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# **Virtual Desktop Case Study with Local Municipality**

A case study of a small affluent municipality  
in Maricopa County, Arizona.

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## Overview

Tucked away North-East of Phoenix, Arizona, lies an affluent municipality in Maricopa County. It is Arizona's wealthiest municipality known for its luxury golf courses, shopping, real estate, and restaurant scene. A primary goal of the IT department with this municipality was to establish a secure and highly available remote environment for municipality staff.

In 2019, the IT department began this process with deploying a VPN solution which includes two-factor authentication. Once complete, preliminary discussions of a virtual desktop environment began; however, this project was moved up in priority due to the remote capability requirements created by COVID-19.

**Remote usage:  
Prior to Covid-19**



## The Challenge

Due to time constraints, project scope, and lack of a Virtual Desktop Infrastructure (VDI), the municipality's IT department turned to a third-party for the Horizon VDI implementation.

After vetting three companies, the IT team asked Logical Front for assistance. It was quickly observed that the decision to procure time with Logical Front was the correct decision.

John Lane scoped out their project wants, needs, and wishes. He assigned a SME, Chris Rose, to assist and provide a solution. Logical Front's customer service, professionalism, and knowledge led to a successful deployment of Horizon VDI for municipality staff and a secure environment for the municipality's legal department and police department.

**Remote usage:  
During Covid-19**



## About the Company

Founded In 2003, Logical Front continues to forge alliances with best-in-class offerings and Partners such as Dell and VMware to create integrated solutions for its clients. We offer cloud hosting, backup and recovery, desktop and server virtualization, with data storage, server hardware, network infrastructures, and end-user device management, alongside consulting, training, and support.

As the premier provider of complex information technology solutions, our mission is to provide the best possible end product for clients.

## Results

Since implementation, Chris Rose and John Lane have reached out to the IT staff to ensure the project is implemented to their expectations and have made themselves available should issue arise. The Logical Front staff proved to be knowledgeable, friendly, remained flexible due to the municipality's changing environment, and exceeded expectations with the implementation of the VDI solution.

The municipality staff is thrilled to utilize a flexible remote desktop solution, and the IT department would be happy to work with Logical Front on future projects.

Logical Front has successfully designed and deployed over 600,000 virtual desktops as part of its VDI solutions. Their VDI solutions process begins with a consultative assessment to understand your architecture, business needs, and criteria to have a successful project. During this assessment, you'll be guided through the various options available to you.

Rather than jumping right into a production deployment, Logical Front recommends that clients start with a pilot project. As a result, you can be sure of a successful deployment. With your VDI setup running smoothly, you can also build on this new platform to integrate cloud solutions and server virtualization.

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