# CUSTOMER
# SUCCESS
# STORY

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# NEW VISION & **REAL RESULTS**

## 2X
### COMPUTE POWER

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## 40%
### IT COST REDUCTION

### What's in the budget?

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The city hires Niko as its new Director of IT. His task is to *"Deliver more services with the existing IT budget."* Sound familiar?

## Scene 1
### The Situation

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Where is all the money spent? Niko discovers that over the past decade the base of the IT services has stayed constant while IT costs have risen. It is identified that the recurring maintenance fees are the culprit. In fact, these fees reached 48% of the IT budget. The number is so high that Niko hires an outside firm to audit the budget expenses. The firm arrives to the same breakdown; 48% of the budget is allocated to recurring maintenance fees.

What are the fees? They are the usual suspects, licenses for desktops, licenses for hybrid work, and licenses for cybersecurity. It turned out that each year starting in 2017, the annual fees have steadily increased. What was less than 20% of IT's operational budget grew to 48% of the budget.

It was clear to Niko that he would not be able to meet the Hamina's mandate of *"deliver more with the existing budget"* without taking a different approach.

## CHALLENGES

- ✓ Mandate: *"Do more with the same IT Budget."*

- ✓ 48% of the annual IT budget was locked up by maintenance fees for low value and difficult to maintain software.

- ✓ Software fees increasing annually.

## SUCCESSES

- ✓ Reduced recurring IT operational costs by 45%.

- ✓ Reduced hardware purchase expense by 15%.

- ✓ Increased computing power by 2X.

- ✓ Moved to Chromebooks to removed cybersecurity attack vectors.

## HOW

- ✓ Transition to real-time Workspace orchestration using Kasm.

Kasm **WORKSPACES**  +  HAMINA **KOHTAAMISTEN KAUPUNKI**

## Scene two
## The Obstacle
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Having confidence the numbers are accurate, Niko assembles his team of experts, and challenges them to develop a strategy for solving this problem.

Niko is an accomplished Azure engineer with deep experience in virtualization. This experience helped the team explore the cloud options thoroughly. They soon realized that all the standard ways of using the cloud would cost them the same or even a bit more. They pushed into more *"out of the box"* options.

## Scene three
## The Journey
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What services do we offer? How is it each delivered? The team discovered the trend that has been growing for years. More than 90% of the workday's activity is done through a browser. The days of heavy full stack applications needing a Windows desktop are waning. In fact, Niko found that was increasingly true for his IT application portfolio.

A Linux option looked great, but it had its challenges too. While researching, in 2022, their investigation came upon Kasm Workspaces. It was newly released into the commercial market. And it was just the type of *"out of the box"* solution that they were looking for.

## Scene four
## The Option
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The Kasm team showed introduced Niko to the container approach and non-persistent features. Kasm's approach was a match for the Hamina requriements: Highly secure. Zero Trust. Increased compute density. On-demand. Only pay for what you use!

With novel ideas such as compute as a shared resource, any user can access any computer. This opened the door to a true End User Computing (EUC) model. Niko could create user sessions in real-time. At the end of each session, workspace data is saved to the user profile and compute resources is ready for the next user.

## Scene five
## The Solution
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*How can Kasm work for us?...*A visionary new approach.

**Feature: Real-time workspace creation.**
Kasm assembles the Operating System (OS), the application, the preferences, and the user's profile at the very moment the user requests access to the application. This happens in seconds during workspace launch. When the user finishes their work, Kasm disassembles the workspace saving the data/configuration to the user's profile while deleting the OS and the application. This design makes it impossible for viruses or ransomware to infect or corrupt the workspace.

**Feature: Enterprise Browser & Browser Isolation.**
With more than 85% of the mission critical applications requiring only a browser, Kasm's enterprise browser capabilities really shine. Each browser workspace runs from within a container. The first two benefits of containers were mentioned above. However, there are more. The container can deliver enterprise controls to the application's activity. For example, it can implement data loss prevention (DLP) controls into the corporate browser or limit the sites that can be visited.

**Feature: Auto Scale**
Whereas typical enterprises must manage their compute, Kasm leverages the cloud's vast resources to scale as demand warrants.

Let's look at this example. A typical enterprise purchases or allocates a workstation or a laptop for each employee. This device is usually dedicated to them. However, fulltime employees tend to work about 1900 hours each year and they are only actively using thier computer a portion of that time.



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Auto-Scaling allows Niko and his team to move from a dedicated model to a share resource model. In the morning, only the necessary workspaces spin up when employees log in and access their programs. When the employees finish for the day, the workspaces are turned off.

There is a direct correllation between the number of employees needing workspaces and the number of workspaces active. Capital Capacity Planning has is no longer necessary or burdening the IT budget.

**Feature: Compute Horsepower.**
With more than 85% of their mission critical applications requiring only a browser, Kasm's container approach can load more people onto each CPU. Typically gaining 8 times better performance.

**Feature: Windows OS.**
In the spring of 2023, Kasm released advanced controls capabilities to manage Windows VMs. Here to, Kasm can spin up VMs in real-time and apply the user's personalized specifics just as above. These VMs follow the same single use approach as describe above.

## Scene six
## The Outcome
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**Did it work? You bet it did! Real Results**

⊘ Cost reduction: IT budget reduced from 40% to 20%.

⊘ Increased Computing Power by 2X

⊘ Replaced laptops with Chromebooks

⊘ Increase hardware recycle times by 2X

⊘ Moved to Google Authentication

⊘ Reduced malware exposure

⊘ Displaced remote work software and agents

⊘ Established Internet kiosks for safe online browsing for the community