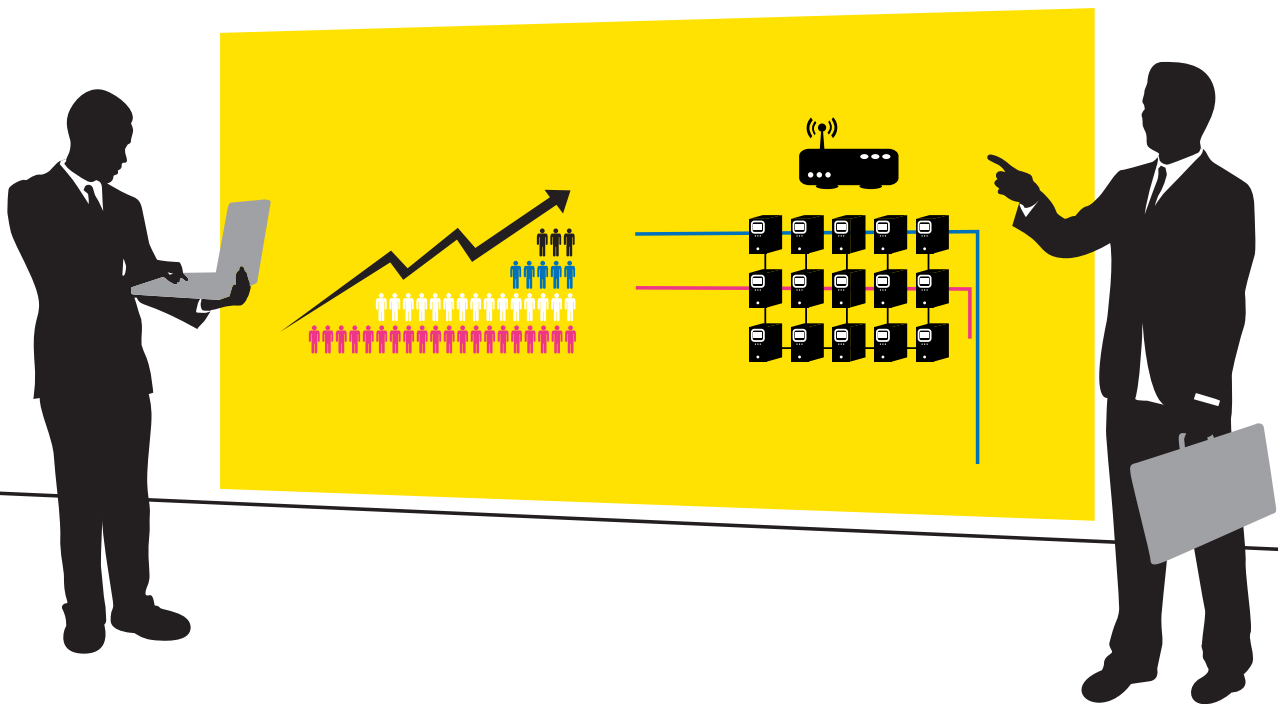


HVD: The cloud's silver lining

A white paper by Intrinsic Technology





Introduction

There's an IT revolution taking place.

Even outside the IT department it's unlikely you won't have heard about the cloud, the consumerisation of IT or mobile working over the last twelve months.

And it's likely that somewhere in your business, serious discussions are taking place about how to take advantage of this revolution to give you a competitive advantage.

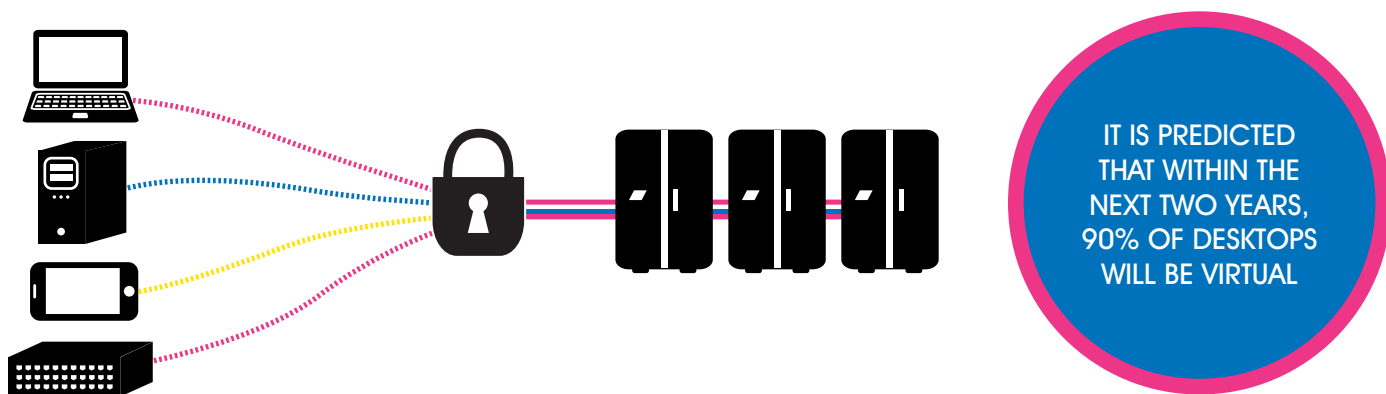
Yet, for all the desire to strategically plan for the future, the detail of delivering high-quality, day-to-day services and applications still demands attention. It's not easy right now. These dramatic IT trends are inspiring new ways of working.

