

From 8 Hours to 2: How TYR Technologies streamlined AVD management and cut costs by 65%



TYR
TECHNOLOGIES

Industry: Managed service provider (MSP)

Platform: Nerdio Manager for MSP

Region: North America

RESULTS

80%

Reduction in desktop image update time (8 hours to 2 hours).

65%

Decrease in Azure costs through automation and resource optimization.

60%

Of each client environment now built from standardized blueprints.



Challenges

- Manual, time-intensive Azure Virtual Desktop (AVD) management consuming senior engineers' time.
- Rising Azure costs from 24/7 VM usage and inefficient resource allocation.
- Difficulty scaling deployments without overburdening staff or compromising quality.



Solutions

- Implemented Nerdio for automated AVD management, image updates, and off-hours scaling.
- Standardized and repeatable deployment model using proven blueprints and scripts.
- Empowered junior technicians with an intuitive interface and accessible workflows.

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get started?**

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When a company like TYR Technologies supports dozens of clients across Western Canada, speed and efficiency aren't luxuries—they're requirements.

TYR Technologies

As a growing Managed Service Provider (MSP), TYR was hitting a wall: manual Azure Virtual Desktop (AVD) management, complex AVD environments, and mounting time and cost pressures were slowing progress. Founder and President Lyndon Will knew something had to change.

"We were spending 8 hours just updating desktop images—and doing that multiple times a month," Lyndon said. "That wasn't sustainable."

The team needed a smarter, more scalable way to deliver Azure services without burning out senior engineers or inflating costs. That's when TYR turned to Nerdio.

Lyndon first heard about Nerdio over lunch with industry peers. One of them couldn't stop raving about it, so he decided to take another look—and he's glad he did.

"Everyone at Nerdio was incredibly responsive," Lyndon said. "And the platform solved the exact need we were trying to solve."

Lyndon Will, Founder & President of TYR Technologies

That need? Better Azure and AVD management. TYR wasn't looking for another dashboard—they needed automation that could save time, improve team efficiency, and reduce the costs tied to running 24/7 cloud environments.

80% time savings, 65% lower Azure costs

The impact was immediate.

- Desktop image updates that used to take eight hours now took just two.
- AVD management and deployment became repeatable, standardized, and scalable.
- Automation features allowed TYR to power down machines during off-hours and downgrade disk types, slashing unnecessary Azure costs by up to 65%.

"Instead of paying for 24-hour VM usage, we're only paying for what our clients actually use," Lyndon explained. "That alone saved us thousands."

And those savings weren't just financial. Nerdio unlocked time—time that TYR's senior engineers could now use to build, innovate, and deliver value instead of repeating routine tasks.

Before Nerdio, many complex support tasks had to be escalated to senior staff. Now, junior technicians can take on more responsibility thanks to Nerdio's intuitive interface and accessible workflows.

"It surfaces insights and actions that used to require deeper training," Lyndon said. "It's empowering the entire team."

That empowerment has had downstream benefits—reducing burnout, increasing job satisfaction, and supporting internal growth. As Nerdio rolls out new features, TYR's junior staff are learning faster and expanding their capabilities.

"Nerdio is already asking the right questions—how do we reduce clicks, automate security, and free up time? That's exactly where we need to go."

Scaling smart with repeatable success

With Nerdio, TYR established a base deployment model that could be quickly adapted for new clients. Around 60% of each client environment is now built from a proven blueprint—complete with TYR's own scripting and best practices—giving them a competitive edge.

This rinse-and-repeat efficiency has allowed TYR to grow without overwhelming their team or compromising quality. In a high-touch, high-standards industry like managed services, that's invaluable.

Community, connection, and NerdioCon

Attending NerdioCon in Palm Springs was a turning point for Lyndon and his VP of Operations. Beyond the product, it was the people, partnerships, and conversations that left a mark.

- They connected with Microsoft leaders and other vendors like Huntress and Inky.
- They built non-competitive relationships with MSPs across North America.
- They walked away with a deeper understanding of what's possible with Nerdio and Microsoft Cloud Technologies.

"It was incredibly valuable," Lyndon said. "We made connections we still use today—and discovered vendors we didn't even know we needed."

Starting with one client to unlock M365 management wins

As Nerdio expands its platform into M365 Management, TYR is already experimenting with the new features. While the implementation is still maturing, the potential is clear.

"If it's anything like what they did with AVD, we're excited," Lyndon said.

For MSPs considering Nerdio, Lyndon's advice is simple: start with a client you know well and trust the process.

"You don't need to roll it out everywhere at once. Try it with one client, —one you're really comfortable with, —and you'll see the benefit immediately."

He also emphasized how easy Nerdio made it to grow. "When we started, we only used it for one client. Nerdio didn't try to force a full rollout—they let us grow at our pace."

A partner that grows with you

Nerdio hasn't just made TYR more efficient—it's helped them grow as a business. From streamlining deployments to empowering junior staff, reducing Azure costs, and building industry connections, Nerdio has become a critical part of TYR's success.

"It let us scale our services, save money, and focus our people where they matter most," Lyndon said. "Nerdio is a force multiplier for our team."

For TYR, Nerdio isn't just a tool—it's a trusted partner helping them build a smarter, leaner, more empowered MSP.

About Nerdio

Nerdio is a leading provider of powerful, simplified cloud management solutions for businesses of all sizes. Trusted by managed service providers (MSPs) and enterprise IT departments alike, Nerdio equips organizations with seamless, cost-effective management tools for Azure Virtual Desktop (AVD), Windows 365, and comprehensive Modern Work solutions.

With thousands of customers worldwide, Nerdio accelerates cloud adoption, enabling companies to thrive in an era of hybrid work by providing modern, future-proof technology that adapts to evolving workplace needs.

For more information, please visit **www.getnerdio.com**.



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