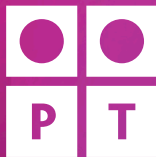# leostream

Remote Desktop Access Platform

Case Study

Revolutionizing Desktop Management at Portugal Telecom with Leostream Connection Broker for Call Center Efficiency

Customer Profile

PT

Portugal Telecom (PT), Portugal's largest telecommunications provider, boasts a customer base of over 65 million across 13 countries. With 9,000 end-users in its IT realm, many operating in bustling call centers, PT faced challenges in managing fluctuating workforces and rapid desktop deployments for telemarketing campaigns.

PT's IT department aimed to streamline desktop management across multiple call centers while drastically reducing the time required to deploy new desktops for marketing initiatives.

The Challenge

PT's call centers posed a unique challenge with a dynamic workforce, necessitating the swift setup of numerous desktops and user accounts to accommodate telemarketing campaigns. This process was cumbersome, prone to errors, time-consuming, and costly. PT sought a solution to optimize desktop provisioning and management efficiently.

The Solution

Collaborating with Portuguese IT consultancies V2S and Compta, PT embarked on a Virtual Desktop Infrastructure (VDI) initiative. Various key requirements were evaluated, including simplified administrative management, seamless end-user experience, Linux compatibility, scalability, and strong vendor support.

PT selected Leostream, VMware, and Wyse as core components for its VDI solution, initially deploying it for 1,700 call center agents. Leostream's vendor-agnostic approach offered the needed flexibility, scalability, streamlined management, and integration capabilities.

The solution encompassed the Leostream Connection Broker, VMware ESX 3.5, VirtualCenter, Wyse S10 thin clients, and HP servers for storage. The Leostream Connection Broker effortlessly integrated with VMware and Wyse, supporting both Windows and Linux virtual desktops, ensuring future expandability.

The Benefits

PT's VDI implementation exceeded expectations. It drastically reduced the time required for user account setup and virtual desktop deployment, greatly enhancing operational efficiency. Management of the entire desktop infrastructure became far simpler, and significant cost savings were achieved by adopting Wyse thin clients instead of traditional computers.

Key Highlights:

✓ Rapid deployment of desktops

✓ Seamless integration with existing infrastructure

✓ High-performance access to computing resources from anywhere

✓ Swift response to demand spikes during marketing campaigns

✓ Familiar desktop environment for users

✓ Cost-effective and straightforward administration

✓ Preparedness to meet future system requirements

Lessons Learned

The Leostream Connection Broker, available as a Virtual Appliance for various virtualization platforms, offers centralized management of end-user resources, optimizing desktop management and effortlessly scaling to meet the demands of global enterprises.

Are you ready to experience all the benefits of what the world's leading Remote Desktop Access Platform offers?

Our expert team is waiting to show you a whole new way to connect your people and your business.

BOOK YOUR DEMO TODAY