Hosted Virtual Desktop (HVD) can help you respond to these challenges, providing a flexible solution that can reduce costs, evolve with your business and future-proof your IT needs.

We'd like to tell you how.

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Virtual desktops

We need to start with virtual desktops.

These store an employee's nonphysical desktop – their user preferences, applications and operating systems – in a central location, usually a datacentre.

The devices the employee uses then become nothing more than interfaces. They can access their work and applications securely without having to be located at their desk. If a device is lost or stolen, no important information is compromised.

It is predicted that within the next two years, 90% of desktops will be virtual.

A virtual desktop protects data from external threats and dramatically simplifies IT management. It is a gateway through which specific employees can access specific things that they need to do their job, anytime, anywhere – without exposing your organisation to too much risk or emaciating the IT budget.

Sounds good?

The technology you need to make it work is called virtual desktop infrastructure (VDI). The technology concentrates multiple PC operating systems onto a few servers as virtual machines, which employees access over the network. Desktop virtualisation projects can range from a single application streamed on demand to a desktop, laptop or mobile device, to full-scale VDI: these virtual machines include the operating system, applications, utilities and all the other elements of a real PC dedicated to a single user but running on a back-end server rather than a local piece of hardware.

VDI – Intrinsic Technology's top five benefits

Get secure

VDI dramatically increases your control over desktops and data. You have more control over devices. For example, you can prevent the copying of data to local machines. A lost computer no longer jeopardises your data and security.

Be efficient

It can get pretty tough managing tens or hundreds of desktops, even with remote software technology. VDI gives you central control over all your desktops. You're in charge of what is being installed and what is being used and deployment is fast. Given the choice between managing two hundred desktops in four offices across the UK or managing one datacentre, VDI has to win.

Choose a device, any device

CEO wants to use his new iPad? Sales manager wants to use his new Android phone? That's fine – with VDI it doesn't matter what devices are being used. As long as it can connect to the VDI, a thin client, Apple or PC device is fine.

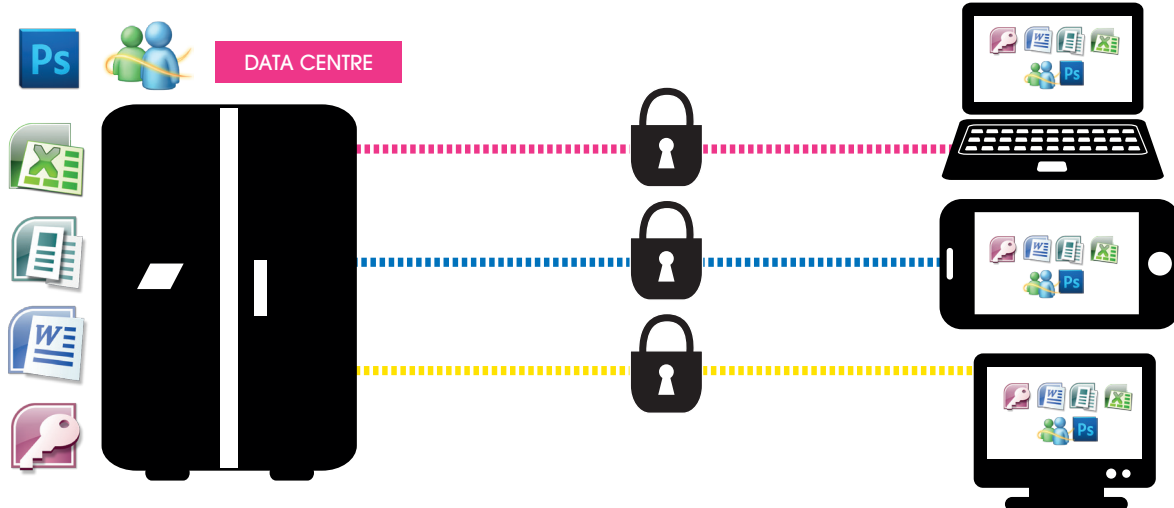
Migrate?

