

CUSTOMER SPOTLIGHT: **DEKRA**

How This Enterprise Team Scaled AVD to 3,500+ Users Without Adding IT Headcount

Customer: Dekra, a global testing, inspection, and certification firm operating in 60+ countries

Featuring: Csaba Bence Oszlanszky, Technical Lead of VDI Solutions

Platform: Azure Virtual Desktop (AVD), migrating from Windows 10 to Windows 11

Key Results

- **Faster deployments.** New AVD environments that used to take 1.5 hours to configure and deploy now take just 20 minutes and a few clicks.
- **Major deployment bottleneck removed.** The team's previous pipeline was limited to 8 to 10 hosts per run and often took half a day to fully deploy a large environment. Hydra deploys all 40 to 50 hosts in a single run.
- **Image management simplified.** Monthly updates across 30+ golden images used to take 1-3 days. Now, the work runs through shared script collections instead of manual per-image updates.
- **Faster onboarding.** New team members go from zero to fully operational on Hydra in 30-minutes, replacing lengthy training on Terraform and Azure.
- **A lean team managing a global footprint.** An IT team of 3 runs AVD operations end-to-end for Dekra's global user base.

The Challenge: Deployment Tooling Without a Way to Manage AVD at Scale

Dekra runs its digital workspace on Azure Virtual Desktop across more than 60 countries. The team had built a Terraform-based pipeline to deploy its AVD environments, but Terraform only handled deployment, it didn't provide a way to manage the environment day to day. As the team onboarded more users to AVD, it **needed a way to operate at scale without growing headcount.**

The Turning Point: A Deployment Bottleneck That Had to Go

The catalyst was scale. Dekra runs two large host pools with roughly 500 concurrent users each, requiring 40 to 50 hosts to be deployed at a time. The Terraform pipeline could only process 8 to 10 hosts per run before timing out at the one-hour mark, so deploying a full environment meant running the pipeline multiple times, often taking half a day or more.

Csaba was introduced to Hydra through Marcel Meurer, its creator and Microsoft MVP known across the EUC community, and moved quickly to try it. He looked at other options but didn't end up testing them, **drawn to how deeply Hydra is plugged into the AVD community and the pace at which it keeps up.**



At a Glance

75%

Faster Deployments
(20 minutes versus 1.5 hours)

4x More Hosts

*40-50 hosts in a single run
versus 8-10 previously)*

1 Team, 60+ Countries

1 team of 3 managing AVD
worldwide



"I looked at other options on the market, but I didn't trial them. I liked that Hydra improves month to month, new features are always coming, and the team is open to feedback from customers. That collaboration matters to me," says Oszlanszky.

How Dekra Uses Hydra Today

Hydra is now the single place Dekra's three-person AVD team runs day-to-day operations, from resolving tickets to deploying new environments and managing scripts across host pools. One team member handles tickets, profile issues and builds and maintains script collections, another handles deployments, and Csaba oversees new environments and initiatives.



"We just open Hydra in the morning and see everything on the dashboard. We don't have to use the Azure portal for most of that anymore." — Oszlanszky

The Impact: AVD Management Goes From Hours to Minutes

On his first deployment with Hydra, Csaba had four hosts fully up and running within an hour. The same work in Terraform took around an hour and a half, and the pipeline could only handle 8 to 10 hosts per run before timing out, so deploying the 40 to 50 hosts across their large environment meant running it repeatedly, often across half a day.

"With Hydra, it's just a handful of clicks and everything is live. That's way faster than Terraform," Oszlanszky reports.

That same speed carried over to image management. Updating more than 30 golden images used to take 1-3 days each month. With Hydra's script collections, the team now updates all their images at once instead of one by one, cutting that process down significantly. The shift has also changed how fast new team members can start contributing. Csaba described bringing a new colleague onto Hydra with a 30-minute walkthrough, compared with the much longer process of teaching Terraform and Azure fundamentals from scratch.

"Now I just give a new colleague our test environment and the documentation. After a 30-minute meeting, they fully understand it," he said.

One feature in particular delivered more value than the team expected: detaching a stuck user profile in a single click, a task that previously meant searching host by host with no dedicated tool for it.



"Before Hydra, we had to go through the machines one by one to find a stuck profile. Now we just go to Hydra, one click, and it's solved. That was a very big surprise for us." — Oszlanszky

With less time spent on manual deployment and patching, Dekra's AVD team has begun shifting its attention toward more strategic initiatives, including a Windows 365 bring-your-own-device option and evaluating AVD hybrid or Azure Local as a path to replace aging on-premises Windows Remote Desktop Services.

When asked whether he'd recommend Hydra to a peer, Csaba didn't hesitate:



"Hydra keeps adding new features every month, and every new AVD solution Microsoft supports, Hydra supports too. It's become the one tool you need for deploying and managing everything in the Azure Virtual Desktop world, so we can focus on bigger problems instead." — Oszlanszky

Ready to see what Hydra can do for your AVD environment?

Start a free trial with full functionality for 30 days on the [Microsoft Marketplace](#), or [request a personalized demo](#) to see how Hydra works for your setup.



About Hydra

Hydra is the practical management layer for Azure Virtual Desktop (AVD), Windows 365. Built for administrators and MSPs alike, Hydra restores a familiar way for IT teams to transition to and manage modern virtual desktops without introducing unnecessary cost, complexity, or operational tradeoffs of native and traditional third-party tooling.