

## Avatara

An integrated connection manager for DOD contractors that meets strict cyber security requirements



Avatara is the premier source for IT solutions across the United States. Today, they've taken the spot as a top cloud computing company and managed service provider thanks to their flagship product, the CompleteCloud Platform. They work within the engineering, healthcare, manufacturing, banking, aerospace, distribution, and architecture sectors. The Avatara team provides customers with the opportunity to refresh their technology, increase capability, and improve their competitive situation with NO capital cost.

“ I think we are one of the few solution providers that provide a centralized cloud-based platform that works specifically for high-end CAD users, thanks to Teradici.

**BEN SCULLY**  
PRESIDENT, AVATARA

### Challenges

- To find a low-risk, best value solution to integrate seamlessly with their Avatara CompleteCloud platform
- To provide their clients with low-latency cloud computing solutions, even in high-graphics environments
- To find a solution to meet strict Cybersecurity Maturity Model Certification (CMMC) requirements

### Solutions

- Avatara partners with Teradici as a Teradici Advantage Program Partner
- Teradici's PCoIP technology is integrated entirely within the Avatara Connect connection broker

### Results

- Better performance, security, and scalable storage across any "CAD in the Cloud" environment
- End-customers have the flexibility to use Remote Desktop Protocols (RDP) or PCoIP connections seamlessly
- The client's sensitive customer data is secure with CMMC requirements



“ *The performance feedback with the Teradici software is consistent and commendable.* ”

**BEN SCULLY**  
PRESIDENT, AVATARA

### **The Teradici Advantage Partner Program (TAPP)**

Through this partnership, Avatara can seamlessly integrate Teradici PCoIP technology into their own innovative solutions to further enhance their customers' productivity, security, and mobility. They can integrate Teradici CAS to provide a proven high-performance end-user experience that customers have come to expect from PCoIP technology.

Now, instead of buying individual licenses as they needed them, Avatara has fully integrated Teradici CAS into their Avatara Connect connection broker to offer a more integrated solution for their customers.

For every business, security and easy access to company data and files are important. For contractors with US Department of Defense (DOD) contracts, their data security is even more critical and more tightly regulated.

In 2020, an engineering firm with a DOD contract approached Avatara for a secure, low-latency solution to access their sensitive cloud files and data. This firm had what Avatara calls the “3 Cs”:

- a **complex** ecosystem,
- that they are working in a **CAD** environment (at least some of the time),
- and are utmost concerned with security **compliance** requirements

Avatara realized they couldn't provide them with a standard desktop access solution. They needed something more robust and secure to meet their complex needs. That's when Avatara approached Teradici about becoming a Teradici Advantage Program Partner (TAPP) to more seamlessly integrate the secure Teradici PCoIP protocol with their existing systems.

**Today, Avatara is leading the way for DOD contractors** in engineering, architecture, and manufacturing in this field with their flagship product, called the Avatara CompleteCloud Platform. It's the world's first collaboration platform integrated with a smart connection broker platform designed specifically for security and productivity-conscious businesses. It acts as a dashboard to access communications tools like virtual meeting rooms, softphones, chat systems, and access to shared files and resources on a secure, US-based cloud server.

This connection broker uses Remote Desktop Protocol (RDP) for lower-bandwidth files and automatically switches to more secure and faster PCoIP protocols (provided by Teradici CAS) in the background. If the PCoIP connection is not available for any reason, the platform automatically switches to an RDP connection.

While Avatara works with clients in many industries, most are DOD contractors because the Avatara CompleteCloud Platform helps them meet requirements for Cybersecurity Maturity Model Certification (CMMC), a new compliance standard for the U.S. defence industry. In addition to meeting these new strict data security requirements, the platform also enables the end-user to perform their high-end graphics work on-premises, from home, or while at remote locations or on the road. This provided invaluable flexibility and business continuity for these contractors, especially during the COVID-19 pandemic.

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“ Teradici has been a key partner in helping us deliver unique cloud-based solutions for industries that didn't think they could operate in the cloud. It's helped us differentiate our product from the competition.

**BEN SCULLY**  
PRESIDENT, AVATARA



### About R2C

R2C Inc provides the highest quality products and services to their clients to ensure our warfighters receive the most advanced, technologically superior tools to perform their missions. They provide support for aircraft services, program management, system engineering, modelling, sustainment, training, and computer information science. They walk alongside their customers to adapt to rapidly changing technology.

“ R2C has the comfort of knowing that our data is secure. That is of the utmost importance in supporting the defense of our nation.

**teradici**

**Because of Avatara's partnership with Teradici in the TAPP program** and the seamless integration of the PColP protocol into their platform, they can now provide a technology solution for businesses and contractors in industries that didn't think they could efficiently and securely operate over the cloud. It has helped differentiate Avatara from other desktop access providers by enabling the creation of a platform and protocols that work for both normal desktop users and those using extremely high-end CAD applications, high-bandwidth applications, and security-sensitive data.

**Avatara's clients are benefiting from the relationship between Avatara and Teradici.** One of Avatara's clients, R2C, provides technology solutions to keep American warfighters safe. With Avatara's CompleteCloud Platform, R2C was able to create a well-documented security plan around their data and systems so that they were security compliant.

**Technology rapidly changes so downtime during the pandemic was not an option for R2C.** They were required to think outside of the box, and CompleteCloud helped them do so. R2C uses a combination of software that allows optimization of services to the Warfighter. CompleteCloud ensures a secure, reliable network for EPDM, Employee Navigator, SolidWorks, Travorator, and NetSuite to drive a more efficient workflow to employees across multiple geographic locations.

R2C has put in place superior engineering and logistics practices and processes to ensure low-risk, best-value solutions are implemented seamlessly with a high degree of collaboration with their government customers. They continue to upgrade hardware and software tools that drive more efficient workflow. In an effort to provide superior customer service, it is an ever evolving challenge to leverage technological solutions to meet those needs. When it comes to leveraging CAS for expansion, R2C says their attitude determines their altitude—and their altitude is limitless. They intend to continue to go above and beyond to meet their call of duty.

**As the world slowly transitions back to more on-premises work** after the pandemic, the need for increased security of digital assets and centralized management of these files and assets will remain. By integrating Teradici's PColP protocol into Avatara's CompleteCloud infrastructure, Avatara can continue to support their clients' remote and on-premises user needs. It's the flexibility and security that DOD contractors require to keep their sensitive data and the country's warfighters safe.