Before VDI, rolling out a new operating system usually involved looking at employees' equipment first, and, in all likelihood, upgrading hardware, memory, disk space etc. With VDI, you can push out a new system, smoothly and simply, from a central location.

Scale and plan

Dealing with an influx of contractors or consultants who require temporary network access? Creating user profiles for new recruits or removing them for employees who are leaving? VDI centralises and speeds up these processes.

So, virtual desktops and VDI make absolute sense for companies interested in centralising control over data for security reasons, or those looking to provide more centralised access to high-end desktop applications.



Hosted Virtual Desktops

A Hosted Virtual Desktop (HVD) provides the biggest and most interesting opportunity for any business rethinking its desktop deployment.

HVD provides ready-to-consume Virtual Desktop Infrastructure (VDI) hosted and managed by a third-party cloud service provider.

As with a VDI, it's accessible from any device, any time, anywhere.

It has multi-tenant architecture and is purchased on a subscription basis. In this delivery model, the service provider manages the back-end infrastructure – hypervisors, storage, networks, security – while the customer maintains responsibility for user data, desktop management, and software licensing.

It offers all the benefits of virtualisation without the large initial investment.

With HVD, all the hard work and expense of installing the back-end infrastructure needed to support VDI is passed on to an external body.

The high capital expenditure cost needed to allow employees to access virtual desktop images goes, being replaced by a monthly operational cost. In other words, it becomes possible to rent IT as a service, on a cost per user, per month subscription.



HVD – Intrinsic Technology's top five benefits

Costs

HVD ensures you have a predictable monthly charge, which enables budgeting to be allocated from operational expenditure. This means that the cost of IT is far easier to budget. It becomes possible to reduce capital costs and strategically control total cost of operations.

Continuity and compliance

Datacentres store all data off-site and many have strict uptime guarantees. Office based crises such as fires, floods or power losses are less impactful. If your staff are unable to physically get to the office, they can still continue to work as business data and applications remain fully accessible. Meanwhile, content creation and retention occur in a highly secure, controlled and audited datacentre, improving security and compliance.

Efficiency

HVD means you can increase user productivity, including that of employees, branch offices, remote locations and contractors. IT managers can minimise new deployments and datacentre sprawl whilst increasing service deployment speeds and versatility.

Scalability

You know the cost per-user, per-month. If you want to add or remove a user there's a clear and manageable impact on monthly costs. New virtual desktops can be deployed in minutes, without concern over capacity or storage. As your business grows, adding new users is simple and your HVD environment grows with you.

Bring-your-own-device enablement

Since the performance requirements for HVD endpoints are minimal, the number of capable devices immediately increases. The plethora of devices that your employees own and use personally suddenly become available to be used for work purposes, safely and securely. Users can use any device and still have access to their desktop settings and applications. This can lead to better staff morale and can even remove the need to provide thin clients.

Right for you?

So, what's the downside? Deploying HVD is not without its challenges.

As a business you must ensure...

...that service level agreements are in place that vigorously help to ensure availability and responsiveness.

...that WAN bandwidth is adequate for remote users to employ HVD and rapidly access applications.

...that users will adopt the new desktop computing model.

It's imperative that before embarking on a HVD strategy businesses consider the staffing and expertise that is required.

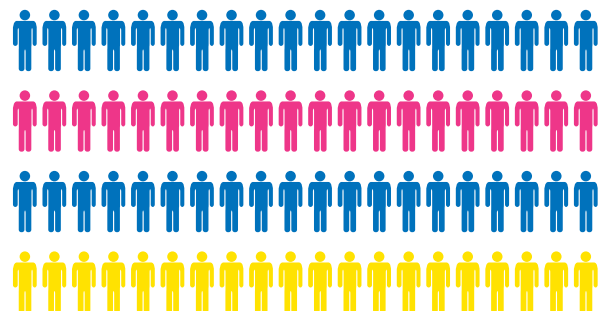
When looking for a technology partner, it is essential that you find a business with the required expertise – not just virtualisation expertise, but a proven track record in business strategy and planning, organisational readiness, service-level agreements, service delivery, cost and service modelling and cloud environments.

