

CUSTOMER: **PARTNERS:**   **Microsoft**

Mr. Cooper Group Inc., one of the largest home loan servicers and the largest non-bank servicer in the United States, was looking for a solution for scaling up their virtual desktop to meet their increasing needs after the pandemic sparked a dramatic increase in home-buying that led to rapid growth. The company had a very large existing Citrix implementation on-premises, but they weren't sure they wanted to stick with Citrix during the transition to virtual work.

CUSTOMER SCENARIO

Scaling virtual workspace: Mr. Cooper Group Inc.'s business was growing fast, bringing new licensing and infrastructure needs. Their small IT team needed help managing a large virtual desktop deployment: 20 workspaces, 70 host pools, 2000+ VMs and 20,000 CPU cores.

Comparing costs between Citrix and AVD: Citrix had worked for Mr. Cooper Group Inc. in the past, but the recent increase in business would require upgrading their investment — they were curious whether Azure Virtual Desktop would bring more value for money than Citrix.

Custom solution design: The company's initial evaluation of AVD found it difficult to manage and lacking the necessary features for an implementation of their scale. Microsoft brought in Nerdio to design and implement a custom solution.

KEYS TO WINNING

Elegant design: Nerdio Manager delivered the capabilities Mr. Cooper Group Inc. needed to deploy, manage, and optimize AVD at a price point that delivered significant savings.

White-glove implementation: Nerdio provided a sleek, customized deployment, and then stayed on as an expert ISV to support the company's 9000 users, two-thirds of whom use the environment concurrently.

Seamless integration: Nerdio was able to seamlessly integrate the company's legacy line of applications with Azure Virtual Desktop, enabling a quick and easy implementation during an extremely busy time.

CUSTOMER OUTCOMES

Easy, effective deployment: With Nerdio Manager for Azure, Mr. Cooper Group Inc. was able to migrate more than 10,000 users from Citrix to Azure Virtual Desktop quickly and efficiently.

Cost savings: Nerdio Manager's cost optimization is helping Mr. Cooper Group Inc. save over \$200,000 per month in Azure computing and storage fees.

Broad-reaching support: When Mr. Cooper Group Inc. paused their migration halfway through due to another app's performance issues, Nerdio helped them optimize their environment to get back up and running.

QUOTES & EXCERPTS

Nerdio Manager is helping Mr. Cooper Group Inc. save over \$200,000 per month in Azure computing and storage.

MICROSOFT REP:

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