



ABOUT THE CUSTOMER

iQor is a business process outsourcing company which provides customer service, third-party collections and accounts receivable management. Although its headquarters are located in St. Petersburg, Florida, the company operates about 40 call centers in North America, Europe, and Asia. Since 2014, iQor has shifted to an end-to-end customer support organization, when iQor acquired the aftermarket services division of Jabil Circuit (rebranded as iQor's Product Support division). Services provided vary from consumer electronics to medical devices.

Nearly every industry iQor serves, from financial services to consumer electronics, is undergoing a massive amount of change. Through their unique customer engagement model, global scale and deep understanding of how to connect and integrate support ecosystems, iQor helps clients navigate and succeed in a changing landscape.

THE CHALLENGE

iQor was searching for a solution that would ensure a secure, reliable VMware Horizon endpoint deployment. After evaluating several options on the market, Senior Vice President at iQOR, John O'Malley, chose Stratodesk NoTouch software due to its low footprint, highly capable management platform and enterprise grade support.

Ultimately, O'Malley needed a solution that would allow iQor to gain the benefits of a cutting edge Horizon deployment while also using a secure Linux deployment managed from a central dashboard. Furthermore, O'Malley knew iQor would need to replace the legacy OS on thousands of endpoints across iQor's secure digital perimeter. But they needed to do so while eliminating potential hardware costs. Additionally, they would need to entirely modernize the endpoint platform and allow for scheduled upgrades and maintenance. Lastly, iQor's IT department was calling for a solution to reduce the potential attack surface against endpoints.

THE SOLUTION

After discovering Stratodesk NoTouch software, O'Malley was impressed by the software solution's ability to quickly and easily deploy onto new and existing endpoints, converting them into Linux-based, secure NoTouch Clients. This meant that iQor would not need to invest a fortune in pricey, new hardware.

Additionally, and because NoTouch is hardware agnostic, it was the perfect fit for a deployment like iQor's. NoTouch ran on every single device iQor had, regardless of make, model or manufacturer. This made powering and managing iQor's within their secure digital perimeter a cinch.

Once NoTouch was deployed, endpoints could be easily managed, configured and controlled from the convenience of one central dashboard via NoTouch Center.

Lastly, iQor needed a solution that would make it possible for them to handle a robust network of third party integrations, including those with Imprivata, Cisco, VMware, Microsoft, iQor teQ21 customized software suite. All of these integrate seamlessly with NoTouch.

THE BENEFITS

The savings benefits companies receive from using Stratodesk software with their existing endpoint deployment are often hard to define simply because savings extend beyond the financial bottom line and into critical time savings. O'Malley expects savings benefits will be incredible.

Actual hardware savings expenses, however, are much more quantifiable. iQor achieved 7-figure savings thanks to NoTouch's ability to convert and repurpose devices. Actual savings from using NoTouch with their existing endpoint infrastructure were greater than 2 million. iQor also expects to see another 2.5 million in savings by avoiding future hardware purchases.

O'Malley is quite happy with how NoTouch has removed the need to replace existing endpoints with new endpoints while still benefiting from a secure digital perimeter.



"iQor is a global BPO Provider that has over 25,000 endpoints globally distributed. These endpoints provide secure access for our Agent population, requiring minimal resources in the field. Leveraging NoTouch, iQor was able to extend the hardware devices by providing a secure, modern operating system that is fully supported by VMware View Horizon infrastructure. We are now able to effectively manage these devices providing near real-time reporting and updating capabilities. In addition this solution was extended to our work at home users, providing a equivalent experience for both on-premises and work at home user base."

– John O'Malley, Vice President at iQOR

One of the things he loves best about NoTouch software in addition to the powerful secure Linux-based OS and the easy-to-use management center is how helpful Stratodesk support is, even at the bronze tier.