

**Objective**

Simplify desktop infrastructure deployment and support for 500 headquarters staff

Approach

Deploy HPE Moonshot for Hosted Desktops to run Microsoft® System Center Configuration Manager and Microsoft Windows® 7 desktops

IT Matters

- Lowered power consumption from approximately 50 watts per desktop image to just 12.5 watts
- Reduced the hosted desktop infrastructure footprint by more than 50 percent
- Saves £111,000 in IT and power costs over a five year period
- Delivers a platform that can be integrated into any future desktop strategy

Business Matters

- Enhances end-user productivity with predictable, reliable desktop performance
- Improves operational efficiency
- Removes pressure on property space caused by existing PC Jenga solution and provides a strategic solution for flexible cross-site working

Yorkshire Building Society raises efficiency with hosted desktops

HPE Moonshot delivers an uncompromising user experience at lower cost of ownership



Yorkshire Building Society faced a difficult and costly effort to maintain its hosted desktop environment. By replacing its old infrastructure with the HPE Moonshot for Hosted Desktops running Microsoft® System Center Configuration Manager, the company reduced the hosted desktop infrastructure footprint by more than 50 percent and lowered power consumption from 50 watts per desktop image to just 12.5 watts.

Challenge**Eliminate decentralization**

With 3.3 million members and more than £37 billion in assets, Yorkshire Building Society (YBS) is one of the largest building societies in the United Kingdom. The 150-year-old, member-owned organization provides a wide range of mortgage, savings, and insurance products. Thanks to a firm commitment to serving the financial needs of people and communities, YBS is an award-winning firm. Among several such distinctions, it was named Best Longer Term Fixed Rate Mortgage Provider and First Time Mortgage Provider of the Year by Moneyfacts* in 2014.

* Source: Moneyfacts Group website
moneyfactsgroup.co.uk/awards/mf/winners/2014

“HPE Moonshot has improved the efficiency of our desktop infrastructure from end-to-end. The hosted desktop environment is meeting colleague expectations for desktop performance and reliability, as well as leadership expectations for speed of deployment and simplified ongoing administration.”

– Stephen Mulley, head of Desktop Services, Yorkshire Building Society

YBS has seen unprecedented growth, necessitating the opening of a second head office in Leeds, West Yorkshire. This growth has mandated the implementation of flexible working practices and hot desking has been heavily adopted. In order to enhance collaboration across teams and 3rd parties, desktop PC's were initially stacked within datacenter racks and business continuity office space to provide Remote Desktop Protocol access from newly provisioned thin client PCs.

This solution became known as 'PC Jenga' (after the well-known block stacking game) and was delivered as a temporary solution. However, 'PC Jenga' grew to over 400 devices, using valuable office space, power and cooling and was a difficult-to-manage, decentralized service. Therefore, there was a requirement to evaluate this solution to provide a more robust and scalable service.

Solution

Integrated team approach

Various solutions to fix 'PC Jenga' were considered, including application virtualization and full persistent Virtual Desktop Infrastructure (VDI). The former was dismissed due to the large volume of applications in use and the cost and complexity virtualization would bring.

The latter was dismissed due to the risks associated with guest I/O contention, disparate workloads and YBS being at the wrong point in the desktop replacement cycle. Therefore, YBS turned its attention to the HPE Moonshot for Hosted Desktops. Built on HPE ProLiant m700 Servers in an integrated HPE Moonshot 1500 Chassis, each chassis could support 180 Microsoft® Windows® desktops running on dedicated, unshared hardware.

Stephen Mulley, head of Desktop Services, explains: “Hosting desktops on dedicated hardware in a dense, lower-power infrastructure like the HPE Moonshot System proved to be the ideal fit for meeting our performance, scalability, and efficiency goals.”

YBS engaged HPE Technology Services (TS) Consulting to plan and implement the hosted desktop solution that was tailored to address the society's unique requirements, such as integration with Microsoft Configuration Manager (ConfigMgr). HPE TS Consulting integrated and tested HPE Moonshot with Microsoft ConfigMgr, enabling YBS to benefit from its investment in and its experience with the tool. The result was the first HPE Moonshot configured with Microsoft ConfigMgr.

Case study

Yorkshire
Building Society

Industry

Financial services

Customer at a glance

Hardware

- HPE Moonshot for Hosted Desktops
- HPE ProLiant m700 Servers
- HPE Moonshot 1500 Chassis

Software

- Microsoft System Center Configuration Manager 2012
- Microsoft Windows 7

HPE services

- HPE Technology Services Consulting
- HPE Foundation Care Services

Following successful testing, YBS deployed the solution across four HPE Moonshot 1500 Chassis to handle a total of 720 hosted desktops. HPE TS Support provided installation and startup services and continues to provide ongoing technical support with HPE Foundation Care Services. To support YBS operational requirements HPE TS Consulting Services provided knowledge transfer, including fully documented policies and processes, to enable YBS and its managed service provider, Computacenter, to take over system management. This integrated team approach was the key to delivering a successful solution without the risks that early adopters typically face.

Benefit

Reducing footprint in data center

With HPE Moonshot, YBS reduced the hosted desktop infrastructure footprint in its data center to just a fraction of the space previously required. In addition, it lowered power consumption from 50 watts per desktop image to just 12.5 watts, and the society also expects savings in cooling costs.

“HPE Moonshot has improved the efficiency of our desktop infrastructure from end to end,” says Mulley. “HPE Moonshot is meeting colleague expectations for desktop performance and reliability as well as leadership expectations for speed of deployment and simplified ongoing administration.”

The solution has enabled YBS to centralize the management of hot-desk staff, re-deploy desktop PCs for non-hot-desk colleagues, free up space, deliver savings in power and cooling and, most importantly, provide a consistent service to end customers.

With the rollout of the HPE Moonshot Hosted Desktop environment, YBS will enjoy a no-compromise desktop experience. What’s more, the society reduces total cost of ownership and meets its goals to control IT sprawl, streamline desktop support, and drive greater operating efficiency.

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4AA5-8965ENW, March 2016, Rev. 1