

## DesktopToWork: Championing the future of work



Customer profile



IT Services & Consulting | Netherlands



“We really care about the goals of our customers. We are always looking at what they want to achieve and how we can help them the best.”

**Jorrit Roskam**

Operations Manager at DesktopToWork

### Business needs

- Transform IT infrastructure with a powerful, scalable and reliable storage solution
- Facilitate a seamless digital workspace for its customers across the globe
- Effectively support a variety of virtualized environments and workloads

### Business results

- Successfully migrated virtualized workloads and business critical data to PowerStore
- Achieved significant cost savings
- Reduced latency
- Reduced data center footprint by 83%

### Solutions at a glance

- [Dell PowerStore](#)
- [Dell PowerEdge](#)
- [Dell CloudIQ](#)
- [Dell ProSupport](#)

## Remote work made simple

DesktopToWork is an IT services company founded in 2011, specializing in online and digital workspaces. It provides customers with solutions ranging from VOIP, online workspace hosting, security and more. Based in The Hague, Netherlands, the company supports thousands of customers working in both small and large businesses.

“We really care about the goals of our customers. We’re always looking at what they want to achieve and how we can help them the best.” explains Jorrit Roskam, Operations Manager at DesktopToWork. As the company’s motto is: “Work better, live better”, it’s committed to enabling productive, safe and simple online working environments for its customers — anytime and anywhere in the world.

To continue championing digital working environments, DesktopToWork needed to transform its current IT infrastructure with a modern, scalable storage solution.

## Supporting remote workers when they needed it most

With the outbreak of a global pandemic, remote and digital working environments became a necessity for businesses across the globe. Although DesktopToWork was already ahead of the curve, having enabled employees to work from anywhere for the last 10 years, it needed scalable storage infrastructure to support surging demand for its services, new customer acquisitions and more.

Firstly, the storage solution needed to be powerful enough to support a variety of virtualized environments, ranging from 3D software systems to SQL databases — all with minimal latency. Secondly, the solution needed to be able to automate workloads and tasks to reduce management effort and improve the end-user experience, from implementing self-service portals, to resetting passwords or creating new users in the virtual working environments.



“PowerStore is definitely one of the most important components for us today. It’s the heart of our storage infrastructure and the heart of our customer storage.”

**Duco Rob**

CEO at DesktopToWork



Powerful,  
**scalable** and  
**secure**

PowerStore's unified architecture provided the company with the future-proof foundation it needed to scale up and scale out and meet new demands with ease. In addition, with PowerStore's Anytime Upgrade program, DesktopToWork can continuously modernize its storage arrays without downtime or impact to mission-critical applications.

To help manage its new PowerStore arrays across multiple locations, DesktopToWork leveraged the included Dell CloudIQ software. CloudIQ's proactive monitoring, predictive analytics and machine learning capabilities enabled the company to monitor infrastructure health in real-time.

Finally, DesktopToWork required intelligent infrastructure management with real-time storage health monitoring and analytics to reduce risk of downtime and proactively respond to unexpected challenges.

## Accelerating productivity with PowerStore

With all these requirements considered, Dell PowerStore stood out as the solution of choice for DesktopToWork. PowerStore's scalable storage capacity, powerful CPUs and built-in VMware ESXi hypervisor was the perfect match for the company's storage needs.

Installing PowerStore was simple for DesktopToWork. It was able to seamlessly migrate from its previous storage solution to PowerStore — all without any downtime. Thanks to Dell ProSupport, the company has comprehensive 24/7 support and can proactively manage any problems across its data centers.

After implementing PowerStore, DesktopToWork achieved significant performance advantages. This included lower network latency and improved IOPS, which helped to deliver a seamless digital working environment for customers across the globe. Duco Rob remarks: "On PowerStore, we see that the latency is almost always below one millisecond and that's a great number we've been able to achieve."



"On PowerStore, we see that the latency is almost always below one millisecond and that's a great number we've been able to achieve."

**Duco Rob**

CEO at DesktopToWork



“We work with Dell because they’ve proven to be the best when it comes to both technology support and helping us grow our business.”

**Duco Rob**

CEO at DesktopToWork

Best of all, PowerStore has helped DesktopToWork meet its power and sustainability goals by reducing its footprint to just half a rack per data center – an 83% consolidation.

## Working together for a digital future

In addition to PowerStore, DesktopToWork implemented Dell PowerEdge servers. Its powerful CPUs and huge RAM capacity was exactly what the company needed to host a range of virtual machines for its customers. Not only was it able to achieve faster performance speeds for its customers, but the company also eliminated all the bottlenecks it had after deploying its new PowerEdge servers.

Looking ahead, DesktopToWork wants to implement Kubernetes, as part of their plans to incorporate containerized workloads into its new data environment. Kubernetes will help the company to automate, scale and manage these containerized workloads.

After partnering with Dell Technologies, DesktopToWork now has the powerful, scalable and reliable data environment it needed to continue to support its digital working environments for its customers around the world. Summarizing the experience with Dell Technologies, Duco Rob says: “We work with Dell because they’ve proven to be the best when it comes to both technology support and helping us grow our business.”