



Lionbridge Embraces Cloud to Speed Customer Delivery and Enhance Employee Experience

Standardizing Processes Across Global Technology Operations

In 2020, during the COVID-19 pandemic, Lionbridge was among the many companies looking to transition quickly to a remote-work model. With its numerous global locations, Lionbridge saw an opportunity to enhance its support for remote workers and create a sustainable model for long-term remote work. As its delivery model changed, Lionbridge realized it could benefit from streamlining file transfers with standardized security and thereby devote less time to file transfers and more time to enhancing its time to market.

To achieve its goals, Lionbridge looked into implementing virtual desktop infrastructure (VDI), which offered a standardized way for employees to work together globally and access all their files from one centralized location.

Addressing the Customer's Unique Requirements

When initially meeting with Lionbridge about its VDI solution, Azure Virtual Desktop (AVD), Microsoft provided an assessment to determine the company's needs. ProArch was the best option due to its level of VDI, cybersecurity, and application development expertise.

ProArch was instrumental in helping us design and implement the total VDI solution, starting with a pilot. The pilot solution launched in the Madrid office and proved effective, serving as a springboard for the long-term success we've experienced throughout our global operations."

OYVIND KALDESTAD | VP OF CORPORATE IT, LIONBRIDGE



About Lionbridge

Lionbridge is a global communications company that provides translation and localization services through its offices across 24 countries. With over 25 years of experience, its community of 500,000 experts is fluent in 350+ languages and provides services to more than 250 markets. The company combines its expertise in people, language, and cutting-edge technology to create culturally rich experiences with speed, scale, and precision.

After the pilot, ProArch achieved the following:



Tested, upgraded, and packaged **200 applications**



Transitioned the organization from on-premises desktops and workstations to **Azure Virtual Desktop cloud-delivered workloads for 4,000 users**



Deployed multiple Azure regions, provided **complete systems acceptance testing, and completed security hardening**

Benefiting from Flexible Solutions and Partner Support

Lionbridge valued ProArch's expertise and quickly teamed up with Microsoft on design and implementation to complete the project within the set timeline and budget.

ProArch's flexibility was a key factor in the successful deployment—especially for Lionbridge's project managers.

"We had internal deadlines we needed to hit, and ProArch worked hard to help us meet those goals. They did a great job of quickly adjusting to our needs and schedule."

KATHRYN CONDON
SENIOR MANAGER OF TECHNOLOGY, LIONBRIDGE



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ProArch is a global consulting and technology company that solves complex challenges and delivers the best business results. We strive to make the Cloud seamless and security prevalent, build products to propel growth, and analyze data to drive decisions that matter. Most importantly, we listen closely, understand deeply, and solve strategically for absolute value to our clients.



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Paving the Way for Continued Success

Lionbridge has achieved numerous benefits from working with ProArch to implement AVD.

- 1 Because Lionbridge moved data to the cloud, **employees can now access the information they need without lengthy file transfers, enhancing global operations.** Remote work has become easier, improving employee experiences and productivity. Most importantly, projects are moving faster. Teams have simplified and standardized how they operate in global offices, which has helped them to create customized solutions for their customers efficiently.
- 2 Lionbridge has **optimized its cost efficiency by transitioning more of its operations to the cloud.** The solution has reduced Lionbridge's on-premises IT footprint and has made it possible for its employees to handle data-heavy workloads without the need for expensive laptops.
- 3 Finally, the solution has provided Lionbridge with **upgraded security, addressing how people work from home and access applications.** ProArch architected a secure environment with zero-trust best practices, keeping data and identities safe against threats.

With this major step in its digital transformation journey complete, Lionbridge has data that is protected—all while driving efficiency, delivering improved experiences, and cutting out unnecessary spending.