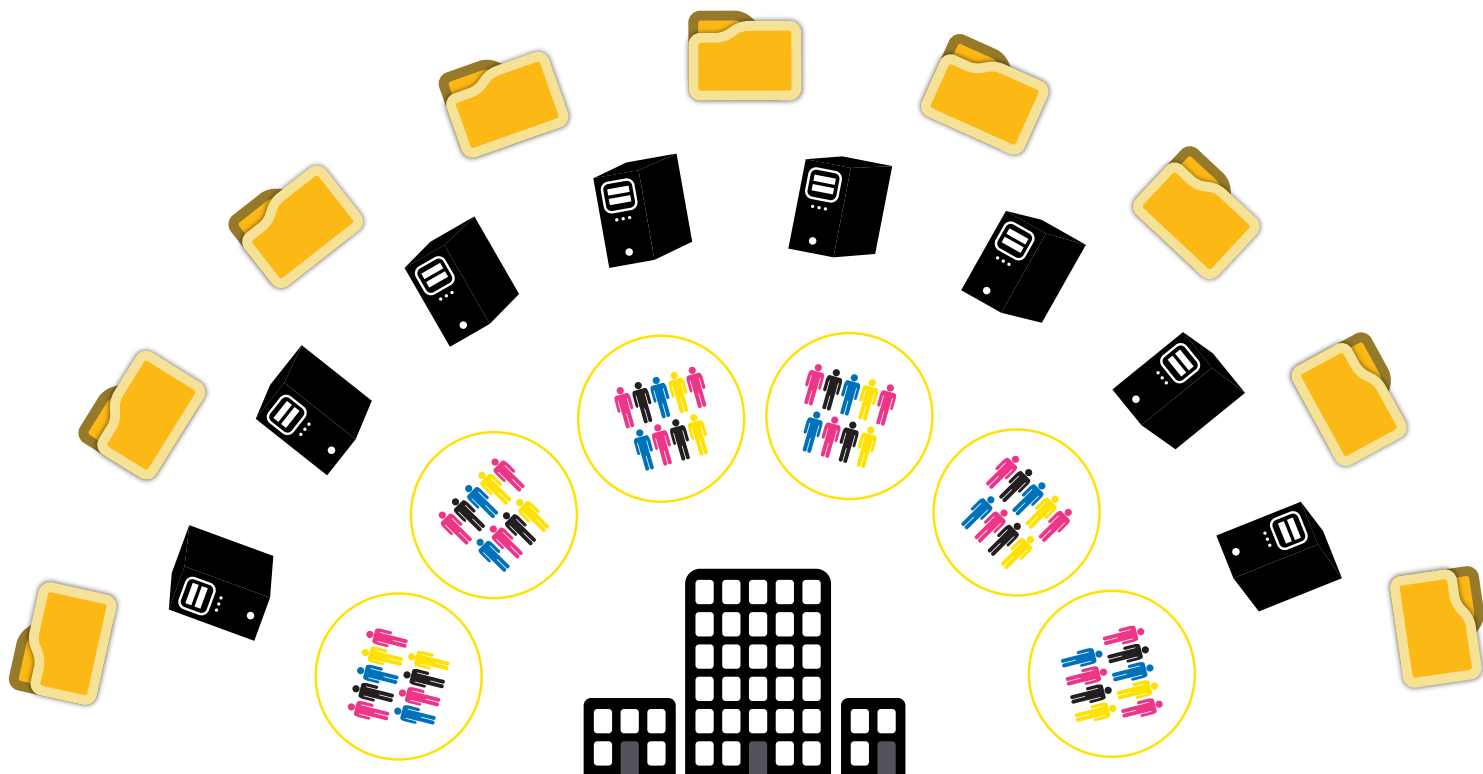
A cohesive process managed by subject-matter experts can result in less business risk and faster time to value.



WHAT SUITS ONE

MIGHT NOT SUIT ALL





The cloud's silver lining

HVD can play a key role as part of an overall strategy to make IT resources available anytime, anywhere.

It's a flexible way to deliver, refresh and manage desktops; reduce business risks around security and continuity; and lower the cost of desktop management.

It positions your business for growth and lays the foundation for you to take advantage of emerging cloud-based solutions.

But any deployment must be part of a wider business strategy and be delivered by the experts.

For more information please visit www.intrinsic.co.uk or contact an expert on 0844 474 0440.

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