



# Perks overcomes the challenges of distance and uneven internet access

Australia-based financial advisory firm Perks needed to update its desktop virtualisation software and make application access more reliable and robust.

**Better connectivity**  
with cloud applications



## Using Virtual Apps and Desktop Service with Netscaler, Perks delivers office and communications software to remote and mobile staff.

### A geographically dispersed company

With international connections and a focus on the South Australian market, Perks has a number of offices across both Australia and the Philippines. Because of its geographic dispersal, the company's 170+ staff members face varying internet connectivity environments: many employees are based in remote locations, while others are required to work at customer sites, accessing wireless, 4G or even 3G connections. To keep its operations running smoothly, Perks needed all its staff to experience the same quality of desktop environment and connectivity accessible in the office. Perks' existing desktop virtualisation software simply wasn't performing adequately, while in-house management software and servers was diverting resources from primary business goals.

### A desktop virtualisation solution for all environments

When it reached its next refresh cycle, Perks decided to seek out a new, more effective solution. The company needed a desktop virtualisation solution capable of providing consistent access to a range of applications in any environment – and with any quality of internet connection. The company also wanted to move away from on-premises management of the system, freeing the company to focus on its customers.

### True mobile access to cloud applications

With the help of IT solutions integrator Nuago, Perks chose a managed hybrid cloud solution. The company now delivers Microsoft Office 365 and Skype for Business to all staff using Citrix Virtual Apps and Desktop Service. Perks further uses Citrix Netscaler to analyse and balance network traffic, optimising the availability of applications and resources even during interruptions to internet and network connectivity. "Perks

staff not only have access to all of the applications and resources they need to be productive but also have the ability to access them from anywhere, on any device and with complete security," said Connor O'Rourke, Director Sales, Nuago.

### Centralised management optimises resources

"Management of the Perks IT infrastructure was enhanced due to the experience with Citrix solutions," noted O'Rourke. "We are able to provide our clients the greatest value while maintaining the stability, health and reliability of the Citrix infrastructure. "The Nuago team's extensive experience and professional approach ensured we felt very confident throughout a period of significant change with our IT infrastructure," added Belinda Butler, Operations/Project Manager, regarding the implementation.

Thanks to the new solution, Perks looks forward to offering staff an effective, integrated experience – wherever they happen to be.



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**Connor O'Rourke**  
Director Sales, Nuago.

### Company Perks



### Website

<https://www.perks.com.au/>

### Customer Size

Approximately 170 staff.

### Country

Australia and Philippines

### Industry

Financial services

### Key Benefits

- Cloud applications with no administrative overheads
- Reliable access from remote locations with variable internet connectivity
- Solution management outsourced to improve company focus

### Customer Profile

Perks is a privately-owned business with over 170 dedicated professionals across 4 offices in Adelaide, Darwin, Alice Springs and the Philippines. It provides a full range of financial services, including on-site consultations.

### Citrix Products

Citrix Virtual Apps and Desktop Service  
Citrix NetScaler