



CUSTOMER STORY

Bartlett & West

engineers work productively from home,
with Teradici Cloud Access Software

Bartlett & West

A 100% employee-owned company, Bartlett & West provides engineering, construction, technology solutions, and other professional services to municipalities, departments of transportation, water districts, rail companies, utilities, land developers, architects, and private industries. More than 300 employees work out of 18 offices across the Midwest. Engineering News-Record (ENR) has named Bartlett & West a “Top 500 Design Firm” every year from 2016 to 2020.

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JAMIE MCFARLING
SYSTEMS AND CLOUD ADMINISTRATOR
BARTLETT & WEST

Challenges

- Deliver a good application experience over a range of internet connections from multiple service providers
- Keep IT costs down

Solutions

- Virtual workstations are provisioned on GPU-enabled servers running Teradici Cloud Access Software
- Windows laptops run Teradici PCoIP Software Client
- Teradici Cloud Access Manager automatically connects employees to the right workstation

Results

- Enabled teams to work productively from anywhere, including from home during the pandemic
- Improved profitability by shifting from physical workstations to virtual workstations



“Centralizing desktop resources reduces costs while delivering the application experience we need to work efficiently. It all adds up to more value for our customers.”

JEREMY HAGEMAN
DATA CENTER MANAGER
BARTLETT & WEST

Known for its deep industry knowledge and creative problem solving, Bartlett & West constantly pursues new ways to lead clients and communities to “a better tomorrow.” “To deliver more value to clients, we’re always on the lookout for innovative ways to keep our teams productive and contain costs,” says Jeremy Hageman, Data Center Manager. “We invest in technologies that will give us the capacity, elasticity, and adaptability to serve our clients as business requirements evolve.”

Recently the company tackled the challenge of delivering a good application experience to employees working from home. Before the pandemic, employees who worked occasionally from home connected to their office workstations over a VPN with Remote Desktop Protocol (RDP). But performance was sluggish, especially with computer-aided design (CAD) and other graphics-intensive applications.

Bartlett & West improved the application experience with Teradici Cloud Access Software. The firm spun up virtual workstations on servers with NVIDIA graphics processing units (GPUs), and then installed Teradici Cloud Access Software. Employees can access their virtual workstations from anywhere, on a laptop or any other device running the PCoIP Software Client. Teradici Cloud Access Software adapts to network conditions to deliver a good application experience even with network latency up to 250 milliseconds.

“With Teradici Cloud Access Software we’re delivering near-lossless connectivity to workers anywhere,” says Jamie McFarling, Systems and Cloud Administrator. “During the pandemic, even employees with shared home internet connections are working as efficiently as they did in the office.” Sensitive content such as design files remain secure because only encrypted pixels travel over network from the workstation to the laptop display.

The company sees Teradici Cloud Access Software as an important element of its multi-cloud strategy. “Centralizing desktop resources reduces costs while delivering the application experience we need to work efficiently,” Hageman says. “It all adds up to more value for our customers.”