

# Case Study

Enabling a Virtual  
Desktop Environment for  
Alliance Data Systems



# Client

Alliance Data Systems is a leading global provider of data-driven marketing and loyalty solutions serving large, consumer-based industries.

## Challenges

- Managing traditional desktop infrastructure which had stability and scalability concern.
- Hardware desktop management was a very tedious job which required skilled manpower to troubleshoot issues and there were chances of breakdown.
- Based on user requirement, there were number of software applications maintained in a central repository and it was hard to maintain multiple copies of multiple software.
- Managing and delivering hardware, operating system, and application security patches was a manual effort.
- Improving employee collaboration and communication was also a concern.

## LTIMindtree Solution

- Optimized costs by replacing traditional desktops with AWS Workspaces, deploying 160+ fully functional workspaces.
- AWS Workspaces service utilized to provide a custom bundled solution to perform day to day activities.
- Reduced manual effort through automated solution for delivering operating system and application security patches.
- Ensured end-user security by enabling multi-factor authentication for more secure workspaces.
- Integrated the active directory with Workspaces for seamless communication and running business as usual.
- Ensured business continuity by monitoring Workspaces and Cloud environment.

## Business Benefits Delivered

**85% faster application deployment**

**Managed Services implemented**

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