

# BDP.

## Achieving resilience during the COVID-19 crisis

How BDP got all employees working remotely in 48 hours

*"The process was as smooth and seamless as anyone could ever have hoped for."*

– Alistair Kell,  
Principal and head of information technology and processes, BDP



## Summary

When COVID-19 hit, BDP (the second largest architect-led firm in the UK) needed to enable employees to work from home. The sheer size of the team and urgency made this a challenge, as well as the following concerns:

- Would employees have a personal computer they could connect from at home, or just a BDP laptop?
- How could they keep everything stable without unnecessary changes to underlying infrastructure?
- How could BDP deploy quickly without incurring an unreasonable cost?

BDP believed that the whole process would take at least two or three weeks of turmoil. However, thanks to BDP's IT team and Splashtop remote access solutions, it only took a matter of hours.

## The challenge

Their current system did not work for Revit – a software that helps architects work together. Multiple connected users resulted in low performance, high latency, and a lag in 3D interactions. BDP also had over 400 separate software titles that needed to be installed on each user's machine to work remotely.

It would have been impossible to install all these natively as many did not work when off LANs.



## Splashtop's solution

Splashtop Business Access allowed BDP employees to remotely access their work machines as if they were sitting in front of them. They no longer needed to natively install software on the laptops, and remote work could be enabled much faster.

BDP purchased 100 licenses to test various scenarios, get the configuration right and better understand the management console before increasing licensing to 600. Their IT team deployed the Splashtop receiver to all machines and matched employees to machine IDs, while a central group aligned users to work PCs.

To streamline the process, BDP prepared simple guidance for staff and training to the IT help desk. This whole process took one week, and once BDP needed to go fully remote, it took only 48 hours.

## The results

Splashtop's solution enabled 1350 employees to work from home.

The firm had considered other products, but Splashtop offered a competitive solution for enterprise-level management and multi-factor authentication. BDP is now using Splashtop Business Access across all locations from Toronto through to the UK, MENA, India, and China.

