virsage WORKPLACE

Case Study: REO Inc.

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For REO, Mobility & Security Go Hand-in-Hand

REO precision optical solutions

Company Facts

Headquarters: Boulder, CO

Users: 225

Challenge

REO needed a secure and flexible IT solution that would meet the needs of a mobile workforce. It also needed a system that would provide peace of mind that company data was safe in the case of disaster.

Solution

Virsage WorkPlace

Benefits

- Centralized and highly secure data storage provides peace of mind.

- Robust disaster recovery means the company is back up and running in less than two hours in the case of disruption.

- Scalable solution allows the business to easily add or remove users as needed.

REO's goal when it implemented Virsage WorkPlace was to increase both the company's flexibility and security – what could seem like a tall order.

The Boulder, CO-based manufacturer of precision optics, coatings and assemblies has more than 225 employees, both remote and in-house, and serves multiple industries including semiconductor, aerospace and defense, and medical, all with unique security requirements.

"In our old environment, when we had a server and desktop PCs, the concern was always what people were saving to their desktops, and what are we going to lose?" COO David Berge said. "And if we have to recover, how quickly can we do that? That was top of mind for me."

Employees saw their personal computers as the beginning and the end of where they would store their files. It was easy to stash files on home computers, including

those used for important projects, because they wanted to have them on hand in case the network went down. But WorkPlace has changed that behavior, Berge said.

WorkPlace is a Desktops-as-a-Service (DaaS) solution that enables users to access applications, email and files from any device anywhere without worries of equipment failure, viruses, spam or data. With WorkPlace, employees access files and applications via the Internet.

"The portability you get with WorkPlace encourages people to save their data in the right place because they want access to it," Berge said. The only way for employees to access files anywhere from any device is to save them in WorkPlace, which is more secure than an individual laptop.

"For me, the big 'ah-ha' was that I'm no longer chained to even my laptop."

"It encourages people to do the right thing in terms of data storage," Berge said. "And then you know it's getting backed up, and you have disaster recovery."

Disaster Recovery

When a supplier had a fire, REO realized it needed to analyze its own disaster recovery plan. "It gave us pause to think about what we would do, and WorkPlace is a big part of that. How quickly can we get up and running? It's accelerated (our recovery) two or three times having WorkPlace in place as opposed to discrete desktop PCs."

Even if REO's facilities were inaccessible, the company could be up and running the next day, with employees working from home. "It would look just like my desktop, and my data would be there and ready to go. It's incredibly powerful," Berge said.

"If there is a localized barrier or a significant major event, we can turn those (external) servers on in under an hour, and the applications will be available for REO to connect in and access," said Chris Dodge, president of Virsage.

Mobility

Beyond disaster recovery, the increased mobility that WorkPlace provides has improved productivity for REO overall:

"For me the big 'ah-ha' was that I'm no longer chained to even my laptop," Berge said. "If I want to work in the morning before I come to work, if I want to check my email, I can pull it up on my email app on my Macbook at home, or I can check it from any of my mobile devices.

"But if I really want to do some heavy lifting, I can do it right there at home. I can do it

while the coffee is brewing. And it's like I'm at work. My desktop is up and it's on my machine, but I'm looking at my work server. It's amazing because all of your apps, your layout, all the things you normally work on (in the office) are right there. That's incredibly powerful for me and everybody in the organization that takes advantage of it."

REO's remote sales team can access desktops on any device, from any location in the world.

Another benefit: mobility within the office's four walls. For example, an employee can set up a PowerPoint presentation on a desktop in his office, log-off WorkPlace, and pull up that presentation ready to go on the conference room computer by simply logging back in. "It's like magic," Berge said.

Other benefits include:

Predictable costs: Because WorkPlace is a per-user subscription-based service model, the month-to-month cost is predictable. The hardware is managed and owned by the service provider

Easy to scale: REO can easily add or remove users based on the business environment.

Meet next-generation expectations: As REO looks to recruit new talent, it's important to be on the leading edge of technology. "They want to embrace how younger people are working today," Dodge said, "and really empower them to have access to tools that they can use to be more effective."

Learn more about how WorkPlace can provide a secure, mobile environment for your team by visiting virsage.com or calling 866-929-8092.

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Try WorkPlace Today
Speak with your trusted technology advisor.

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