

York County Community Action Corporation

modernizes virtual desktop infrastructure with Microsoft, Nerdio, and DataON to better serve its community

York County
**COMMUNITY
ACTION**
Corporation

Industry: Nonprofit

Platform: Nerdio Manager for Enterprise

Region: North America

RESULTS

Reduced

infrastructure from 40 RDS hosts to 15 Azure Virtual Desktop hosts.

237 users

migrated seamlessly with minimal disruption.

Significant

cost savings from retiring VMware licensing.



Challenges

- Rising costs created unsustainable licensing expenses and vendor lock-in concerns.
- The existing environment caused slow onboarding, scalability issues, and heavy patching workloads.
- Regulatory and data locality requirements prevented a fully cloud-based solution, limiting modernization options.



Solutions

- Implemented a hybrid Azure Virtual Desktop environment with Azure Local to retain on-premises control while leveraging cloud-based management.
- Integrated Nerdio Manager for Enterprise for automation, dynamic scaling, and centralized visibility, reducing management time dramatically.
- Partnered with DataON and Dirigo Technology to deploy a compliant, high-performance infrastructure meeting local data regulations.

**Ready to
get started?**

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York County Community Action Corporation (YCCAC) is a nonprofit organization serving over 15,000 residents across 20 cities and towns in York County, Maine.

With a mission to alleviate poverty and promote self-sufficiency, YCCAC provides several services, including a community health center, Head Start programs, WIC, Whole Family Coaching, and energy assistance. Its dedicated team of 250+ employees works tirelessly to support vulnerable populations in the region.

Rising costs & stalled performance: the need to rethink EUC

YCCAC's IT infrastructure was built on SimpliVity with vSphere and (40) Windows Server 2019 RDS hosts for centralizing end-user computing. But looming license renewals and rising costs—accelerated by Broadcom's acquisition of VMware—and concerns over vendor lock-in pushed YCCAC to rethink its strategy.

The solution was also falling short operationally:

- Onboarding new users was slow.
- Scaling resources was cumbersome.
- Security and patching consumed excessive IT time.
- Long-term vendor support was uncertain.

Regulatory and data locality requirements meant a fully cloud-based solution wasn't an option. YCCAC needed a modern, on-premises VDI platform that could deliver better performance, scalability, and cost-efficiency—without compromising compliance.

A smarter VDI strategy with Microsoft and Azure Local

Dirigo Technology, YCCAC's trusted Microsoft-focused MSP led by Senior IT Consultant Mike Pratt, recognized the nonprofit's needs and recommended Azure Virtual Desktop with Azure Local.

This hybrid setup keeps session hosts on-premises while enabling centralized management through Azure—offering improved performance, tighter data control, and lower costs compared to VMware and SimpliVity.

Strengthening the solution with Nerdio and DataON

To unlock even greater efficiency, Pratt partnered with Nerdio to integrate Nerdio Manager for Enterprise with Azure Virtual Desktop and Azure Local. This provided dynamic VM scaling, streamlined operations, and simplified resource management.

Nerdio also introduced DataON, a trusted Azure Local infrastructure partner. DataON provided a three-node integrated solution for Azure Local and worked alongside Dirigo onsite to ensure a smooth rollout.

"Nerdio Manager transformed what used to be a complex, time-consuming process into something simple and efficient. Our MSP can support us more effectively, and our own team can focus on what matters most—serving the community."

Terrence McCarthy, York County Community Action Corporation

"DataON made it possible for me to fully manage the environment with confidence," added Pratt. "Their expertise and support have been invaluable throughout the project."

A seamless migration and immediate results

Together, Dirigo, Nerdio, and DataON delivered a tightly integrated solution:

- Reduced VDI footprint from 40 RDS hosts down to just 15 Azure Virtual Desktop hosts.
- Migrated 237 users seamlessly with minimal disruption.
- Dramatically cut down IT management time—tasks that once required multiple tools could now be completed in just a few clicks.

Nerdio's Customer Success Plus (CS+) program provided proactive guidance throughout, while DataON's responsive support earned high praise.

"We wanted a true partner who would work alongside us," said Pratt. "With DataON, the support has been outstanding—we know we made the right choice."

Mission impact

With Microsoft, Nerdio, and DataON's proven integration—backed by years of collaboration—YCCAC now operates a secure, scalable, and cost-effective VDI environment. Supported by Dirigo, they're positioned to expand their Azure Local footprint, including migrating server workloads from VMware.

Most importantly, YCCAC's IT team has reclaimed valuable time to focus on supporting staff and services that directly impact families in need.

"Technology is not the end goal for us—it's a means to help people," said McCarthy. "With this new platform, we know our IT is reliable, efficient, and sustainable. That allows us to put our energy where it belongs: supporting our community."

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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