

# CASE STUDY

Going Global With Windows Virtual Desktop



Industry  
Legal

Size  
25 - 50 staff

#### Solutions

- Full Cloud Infrastructure
- Azure Virtual Desktop
- Managed IT Services

Can Be Compliant  
With:

- PIPEDA
- NIST
- SOC2

## Law Firm Expansion with 100% Cloud Infrastructure

This law firm in Toronto has been using technology to impress, serve and win clients for years.

Growth led to their running out of physical office space. They faced a decision to move or outsource externally. However, their local server and IT setup was not ideal for remote work with either local or global staff.

At the same time, growth led to disorganized internal processes. Principles lost hours daily taking questions from, and directing staff. TUCU helped this law firm use RACI charts to organize internal processes.

TUCU designed a 100% cloud based solution to migrate the local server and all employee desktops to the cloud, using Azure Virtual Desktop (AVD) solutions.



## Benefits

- **Cost Savings:** No longer maintaining hardware cycles. Total Cost Of Ownership reduced.
- **Security:** AVD can be made compliant to your framework and meet all best practices for data security.
- **Windows 10 Experience:** Past remote desktop options were Windows Server based and lacked familiarity for end users. AVD provides a Windows 10 desktop and all the functionality users are used to.
- **Disaster Recovery:** DR is built in and takes just minutes. All data is safe.
- **Speed & Staff Onboarding:** The virtual infrastructure allows for a new staff computer to be spun up in minutes.
- **Scaling:** AVD and remote IT management from TUCU allows this law firm to outsource or scale with ease, locally or globally.

TUCU Managed IT Services Inc is a local leader in small business IT solutions. We help you use technology to protect and grow your business.

Learn more at [tucu.ca](https://tucu.ca)

# Technical Summary

Prior to COVID 19, this law firm worked with all staff in one location, with a local server running Active Directory (AD). All staff computers connected to the server were authenticated via AD's Identity Management & Access Controls in order to gain access to company data.



When the first lockdown was announced, the business owner instructed all staff to take their work computers home with them. With the workstations and server no longer communicating, Active Directory could no longer provide secure access to company data.



Azure Virtual Desktop was the solution. AVD alongside a virtual Active Directory Server and a virtual file server inside a virtual LAN now provides secure connectivity for their newly distributed team. Better still, team members can access the virtual infrastructure from any internet connected device.

The virtual desktops run just like physical computers, with all of their applications, office suite and line of business software installed.

All company data is accessible only via the remote desktop infrastructure. The law firm can add or revoke access at any time, making it simple to onboard or offboard local or global employees or temporary contractors.

The entire virtual infrastructure is housed in Azure in the Canadian data centre which fulfills the Law Society Of Ontario's requirement for data residency.

Azure's built in Disaster Recovery provides the ability to restore to alternate data centres within hours. This means, failed hard drives or lost data are a thing of the past.

As computing needs increase, the size and power of a virtual computer can be increased in minutes. In essence, you can add more CPU power or RAM in minutes, without ever having to buy hardware or schedule an on site technician.

This means as your team grows, your software requirements or processing power grows, you need never spend time or money on hardware. Conversely, downsizing is just as easy. You only pay for what you use. Businesses with seasonal highs can add processing power and staff, and then scale back down during normal operating times.

AVD is an excellent cloud solution. The cloud is the future. The future is now.



## Your Digital Transformation

People choose TUCU for responsive, reliable, support on a first name basis. Join our long list of happy clients and discover why we're voted #1 for small business IT support.

**Let's plan your digital transformation.**

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## Grow With IT

Are you in compliance with your industry's data security requirements?

Even in industry's without requirements, SMB's are being asked to prove their cyber security posture by potential vendors, partners and clients.

Would you pass a Vendor Security Screening or Business Service Agreement for the chance to win new business?

Our clients meet pass screenings and grow their business with modern, secure IT systems we build and manage for them.

Outsourced IT Management with TUCU can help your business thrive and grow.

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