

## Case Study

# Connexion Point's Dizzion-Powered Transformation Unleashes Cost-Efficiency



CONNEXIONPOINT

Industry: BPO & Healthcare

Dizzion Product: Managed

Infrastructure: VMware

DIZZION

vmware®



Dizzion and their virtual desktop gives me the ability to make the same security patches, upgrades, updates, applications, bookmarks, uniform across every one of my agents, and I'm able to manage that all through one central pane of glass.

**Chris Kenney**  
Vice President Technical Operations  
at Connexion Point



## The Challenge

Connexion Point is a leading Business Process Outsourcer (BPO) in the contact center services for large insurance carriers. Over the last few years, they transitioned from operating multiple contact centers across the country to having a centralized headquarters in Sandy, Utah, with a remote workforce spread nationwide.

With hundreds of their healthcare agents working remotely from their homes spanning coast to coast, Connexion Point faced significant challenges. Chris Kenney, Vice President Technical Operations at Connexion Point, said, **“This was a huge struggle for us because now we had to deal with equipment at home, last-mile network problems, but we had to come up with a solution that gave me a uniform desktop across all of our agents.”**



## The Solution

To address these challenges, Connexion Point turned to Dizzion's virtual desktop solution. Kenney highlighted the crucial role Dizzion played in transforming Connexion Point's remote contact center operations, **“Dizzion and their virtual desktop gives me the ability to make the same security patches, upgrades, updates, applications, bookmarks, uniform across every one of my agents, and I'm able to manage that all through one central pane of glass.”** This centralized management interface allowed Connexion Point to efficiently handle security updates, upgrades, and application deployments, simplifying their operations.

Dizzion's expertise, backed by a long-standing partnership with VMware, ensured that Connexion Point could provide seamless desktop experiences and virtual application streaming services that were crucial for their remote agents. **“It's all up to Dizzion to be able to provide a very standard desktop experience for each one of our agents,”** Kenney stated. **“VMware is the world's leading provider of virtualized solutions. Dizzion takes that core virtualization technology and wraps it in people, processes, and tools that provide the ultimate solution to a company like ours.”**





## The Results

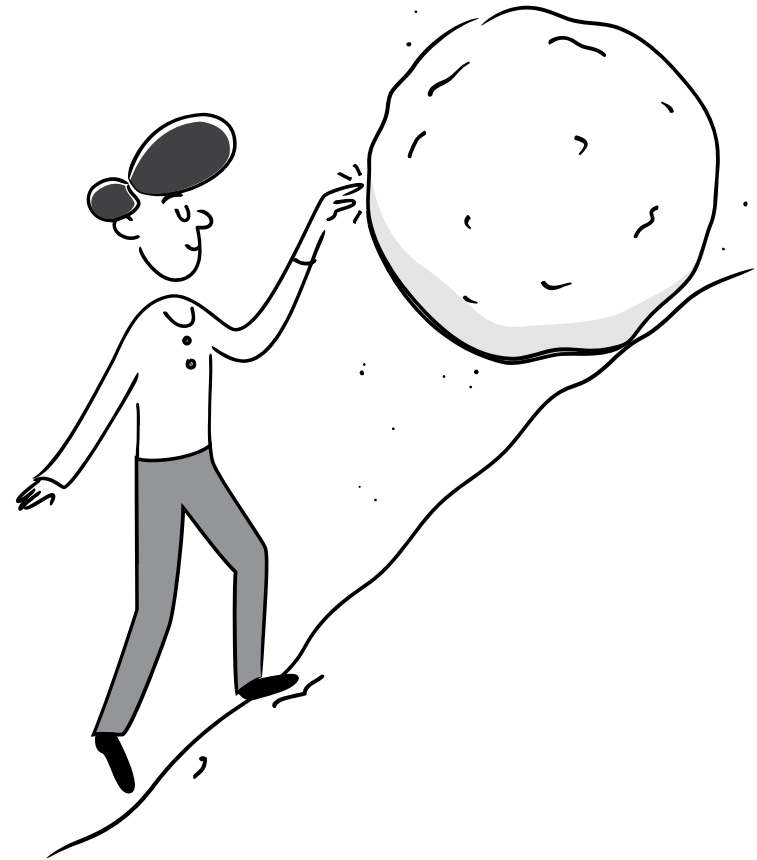
By leveraging Dizzion's virtual desktop solution, Connexion Point achieved remarkable results. Kenney shared the impact, **"I can do things simpler, quicker, easier, and more efficiently with far fewer resources and costs than I ever could before."**



I can do things simpler, quicker, easier, and more efficiently with far fewer resources and costs than I ever could before.

### Chris Kenney

Vice President Technical Operations at  
Connexion Point



#### Direct Contact

#### Sales Inquiries:

[888-225-2974](tel:888-225-2974) Opt. 1  
[sales@dizzion.com](mailto:sales@dizzion.com)

#### Social

