video, and social channels. Our advisory, modernization, and managed services optimize messaging and collaboration, supported by expertise in Amazon Connect consulting, implementation, and enterprise mobile collaboration platforms to strengthen organizational communication.

## Asset Management

Optimize your IT investments by managing software and hardware assets throughout their lifecycle. Our services include Software Asset Management, Software Lifecycle Management, and N-1 and End-of-Life upgrades to maintain efficiency, reliability, and compliance.

## Digital Enterprise IT Support

Our intelligent IT support platform combines automation and self-healing capabilities to resolve issues proactively. Through Digital Experience Monitoring, a Digital-First Service Desk, Deskside Support, and Self-Help tools, we help maintain a responsive and efficient IT environment for your organization.



# From Bottlenecks to Breakthroughs: How AWS WorkSpaces Transformed a Logistics Leader's IT Infrastructure

A leading temperature-controlled industrial REIT and logistics provider faced a pressing need to modernize its operations. The company struggled with enabling secure and efficient remote access for its workforce, relying on manual resource scaling and outdated processes. These limitations increased operational costs and reduced agility, making it difficult to adapt to evolving business demands.

## Building a Reliable and Agile IT Environment

Partnering with Brillio, the client embraced AWS WorkSpaces after a detailed assessment of their IT environment. The solution transformed how employees accessed their tools, enabling secure, high-performance Windows and Linux desktops accessible from any device. This eliminated the need for hardware shipping and complex network setups while providing a scalable, reliable platform. Developers and engineers benefitted from optimized performance, allowing them to focus on delivering value without infrastructure bottlenecks.

The client achieved 99.9% uptime, slashed provisioning time by 75%, and witnessed a marked rise in productivity across the organization. With simplified backup processes, enhanced security protocols, and pay-as-you-go pricing, the company streamlined its operations and freed up internal resources for higher-value initiatives.

- **99.9% uptime against system breakdowns.**
- **A robust and scalable infrastructure.**
- **75% reduction in provisioning time.**

# Modernizing Remote Operations: Digital Workplace Transformation

A global professional services firm, with \$3.7 billion in revenue and 90,000+ employees, faced significant challenges managing 10,000+ virtual desktops for a globally distributed workforce. The high costs of diverse VDI architectures, time-consuming application evaluations, and reliance on manual capacity adjustments hindered agility and efficiency.

## Transforming Remote Work with Desktop-as-a-Service

To overcome these hurdles, the client partnered with Brillio to spearhead the transformation. Brillio introduced Desktop-as-a-Service, providing an in-office desktop experience for remote users without costly infrastructure upgrades. Seamless global collaboration was enabled through cloud-based file storage and automated OS maintenance with Periodic Image Refresh, ensuring consistent performance. Additionally, an End-to-End Automated Service Catalog was implemented, streamlining operations with robust change management and self-healing capabilities.

The transformation streamlined operations across multiple fronts: the organization established a consistent virtual desktop infrastructure worldwide, implemented stronger governance frameworks, and automated security updates through CI/CD pipelines. By moving away from on-premises VDI management, the IT team eliminated the burden of maintaining physical infrastructure. The new system offered the flexibility to scale resources as needed while reducing overall operational costs.

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- **Standardized VDI infrastructure**
  - **Enhanced security**
  - **Eliminated the need for on-premises VDI**

## ABOUT BRILLIO

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.



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