



THE VIRTUAL COMPUTING  
ENVIRONMENT COMPANY

[www.vce.com](http://www.vce.com)

## CASE STUDY

# BANCO AZTECA SPEARHEADS DESKTOP VIRTUALIZATION INITIATIVE WITH VCE PROFESSIONAL SERVICES

VCE Professional Services Rolls Out VDI Pilot to 500 Users in Three Weeks—  
Months Ahead of the Competition

### Executive Summary

#### Challenge

- Prior desktop virtualization projects hindered by lack of cooperation among vendors
- Customer required VDI proof of concept delivered in four weeks to 500 users

#### Solution

- VCE Professional Services
  - VCE Virtual Desktop Infrastructure (VDI) Accelerator Service
  - VCE Deployment and Implementation Service
- Vblock™ Infrastructure Platforms
  - Cisco Unified Computing System (UCS)
  - Cisco MDS networking
  - EMC Celerra unified storage
  - EMC Ionix Unified Infrastructure Manager
  - VMware vSphere virtualization

#### Results

- VDI pilot executed in three weeks for 500 users
- Advanced project tools, converged infrastructure accelerated proof-of-concept completion
- VDI expertise and commitment of team contributed to project success
- Scaled to 5,000 desktops allowing for new business initiatives

### Challenge

Banco Azteca S.A. is a leading banking institution in Latin America with 1,500 branches and 15 million customers. The Mexico-based bank also has operations in Brazil, El Salvador, Panama, Guatemala, Peru, and Honduras. Banco Azteca is owned by Grupo Salinas, a financial services, broadcasting, telecommunications, and retail conglomerate with operations across Latin America.

One of the most technologically sophisticated banks in Latin America, Banco Azteca recognized early on that virtual desktop infrastructure (VDI) would significantly improve information security. With VDI, the bank would be able to move proprietary data that traditionally was stored on desktops and laptops to a secure, central location. In addition, VDI would reduce capital and support expenditures for PCs and laptops while providing agility for an increasingly mobile workforce.

In recent years, Banco Azteca pursued several VDI projects with disappointing outcomes. Separate vendors handling servers, storage, virtualization, and other pieces would be involved. A lack of integration among the different components stalled progress.

Not giving up, the bank's senior management asked the IT team to evaluate VDI options again. Hoping to accelerate the project's progress, the bank invited two providers to participate in a competitive "bake-off" that required delivering a pilot deployment in only four weeks. Answering the challenge, only VCE demonstrated the ability to design, implement, and deploy an effective solution to meet Banco Azteca's requirements.

### Solution

A VCE Professional Services team selected the Vblock™ Infrastructure Platforms and VMware View for the project. The proof of concept included assessment, design, configuration, and implementation.

The VCE VDI Accelerator Service was used to jumpstart the VDI deployment by delivering accelerated assessment, planning, and design specifically designed for the Vblock solution. The VCE-validated service provides specialized tool sets and experienced consultants.

The VCE team also delivered the VCE Deployment and Implementation Service and VMware View assessment-through-deployment activities, including an evaluation to define requirements, and creation of design and use-case definitions with the Banco Azteca team. As the Vblock system deployment was progressing, the VMware View plan and design were completed to define hardware configuration and settings that addressed storage, network, and server specifications.

The Banco Azteca and VCE teams then built the use-case application requirements for defining the desktop pools. Upon Banco Azteca's approval of the design and configuration, the VCE team executed the VMware View buildout and deployed the proof-of-concept pilot to 500 end-users. The entire pilot was executed in three weeks.

### Results

#### Quality Services Contribute to Success

Banco Azteca was impressed with both the speed and quality of the VDI pilot managed by VCE. While VCE completed the pilot in only three weeks, the other provider proof of concept was still in progress after eight weeks.

Raul Hidalgo, infrastructure manager at Banco Azteca, said, "At Banco Azteca, we are always looking to maintain our competitive edge. We only implement the solutions that will help us to be the best. VCE has helped us achieve that goal. We were impressed with their professionalism, deep VDI expertise, and project management methodology. Working with VCE Professional Services has truly been a collaborative and beneficial experience. The commitment, skills, and knowledge of the VCE Services team were all crucial to the success of this project. A job that could have taken months was achieved by VCE in three weeks."

#### Converged Infrastructure Accelerates Deployment

The advanced VDI tools and converged architecture of the Vblock Infrastructure Platforms were also factors in the successful pilot.

"The VDI pilot got off to a great start because the converged Vblock infrastructure is built around pre-tested and pre-integrated solutions," explained Hidalgo. "Using their advanced VCE tools, the Services team was able to optimize the Vblock solution physically and logically for our desktop configuration requirements."

With the ability to scale to 5,000 virtual desktops, the Vblock system also provides Banco Azteca with significant agility. The bank plans on reaching its goal of delivering thousands of virtual desktops far more quickly than it had expected.

### Next Steps

When the pilot was completed, Banco Azteca's CIO, Juan Arevalo, remarked, "The VCE VDI solution delivered in a diverse environment of Wyse desktop terminals, iPads, Dell PCs, and other devices. All of us on the management team were impressed with the technology."



Because of the pilot's success, Banco Azteca has requested proposals for three additional Vblock Infrastructure Platforms, with two supporting operations outside of Mexico and one to support an additional 2,000 VDI seats in Mexico.

"The possibilities for our Vblock solution are endless," commented Hidalgo. "It will give us much more agility as we expand into new markets and offer new lines of business, since less physical infrastructure will be required."

#### For More Information

For more information about VCE solutions and professional services, please go to [www.vce.com](http://www.vce.com).

For more information about Banco Azteca, please go to [www.bancoazteca.com](http://www.bancoazteca.com).

#### ABOUT VCE

VCE, the Virtual Computing Environment Company formed by Cisco and EMC with investments from VMware and Intel, accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while improving time to market for our customers. VCE, through the Vblock platform, delivers the industry's first completely integrated IT offering with end-to-end vendor accountability. VCE's prepackaged solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating and managing IT infrastructure.

For more information, go to [www.vce.com](http://www.vce.com).



Copyright © 2011 VCE Company, LLC. All rights reserved. Vblock and the VCE logo are registered trademarks or trademarks of VCE Company, LLC. and/or its affiliates in the United States or other countries. All other trademarks used herein are the property of their respective owners.

