



**U.S. DEPARTMENT  
of VETERANS  
AFFAIRS**  
Workspace One  
Case Study  
December 2019

## Background

### Industry:

United States  
Federal Government

### Location:

Washington, D.C.

### Key Challenges:

- Failing mobile management
- Poor quality of service
- Increased costs and downtime

### Solution:

VMware Workspace One

### Benefits:

- Improved device management
- Lower infrastructure costs
- Increased mobile security
- Decreased disruption of service

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## U.S. Department of Veterans Affairs: Implementing the Mobile Device Manager (MDM) for the future

The U.S. Department of Veterans Affairs (VA) strives to fulfill President Lincoln's promise to serve and honor America's Veterans. VA's five core values underscore the obligations inherent in VA's mission: Integrity, Commitment, Advocacy, Respect, and Excellence.

Improvix Technologies (Improvix), an IT integrator and service provider, has partnered with VMware to assist the VA in implementing the cloud-based infrastructure needed to continue to serve its clients according to the core values they follow.

### The Challenge

Department of Veterans Affairs was tasked to migrate from a failing on-premise (on-prem) VMware Workspace One mobile device management (MDM) infrastructure and into a more cost-efficient and cloud-based infrastructure. With their on-prem MDM solution, the VA was facing poor quality of service, lack of control, increased operating costs and downtime.

The VA identified the lack of technical cohesion across work streams and the ability to scale costs for 200,000-300,000 devices. They proposed to migrate and move all MDM infrastructure and data out of the Terremark Facility and into a dedicated AWS cloud solution. This migration included a total of 12-15 physical servers and roughly 4-5TB of data. One of the key challenges our team faced was to have minimal service interruption during the migration.

### The Solution

Improvix and VMware Professional Services were tasked to respond to the VA's requirement to reach their desired capability. We utilized the VMware Workspace One solution for the seamless transition to the new environment with as little downtime as possible. For several months, our team built and tested both the new UAT and PROD environment in the AWS cloud. This included installing all-new servers, a new MDM application version, setting up a new Loadbalancer with original certificates, building a new DNS server, and migrating 4-5TB of data.

The result was a seamless transition to the AWS infrastructure. All users' applications and devices seamlessly transitioned to the new environment. The VA has since:

- Decommissioned all old equipment in the Terremark facility
- Task implementation/completion: 6 months (fraction of the estimated time)
- Streamlined: Methods of deployment of applications and credentials

### Results & Benefits

As a result of the Improvix team's effort, the CIO is now looking to implement a "Bring Your Own Device" (BYOD) program, which could not be possible without the Workspace One solution. Also, a major mobility effort (Cerner Project) is gaining momentum as a result of the Improvix and VMware team's efforts. This endeavor will provide Android tablets for VA doctors and nurses to have access to vital information. Currently, 100 tablets are in the testing phase and that number is estimated to grow to 100,000 by the third quarter of 2020.