



Framestore is a multi-award-winning creative studio working across film, episodic, commercials, theme park attractions and immersive entertainment. 2022 sees a period of ambitious growth for the company as it integrates Method Studios' film and episodic teams in Vancouver, Melbourne and Montreal and brings these talented artists into Framestore's established pipeline. At the same time, the company is doubling the size of its newest studio in Mumbai, while expanding its successful pre-production services division.

“ We went with Teradici because it will significantly reduce our support burden as we automate the allocation of workstations.

**BEREN LEWIS**  
FRAMESTORE

### Challenges

- To seamlessly prepare employees and contractors for remote work and hybrid workflows
- To meet rigorous security and graphics requirements
- To ensure no delay in client deliverables and deadlines

### Solutions

- Using thin clients with Teradici CAS (Cloud Access Software)
- Setting up rack-mounted HP Z4 Workstations
- Securing everything under one PCoIP protocol

### Results

- Significantly reduced support burden with automation and centralization of resources
- Onboarding of new hires is done digitally, rather than securing and allocating physical workstations
- New IT standards are repeatable and scalable





At the beginning of the COVID-19 pandemic, there was a mad dash for businesses to enable their teams to work remotely. For the US-based workforce of Framestore, a creative studio that brings extraordinary ideas to life in any space or screen, this transition was made easier thanks to the infrastructure already in place to support this new workflow. This accelerated their transition to enable the rest of their global workforce of artists for remote work.

In the US, Framestore has offices in New York, Chicago, and Los Angeles, each with between 50 to 130 employees. Before the pandemic, the company was already slowly testing and migrating its US employees to Teradici solutions. When the pandemic hit in March 2020, these teams quickly transitioned to remote work, with only a few configurations in Teradici CAS (and their remote connection manager) to account for variations in-home internet connections.

Transitioning Framestore's larger offices in London and Montreal to remote working with Teradici migrations had been planned for later in 2020, but was brought forward with the onset of the pandemic.

In the past, with other protocols and connection managers, IT had to secure a physical computer tower for each employee and set up the workstation. With Teradici CAS, it's now a quick digital process, rather than a physical infrastructure configuration. With this solution, it doesn't matter where the physical workstation is – as long as a laptop or computer is connected via the connection manager, it can connect to systems and software as if it were on-site.

### Why Framestore chose Teradici

Global Director of Systems and Infrastructure Technology at Framestore, Beren Lewis, led the team to choose Teradici and HP workstations as they met all of the company's key requirements.

CAS had everything the team needed when it came to performance, manageability, security, and flexibility. It also has better adaptability (including support for multi-codecs), high-resolution graphics, high frame rates, and color accuracy. This allowed the Framestore creatives and employees to remain productive and achieve the same rich graphics and performance experience as working directly on the computer at an office.

Framestore is digitally equipped to grow their cloud workstation environment seamlessly, without relying on securing and moving physical hardware, especially in the face of a global chip shortage and significant supply chain delays.

“ We quickly identified the goal of replacing all remote solutions with Teradici CAS so that we had one product that ticked all the boxes and was easy to manage and maintain.

**BEREN LEWIS**  
FRAMESTORE





## Creating global IT standards in their workplace

Framestore chose Teradici solutions to automate their IT configurations and processes because it met all of their performance and security requirements. With CAS, they can configure and manage resources digitally, which has proven to reduce their support burden significantly.

In the office, they had dual screens, Wacom tablets, PCoIP Zero Clients, thin clients, and HP Z4 workstations. The office has a combination of tower workstations and rack-mounted machines in server rooms enabled for 1:1 connections (with plans to create 1-to-many in the future). At home, they use their thin clients, zero clients, desktop computers, or laptops.

Today, most of their 3500 global active employees use Teradici CAS and have hybrid workflows that are very similar to their existing in-office computing experience. This setup enables them to use all software required to do their graphics-intensive work, including Maya (Autodesk), Houdini (SideFX), Nuke (Foundry), and Unreal Engine (Epic Games).

By implementing Teradici CAS and Leostream (connection broker), Framestore has been able to standardize their IT infrastructure across the company, helping to mitigate security breaches and malicious behavior. They are also able to allocate and manage resources digitally in a scalable process as the company grows, and have seen a noticeable drop in workstation-related support issues and requests.

## The future of hybrid workflows

Beren foresees IT leaders migrating towards automation of workflows and technology management. For companies like Framestore who have seen tremendous growth, scaling will now be easier and more efficient.

These optimized workflows also set the framework for a seamless, gradual return-to-work environment in the future. Framestore is now ready to create any combination of remote, in-house, and hybrid working arrangements, depending on their needs.

Framestore is dedicated to facilitating a balanced work life for employees, and now that they are equipped for productive work-from-home infrastructure and IT systems, they are ready for whatever “unknowns” the future may hold.

