

# Superior IT Technologies Leverages Hosted Network VDIs in Helping Complete Recruitment Efficiently Adapt to Remote Work Environment



*"DaaS allows us to architect solutions and make resource-hungry legacy applications cloud enabled. This improves the performance of our end client and also streamlines our support."*

**-Paul Ditrih, Managing Director  
Superior IT Technologies**

## The Challenge

Building and managing your own cloud infrastructure requires investment, not to mention, a huge amount of time for your staff to have a full grasp of the new cloud environment. For Superior IT, whose day-to-day operations were already hectic, building an in-house cloud solution would hinder their MSP's agility.

Another difficulty was the hesitation of their customer, Complete Recruitment, who were struggling to keep up the increasing demand to work remotely, to migrate from their legacy systems and move to the cloud.

Given all these challenges, the implementation of DaaS provided a remarkable turnaround for both Superior IT and Complete Recruitment.

## The Hosted Network Cloud Advantage Flexible and Cost Efficient Provisioning

Through the quick provisioning from Hosted Network's Virtual Desktop Infrastructure (VDI), Superior IT were able to help Complete Recruitment to host their desktops in the cloud and access data from any device and any location as long as there's a stable internet connection.



*"VDI helps us to provide consistent and reliable solutions to our customers. This means that our support teams know what to expect with these environments as well as our customers can get back to doing business without needing to worry about their infrastructure."*

**-Daniel Burrowes, Senior Engineer  
Superior IT Technologies**

Having a flexible cloud platform that they could tap into when needed, increased their efficiency in delivering fast and reliable support which is critical to the success of their customer to thrive in a fast-paced industry like recruitment. This ability also enabled them to easily scale and go-to-market without pressure on their MSP to add customers to the platform right away.

## Managed Service Provider:



Superior IT Technologies is a Managed Service Provider specialising in managed IT services, backup and security management, voice, Internet and professional services. More than "just IT guys," Superior IT are strategic and trusted technology advisers, helping their customers simplify, streamline and strengthen their businesses' IT systems with the right solutions.

## MSP Business Challenges

- Finding a flexible cloud solution that they can provision when needed than invest and manage an infrastructure on their own
- Customer hesitations in migrating from legacy customer line of business applications
- Learning new cloud environments
- Complex and unpredictable billing of large cloud providers which are often in USD

## The Solution

- Hosted Network's Desktop as a Service (DaaS)

## Easy Management and Transferable Skills



With the consistent training and support from Hosted Network and existing knowledge about on-premise solutions, Superior IT were able to dive into the cloud environment immediately. Additionally, managing the VDIs didn't require hard work and large investments in time as the solution provides a centralised remote management platform that made it easier for their team to monitor and manage all remote desktops efficiently.

## Improved Working Conditions for Complete Recruitment



Upon the implementation of DaaS, Complete Recruitment were able to keep up with the increasing remote workplace demands and enhance their team's productivity regardless of their locations

Aside from overcoming the lack of mobility which is one of their clear pain points, they were also able to get rid of recurring IT problems that caused regular downtime to their business, resulting in delayed task completions and reduced efficiency. "With DaaS, everything is so much easier, we don't have to waste time on IT. All our programs are standardised too, which removes a lot of frustrations when sending and opening files internally", said Liz Smith, Complete Recruitment's General Manager.

With many team members of Complete Recruitment raising young families and needing a workplace culture to accommodate this, the implementation of DaaS has been a great influencer in the retention of staff and ensuring their happiness and productivity. "Our staff can easily connect from home now. We have a lot of workers with young families, so if there is a family problem, they can easily work from home. Previously, this wasn't even a realistic option.", added Smith.

Noting simplicity as the most impressive functionality of the solution, all their team members can just log in anywhere. Their CEO, who is on call 24 hours a day, could work anytime and anywhere and have the ability to turn around jobs easily.

### End Customer

- Accessibility of business applications and critical data
- Centralised, simplified and standardised management of DaaS System for external IT Team
- Overall increased productivity and efficiency
- Improved Staff Satisfaction

## Benefits

- Quick provisioning of VDIs whenever required
- Flexibility to scale resources up and down
- Transferable technical skills from familiar on-premises solutions
- Centralised Management of VDIs

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## Got a Question? We are Here to Help

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