Argentina's largest health distributor modernizes remote access with secure virtual workspaces, leaving their legacy VPNs behind.

ABOUT DROGUERÍA DELSUD

With 75 years of experience, Droguería DelSud leads Argentina in distributing health and wellness products. Its nine advanced Distribution Centers serve customers nationwide, supported by 1,200+ employees conducting 15,000 daily deliveries. A focus on innovation and national investment keeps the company at the forefront of healthcare logistics.

THE CHALLENGE: EXISTING VPN LIMITATIONS

Droguería DelSud's growing network of third-party partners revealed cracks in its traditional remote access solution. VPNs provided broad, flat access, increasing potential security risk and making it difficult to tailor access permissions for different roles. Users often encountered slow speeds, increased latency, and frequent disconnections, especially in remote areas or during periods of heavy use.

For non-techical remote users, VPN setup and self-troubleshooting created unnecessary friction if they didn't have access to technical support. On the IT side, scaling the infrastructure was expensive and inefficient. VPNs lacked fine-grained access control and became harder to scale and manage as the business grew.

Continuing to rely on a VPN may have resulted in security issues. In addition to the escalating support burden, and a user experience that varied, the company risked exposing sensitive health and logistics data to potential data leaks or unintended access.

The company needed a smarter, more secure way to support external teams and carefully manage access to internal resources.

The Goal
Enable secure, role-based access for external teams

Solution
Implement VDI using Inuvika OVD Enterprise

Benefits
Security, cloud readiness, simplified remote access, reduced infrastructure costs

"We realized we were overextending the VPN and potentially putting sensitive systems at risk in the process."

- Juan Iacobacci, Infrastructure Administraitor

Droguería
Del Sud

Security Concerns
VPN access was too broad and had inherent risks

User-Specific Needs
External teams needed customized tool access

Cloud Transition
IT strategy was shifting the company to the public cloud

"Inuvika has allowed us to expand our service model to address other requirements. It has become our reference architecture for external business teams, enabling secure and flexible access to organizational resources in a dynamic way."

- Juan Iacobacci, Infrastructure Administraitor

THE SOLUTION: INUVIKA OVD ENTERPRISE

Rather than continue investing in an aging VPN strategy, Droguería DelSud selected Inuvika OVD Enterprise to create a flexible and secure virtual workspace environment that allowed remote users to access resources in a controlled and customized manner.

By implementing a virtual workspace environment, Droguería DelSud successfully created tiered access, based on user roles and use cases. The solution was validated by the team for both on-premises and in the cloud, demonstrating immediate value and confidence that it could evolve with the company's cloud-first strategy.

The decision allowed them to:

- Assign role-based access to specific applications and tools
- Support both on-premise and cloud-hosted environments
- Improve cost-efficiency through optimized infrastructure
- Deliver a user experience that was fast, responsive and secure

OVD Enterprise provides a different experience compared to a VPN. Instead of opening network tunnels, OVD delivers a virtual desktop or application session from the data center or cloud. Users interact through a remote session that transmits only screen, keyboard, and mouse data, so no sensitive data ever resides on the user's device. In addition, granular permissions can be assigned to users, ranging from basic file management, to cut/paste and print privileges.

This approach provides tighter control over access and eliminates local data risks. IT can also provision custom desktops and applications for different teams (such as developers or accountants) ensuring users only access what they need, further reducing costs and mitigating risks.

THE RESULT

For Droguería DelSud, this shift enabled secure, scalable remote access without compromising performance, security, or compliance. The virtual workspace model also aligned perfectly with the company's long-term cloud migration goals.

Customer Impact:

- Controlled access without the risk of VPN overreach
- Increased operational agility and user productivity
- Streamlined integration with other cloud initiatives
- Ongoing support from trusted partners in Virtex and Inuvika

BEST IN CLASS SUPPORT SERVICES BY VIRTEX

Virtex is an Inuvika-authorized partner located in Buenos Aires, Argentina. Their team of professionals offers over 25 years of experience in designing and implementing virtualization solutions with leading technology partners, including Inuvika.

Virtex played a crucial role in the successful implementation of OVD Enterprise, supporting every stage from proof of concept to deployment and ongoing platform management. Today, they continue to advise Droguería DelSud on broader IT and infrastructure initiatives.

TALK TO OUR EXPERTS

If you're ready to modernize your remote access strategy, contact Inuvika to arrange a demo of OVD Enterprise, or find an Inuvika-authorized partner in your region.

Request a Demo

Find a Partner