Full credit for smooth cloud client rollout

Italfondiario boosts staff productivity and makes client estate easier to manage with cloud client-computing

Banking & Finance | Italy

Business needs

Italfondiario wanted to boost staff productivity, but its ageing IT infrastructure was holding back the business.

Solutions at a glance

- Cloud Client-Computing
- Client Support
- Dell Financial Services

Business results

- More productive staff thanks to faster performance and larger screens
- Profiles recovered in 5 – 7 minutes instead of 25 minutes

99% down in user profile corruptions

92% quicker in adding new users

Italfondiario is the largest and highest rated loan collection company in Italy. The firm currently manages more than €43 billion of assets and has enjoyed considerable growth over the past five years.

Like any large modern financial institution, Italfondiario relies on IT to conduct its business. The organisation's infrastructure has to be scalable to match the group's growth, and it also has to run the latest software so staff can analyse financial data. In addition, it needs to be stable, with minimal downtime to enable 24x7 operations.

Designing a future in the clouds

Italfondiario's existing infrastructure was based on a data centre with ageing servers. Services for all Italfondiario's branches in Rome and Milan, as well as those of its other subsidiaries, ran on these servers. However, performance was slow, and user profiles would often be corrupted, resulting in lost productivity and hours of administration for the helpdesk team, which was expensive for the business. Working with Dell and the firm's long-term partner Datamatic Sistemi e Servizi, Italfondiario decided that it could best meet its needs with a cloud-based virtual desktop infrastructure (VDI). Dell and Datamatic helped Italfondiario deploy 500 new devices to staff within four months. Enzo La Grutta, head of helpdesk at Italfondiario, says, "The cloud was new to us, but Dell and Datamatic were extremely helpful. They were with us every step of the way to make sure the rollout was fast and smooth."

Flexible desktops, flexible budget

The environment is based on Dell Wyse 3000 series thin clients and Dell E2414H monitors, with desktop images stored in the Microsoft® Azure™ cloud, and with support from ProSupport. To reduce the upfront cost of the deployment, Italfondiario used Dell Financial Services

(DFS), which allows the group to spread payments over five years and gives the company flexibility within its budget. "We appreciated the breadth of options from DFS, so we could choose the financial package that best suited our needs," says La Grutta.

Quick deployments for growing company

The new cloud client environment is more reliable and flexible than before, and users have a much better experience. La Grutta says, "Adding a user is fast and totally transparent. It takes just 40 minutes instead of more than eight hours, as with the previous environment. This has been made possible by the seamless integration between our on-site clients and our off-site cloud."

IT no longer holds staff back

"Our staff are more productive with the Dell solutions in place," says La Grutta. "With our Dell monitors they have a 40 per cent wider screen to compare and analyse financial data. They also get a quicker response. Previously, it could take up to a minute to log in to an application. Now, users can navigate through multiple applications simultaneously and with ease."

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Around 99% fewer corrupted profiles

Stability has also improved, with far fewer user profiles becoming corrupted. La Grutta estimates that these incidents were reduced by more than 99 per cent. "Corruption of profiles is practically a thing of the past," he says. "And in the rare cases where it does happen, we can recover a user profile within 5 – 7 minutes, not 25 minutes like before."

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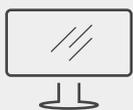
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