CUSTOMER SNAPSHOT

A Renewable Energy Operator (Wind Power Generation), OT & IT Access

A wind power operator replaced Citrix VDI with browser-isolated access to turbine control systems, and extended the same platform to IT.

Field technicians across EU and US regions now reach wind farm and turbine control interfaces through disposable, containerized browser sessions on self-hosted Kasm Workspaces, with lower latency than the incumbent VDI, concurrent- session licensing sized to real field demand, and corporate office applications served from the same deployment.



3,000
named technicians served by a 300 concurrent-session license pool*

Lower
latency than Citrix for remote access to live control systems, validated in POC

2
regions, EU and US on Azure, meeting data-sovereignty requirements

OT + IT
one platform, one license pool, one security model for both populations

*Roughly 3,000 named technicians with 600–1,200 concurrent at peak; the initial scope covers the first 400 users on 300 concurrent Kasm Workspaces Essentials licenses with Standard Support.

INDUSTRY
Energy & utilities • Wind power generation

SCALE
~3,000 technicians • Multi region • EU + US

DEPLOYMENT
Self-hosted on Azure • 300 concurrent • Via channel partner

REPLACED
Citrix VDI (HDX 3D retained for 3D engineering seats)

The challenge

Field engineers and technicians need remote access to wind farm and turbine control systems spread across multiple regions. The systems are tied to physical infrastructure, so uptime and safety matter, and access has to be tightly controlled without slowing technicians in the field.

That access ran through Citrix VDI, which created OT-specific problems:

- High cost and complexity for ~3,000 named technicians who mostly need short, task-based sessions, not persistent desktops
- Latency for remote, multi-region technicians connecting back to centralized VDI while interacting with live turbine systems
- No native autoscaling or SSO passthrough to flex capacity to field demand or enforce consistent identity controls
- Regional data compliance across EU and US that a footprint tied to specific data centers struggled to meet

When the session is controlling a turbine, latency and exposure are operational risks, not inconveniences.

The Kasm solution

Kasm Workspaces replaced the VDI model with browser-based, containerized access, self-hosted on Azure across EU and US regions and delivered through a regional channel partner.

Browser-isolated sessions
Technicians reach control interfaces through disposable container sessions, no persistent desktop and no direct network path from an endpoint into the OT network, on managed or unmanaged devices

Licensing shaped like the workforce
Concurrent-session licensing and autoscaling match a large named population with a much smaller concurrent footprint, instead of sizing for peak at all times.

Identity and compliance built in
SSO passthrough enforces centralized identity t across a distributed, multi-region OT workforce

Why the operator chose Kasm

The proof of concept compared Kasm directly against Citrix on bandwidth cost, overall cost and user experience, and demonstrated lower latency for remote, browser-based access to the control environment. The strongest validation points were architectural: latency, browser isolation and multi-region compliance. Lower overall cost followed from an architecture that fits how OT access is actually used, short, task-based sessions from a large field workforce with a much smaller concurrent footprint.

THE OPEN QUESTION, HANDLED

One item was still open at close: whether Kasm's graphics performance matches Citrix HDX 3D for the subset of engineering users on 3D-intensive workloads. The scope allows a mixed deployment, Kasm for the general technician population, Citrix retained for 3D-dependent engineering seats, with a documented path to consolidate those seats once performance is formally validated.

OT as the anchor, IT as the expansion

Although the driving use case was OT access, the same deployment was scoped to serve the operator's standard corporate office applications rather than standing up a separate tool for office workers. One concurrent-license pool and one container-streaming architecture serve both populations; browser isolation and SSO passthrough apply uniformly, with workspaces provisioned to user groups based on what each needs. The engagement was scoped with room to extend beyond the first 400 users into additional use cases. Once Kasm is proven for the harder, more sensitive OT problem, extending it to lower-stakes office access is a comparatively easy next step on the same architecture.

Results

Metric	Before	With Kasm	Impact
Access model	Persistent Citrix VDI desktops into the OT network	Disposable, browser-isolated container sessions	**Narrower OT attack surface**
Latency to live control systems	Remote technicians routed to centralized VDI	Regional EU and US deployments on Azure	**Lower latency, validated in POC**
Licensing	Per-seat VDI for ~3,000 named technicians	300 concurrent sessions with autoscaling	**Cost matched to real usage**
Capacity	Sized for peak load at all times	Scales with real-time field demand	**Lower cost, better resource efficiency**
Identity control	No SSO passthrough across regions	SSO passthrough for OT and IT users	**One identity policy, enforced**
Data sovereignty	Footprint tied to specific data centers	Self-hosted in EU and US regions	**Regional compliance met**
Platforms	Separate OT and IT remote-access stacks	One Kasm deployment for both	**2 environments → 1 platform**

Outcome: 300 concurrent Kasm Workspaces Essentials licenses with Standard Support, self-hosted across EU and US regions, replacing Citrix VDI for technician access to wind farm control systems, with office applications on the same platform and a documented path to bring remaining 3D engineering workloads over.

Kasm WORKSPACES

Secure access to the systems that keep the lights on.

Browser-isolated, multi-region access for OT and IT, on infrastructure you control.

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