



## Unite IP Services with UDS Enterprise

UDS Enterprise is a **cross-platform connection broker for Windows and Linux**. It serves to **unite any IP service** registered in the system.

In this way, this software allows to configure and manage any IP service deployed in a network or Data Center. It provides access to virtual desktops, FTP servers, shared resources, IP telephony and IP cameras through specific management modules.

Therefore, with UDS Enterprise you can associate and manage multiple services and devices in the form of a service deployed within the system, making it easy to manage IT platforms in a simple, robust and scalable way.

**Europ Assistance**, a pioneer insurance company in the travel assistance sector, is one of the companies that **have entrusted UDS Enterprise** to "**deploy and manage virtual desktops simply and easily**, helping compatibility with CTI and IP telephony systems", says José Luis Alonso Carmona, IT Manager for Europ Assistance Spain.

This company wanted to equip its IT department with an **efficient user management system**, integrate IP telephony and virtual desktops for Call Center users and **save costs** from the Call Center platform.

The UDS Enterprise development team has worked to integrate the broker with Europ Assistance IP telephony system and develop a unified authentication system for Call Center, which has made it possible to meet customer demands and to immediately perform a user-based deployment of campaigns, independently assign virtual desktop connection terminals and IP extensions to users, and offer the possibility of teleworking to its employees.

The cost savings have been achieved firstly by adapting UDS Enterprise to be compatible with certain models of thin client to avoid their obsolescence.

The multi-interface feature of the connection broker also allowed to take advantage of the existing platform for the deployment of the required desktops and servers, thus avoiding unnecessary increase in acquisition and maintenance costs of the new platform.

In short, UDS Enterprise has managed to simplify and unite all the management and maintenance at the level of OS, updates, patches and applications of the Europ Assistance Call Center.

For more information, please refer to this [white paper](#).



# UDS Enterprise

## How to unite multiple IP Services

[www.udsenderprise.com](http://www.udsenderprise.com)

### About VirtualCable

**VirtualCable** is a Spanish company specialized in virtualization and dedicated to software development and professional services. VirtualCable develops and supports **UDS Enterprise**, a multiplatform connection broker to deploy and manage virtual and physical desktops, applications and other Windows & Linux remote desktop services. UDS Enterprise allows to simultaneously enable multiple hypervisors, authenticators and connection protocols, guaranteeing resources optimization and obtaining substantial cost savings.

More information about UDS Enterprise at [www.udsenderprise.com](http://www.udsenderprise.com) or at [info@udsenderprise.com](mailto:info@udsenderprise.com)

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