



# UDS Enterprise

## Case Study Félix Santiago Melián Group

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### Executive Summary

GRUPO  FÉLIX SANTIAGO MELIÁN

#### José Juan Gil, IT Manager

"With UDS Enterprise we have been able to provide each employee with the remote working solution that best suits his needs"

- **Client name:** Félix Santiago Melián Group SL
- **Sector:** Private – Banana and papaya, production, construction, real estate, service stations, concrete and aggregates production...
- **Number of employees:** 600
- **Number of offices:** 12
- **Location:** Gran Canaria (Canary Islands, Spain)

#### FSM Group commits to UDS Enterprise for their secure remote working system

[Félix Santiago Melián Group](#) (FSM) has managed to maintain the professional activity of all its employees during the state of alarm by Covid-19 thanks to the implementation of a secure remote working system with UDS Enterprise. "We learned about the solution from [Lanmedia Comunicaciones](#) and we found it excellent. In light of the current health emergency situation, we did not hesitate to implement remote work with this VDI broker," explains José Juan Gil, Head of IT at FSM Group.

In just five days they had the platform up and running, so they could follow the recommendations of the health authorities and allow their entire staff to carry out their professional work from home. "Everything run like clockwork: the installation of machines, parameterization and integration in our server network and in our perimeter security systems..." says Gil.

Before making the solution available to workers, they performed connection tests from devices of all kinds, including Surface tablets, Android Smart TVs, and even an Xbox. "It worked perfectly from all terminals, so I had no doubt about the suitability of UDS Enterprise," claims Gil."

The versatility of this business group posed an important handicap when managing its user groups, since it brings together professional activities as diverse as the production of bananas and papaya, construction, real-estate development, service stations, wind farms, production of concrete, aggregates ... With UDS Enterprise they have been able to meet the needs of all of them, providing secure access to the tools they need to carry out their work.

90% of users access their office computers remotely through a RDP-secured tunnel. For employees working on construction sites and in delegations they had to consider a different solution. "For these cases we decided to use application virtualization. With UDS Enterprise we have been able to provide each employee with the telecommuting solution that best suits his needs," states the IT manager.

The feedback from both the staff and the IT team is unbeatable. "We are truly amazed at how well UDS Enterprise works. Everyone, even those who still have 2-megabyte ADSL in their home, talks about how agile the system is. They were used to applications like TeamViewer, AnyDesk, Supremo... and they have seen a really qualitative leap in UDS. In addition, it is a very user friendly and intuitive tool, so the transition to remote work has been seamless," assures Gil.





### Security first

The resilience of the solution was one of the main requirements of the FSM Group. After being victims of a cyber-attack a couple of years ago, they are aware that "the virtualization of all systems is key to being able to quickly overcome any disaster," noted the IT Manager.

With UDS Enterprise, they have been able to implement a remote working system with the same security measures that they have in the office. "UDS is in a VLAN and by means of bastions we define what protocols pass between said VLAN and the destination VLAN, we even apply access schedules. It has been really easy to integrate it into our security systems," emphasizes Gil.

The installation and configuration of the solution has been carried out by Lanmedia Comunicaciones. As UDS Enterprise Gold Partner, its staff is fully trained to carry out these tasks, as well as to provide an agile and efficient support service. "The work of Lanmedia Comunicaciones has been excellent, they have shown to have a broad knowledge of the solution," assesses the FSM Group IT manager.

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"Our remote working system with UDS Enterprise it has the same security measures that we have in the office"

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Once they have verified the effectiveness of UDS Enterprise as a remote working solution, they are already thinking about how to get the most out of this connection broker. "We will publish virtual applications to relieve the network from those based on client/server architecture that are too heavy. In addition, we will replace computers that become obsolete with thin clients to save costs. And most importantly: we will be ready to facilitate remote working in extraordinary situations, such as the one we are currently experiencing," concludes Gil.

### VDI INFRASTRUCTURE

- ✓ **Broker:**  
UDS Enterprise
- ✓ **Hypervisor:**  
vSphere
- ✓ **Connection protocols:**  
RDP and HTML5
- ✓ **Authenticators:**  
Active Directory
- ✓ **VDI OS:**  
Windows 10
- ✓ **VDI access OS:**  
Any
- ✓ **Hyper-convergence platform:**  
Nutanix - 3 Nodes cluster NX-1065-G7
- ✓ **Network:**  
The network electronics connect the cluster with the users LAN through links and also to the firewall systems, through which the UDS Enterprise services are published

### Support and professional services

VirtualCable markets UDS Enterprise through a subscription model, including support and updates, depending on the number of users.

In addition, VirtualCable offers professional services to install and configure UDS Enterprise.

For more information, visit [www.udsenderprise.com](http://www.udsenderprise.com) or send us an email at [info@udsenderprise.com](mailto:info@udsenderprise.com)