

University of  
South Wales  
Prifysgol  
De Cymru

## How the University of South Wales Embraced the Cloud and Never Looked Back

In 2024, the University of South Wales (USW) found itself at a critical juncture. As part of a bold, university-wide cloud-first strategy, the institution was facing a non-negotiable deadline: migrate all core digital services to the cloud by the end of the year, and fully retire its on-premise server infrastructure...



### Snapshot

**Client:** University of South Wales

**Location:** Wales, United Kingdom

**Total Students:** 12,000+

**Total Staff:** 2,000+

**AppsAnywhere Customer Since:** 2010



For the End User Computing team, this meant rethinking the way thousands of students and staff accessed academic software, and doing it fast. The pressure was on to not only meet the deadline, but to do so without disrupting the student experience or compromising the performance of their already reliable on-prem systems.

## A Cloud-first mission with no room for downtime

With three campuses across Pontypridd, Cardiff and Newport, and more than 12,000 active students and 2,000 staff, USW's digital footprint was substantial. Their existing software delivery setup relied on 12 servers and 3TB of data: a solid, performant on-premise environment with AppsAnywhere at the core. Although the current setup worked well, there was a strategic imperative to replace it with a similar, if not better performing system, based in the cloud.

The challenge wasn't just to find a new solution. It was to find the right solution, one that could:

- Replicate or outperform the current setup
- Integrate cleanly with AppsAnywhere and their existing Intune and JAMF device management frameworks
- Support over 300 Windows applications
- And be deployed, tested, and operational within months



## Why AppsAnywhere Cloud hosting?

USW evaluated a range of alternatives but quickly realised that no other solution could match the performance, integration, and delivery flexibility of their current environment – except AppsAnywhere Cloud hosting.

They weren't just migrating, they were rebuilding. Working closely with the AppsAnywhere team, USW created a greenfield deployment, shedding outdated packages and refreshing application metadata (including Welsh translations). Cloudpaging would now handle 95% of Windows software delivery, backed by AppsAnywhere's Cloud-hosted infrastructure and analytics.

The switch wasn't just technical – it was strategic. By moving to AppsAnywhere Cloud hosting, the university retained everything that made their software delivery successful, while offloading the heavy lifting of infrastructure management and updates.





## Under pressure: a fast-tracked migration

The clock was ticking. USW began work in the early Autumn term. Their goal? Complete the transition before the Christmas break, giving them a head start on the broader university cloud retirement deadline.

The project unfolded in carefully managed phases:

- AppsAnywhere SaaS environment was configured using their existing Azure setup.
- Application packages were uploaded, tested under load, and refined for delivery via Cloudpaging.
- A new SAML-based Azure Enterprise App replaced legacy LDAP connections, streamlining access controls.
- Applications were re-tested to ensure stability in the new environment.

By December 18th, the cutover was complete. No downtime. No disruptions. And most impressively, no complaints from users.

**“It felt like a risk, but it paid off... the migration itself couldn’t have gone better or been easier,” said Chris McCarthy, End User Compute Development Team Leader.**

## Migration highlights, in USW’s words

**“Much smoother and stress free than anticipated, with no outages or disruptions.”**

**“Updated all application descriptions to include Welsh.”**

**“AppsAnywhere team on hand to support.”**

**“All updates managed by AppsAnywhere, reduced our workload.”**

**“Excellent performance, no variations, drops in speed, degradation or difference in delivery times.”**

**“Analytics data can also be shared outside our team, more people make use of it.”**

**“Zero problems or complaints from Help Desk.”**

**“Package testing is done via OneDrive shares as SMB shares and on premises no longer exist.”**

**“Opportunity to refresh the portal, test all the packages to ensure they work in the new environment and do some housekeeping.”**





## A successful AppsAnywhere Cloud hosting migration

With this cloud migration, the University of South Wales raised the bar again for reliable and effective performance, enabling more capacity within the team and more transparency for data-informed decision making. This means that going forward, any future upgrades or server administration will be handled by AppsAnywhere, with the same seamless performance as the migration itself.

As more institutions are having to do increasingly more with fewer resources or budget, AppsAnywhere is committed to extend our expertise to better support the sector. Built on our Microsoft Azure-backed platform, with an industry standard minimum uptime of 99.9%, AppsAnywhere Cloud hosting is one of the many ways we offer excellent quality service and expertise, as an extension to your own IT team. To learn more about AppsAnywhere Cloud hosting, book a demo today or talk to your AppsAnywhere Customer Success Manager.

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