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Findex gains 35% efficiency and accelerates global contractor onboarding with Nerdio-powered AVD

FINDEX

Industry: Financial services
Platform: Nerdio Manager for Enterprise
Region: APAC

RESULTS

30–35%
efficiency gains in managing shared AVD desktops.

2,500+
employees and a growing workforce of global contractors supported across Austraila, New Zealand, South America, and other regions.

Significant
cost savings from migrating off a legacy Citrix desktop environment to Azure Virtual Desktop with Nerdio automation.

Challenges

- Findex needed a secure, flexible virtual desktop platform to support a global workforce, but its legacy Citrix environment was costly, complex, and no longer aligned with current needs.

- Seasonal spikes and rapid geographic expansion made manual management of shared AVD desktops increasingly time-consuming and difficult to scale.

- IT required a more cost-effective, dynamic solution that could grow quickly, enforce tight security controls, and significantly reduce operational overhead.

Solutions

- Findex standardized on Azure Virtual Desktop and deployed Nerdio Manager for Enterprise to automate operations, streamline image and host management, and scale capacity based on real-time demand.

- Nerdio's policy-driven Auto-Scaling reduced compute costs while ensuring larger host pools were available during peak periods, improving both performance and predictability.

- Built-in lifecycle management, host creation scripts, restore points, and rapid provisioning of Windows 365 Cloud PCs allowed IT to reduce manual work and deliver secure, role-based access.

Ready to get started?

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Modernizing a financial services leader across APAC

With more than 2,500 employees across Australia and New Zealand and an expanding global contractor workforce, Findex manages a diverse mix of financial services, including accounting, business advisory, audit, tax advisory, wealth management, and consulting. To support this hybrid and geographically distributed model, the company relies heavily on virtual desktops. But its legacy Citrix environment was costly, complex, and no longer aligned with how the organization needed to scale.

When Citrix shifted from perpetual licensing to a far more expensive subscription model, the economics no longer made sense. "Azure and AVD were more economical," explained Jimmy Fulcher, Solution Specialist at Findex. "We didn't need a lot of the features that Citrix provided, and we found that AVD with Nerdio had everything we actually required at no additional cost."

Moving from legacy VDI to a flexible AVD foundation

Findex transitioned from a Citrix-based desktop environment to a fully Azure-centric model, using Azure Virtual Desktop for shared desktops and Windows 365 Cloud PCs for developers and high-resource roles. For Fulcher, who inherited the environment after rollout, this shift was transformative.

"When it comes to managing our shared AVD desktops, Nerdio simplifies that. Auto-Scaling in particular was one of the biggest draw cards for us."

Jimmy Fulcher, Solution Specialist at Findex

The ability to dynamically expand or contract resources became increasingly important as the business expanded its workforce model to include international contracting. Initially adopted during COVID-19 to manage short-term capacity pressures, this approach has since matured into a flexible resourcing capability that supports team across accounting, tax, wealth, and even software development work.

Improving efficiency and freeing IT to focus on high-impact work

Managing remote desktops used to require extensive manual effort. With Nerdio, Fulcher estimates he is 30–35% more efficient, especially when managing shared AVD pools.

"If we had to do it all manually, that would probably be a full-time role. Nerdio frees me up to work on other strategic projects."

Jimmy Fulcher, Solution Specialist at Findex

Key capabilities, like restoring images, rolling back versions, and running scripts at host creation time, eliminate friction from the image lifecycle. A recent example: the new Teams installer was breaking when sysprepped. "With Nerdio, we just run a post-startup script during host creation, and it installs Teams automatically," said Fulcher. "Problem solved."

Resilience and continuity when every billable minute counts

Nerdio has also strengthened Findex's operational resilience. During a recent endpoint outage, IT redirected users to shared AVD desktops and quickly added capacity to handle the influx. Because many Findex teams bill by the hour, every minute of uptime matters. "If anything goes wrong on the local endpoints, we have another option where we can direct people to allow them to continue working," said Fulcher. "That can prevent potential downtime."

This flexibility is equally valuable during seasonal peaks, such as end-of-year tax periods when workloads surge and temporary staff are added.

Visibility, control, and access for distributed teams

Nerdio provides a unified interface for managing both AVD and Windows 365 Cloud PCs, simplifying oversight across environments. IT can assign different access levels to support staff, enabling them to troubleshoot without exposing sensitive configuration settings. "Having the ability to give people a different level of access to view and modify things is very helpful," said Fulcher.

Looking ahead with confidence

Findex plans to continue expanding its workforce, deepen its use of Windows 365, and leverage Nerdio to support more rapid provisioning, stronger security, and higher resilience. The combination of AVD, Cloud PCs, and Nerdio provides a scalable foundation for a business that must support thousands of users across varied roles, geographies, and workloads.

"It streamlines the way we manage everything. Being able to handle requests quickly is a huge benefit for the business."

Jimmy Fulcher, Solution Specialist at Findex

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**.