



## Introducing Desktop Virtualisation

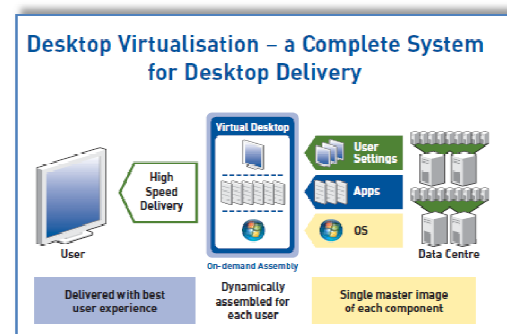
The first generation of desktop virtualisation addressed issues such as security and backup but led to other challenges. Just moving the applications to a virtual image on a server meant that the processing requirements and storage requirements were transferred to the data centre. With immature management tools, the net effect was a degraded service to the user – a situation which was unacceptable.

The current and future generation of desktop virtualisation is building on the benefits of faster networks and virtualisation within the data centre.

The first stage is to separate the application logic from the end user devices. The application and users' desktops are relocated to a central server farm. Users interact with their applications via remote sessions, as if they were executing locally and leads to a series of benefits:

- Controlled application access to approved users
- Monitored software licence usage: where licensing schemes permit and charges can be based on concurrent users or usage
- Cost effective use of new IT resources, with all users benefiting from the same technology platform
- Storage and data protection requirements and costs can be better monitored and reduced
- Instances of patch management and software updates can be reduced and centrally managed
- Predictable capacity planning and locks down the application infrastructure for optimal performance

Delivering applications in a virtual desktop means that each application need only support a single known desktop image. This minimises the risk of moving from a PC sprawl to a desktop image sprawl where many users can share one base image. From a management perspective, the need is to store, update, rollback and refresh one desktop image only, which significantly

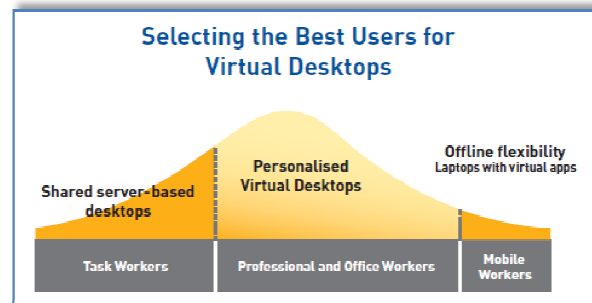


## Desktop virtualisation for everyone

Classifying users by their roles and responsibilities is important when deploying desktop virtualisation. Professionals and office workers that need the flexibility of a personalised service are the main beneficiaries of desktop virtualisation. These users demand personal settings and a familiar look-and-feel. They are accustomed to local PC performance, work from different locations and access a broad range of content. Task workers, such as order processors or call centre workers, require identical and standardised access to specific applications. These applications are usually locked down to optimise performance, scalability and cost. Virtual desktops might be overkill in such situations as they offer more flexibility and personalisation than may be required. For these task workers, application virtualisation may be a more cost effective solution.

Mobile workers can find themselves in locations where they do not have access to a network, for example, customer sites. These workers require the flexibility of offline working as well as access to the virtualised services. Mobile workers are not seen as the initial target for desktop virtualisation.

Desktop virtualisation excels when users expect the same performance from any location or device and have access to the network. Users can experience the same personal settings from any location or device. In order to support the high responsiveness expected, these desktop services can support an “Instant On” feature which ensures that desktop support is just one click away.



## Additional options to control costs

The flexibility of desktop virtualisation means that users can consider deploying more cost effective devices. Thin clients, for example, will work equally well for task workers as they do with professional and office workers with virtualised services.

Thin clients often have lower cost of purchase and significantly reduced operational costs. Thin clients do not support external storage which means that data cannot be accidentally lost – improving security practices and reducing risk. They consume less energy. In disposing of these devices, they have less toxic waste, hence they are more environmentally friendly.

## Implementing desktop virtualisation

Desktop virtualisation plays a key role in contributing to system consolidation strategies of all organisations. Operational costs can be reduced; PC sprawl can be contained, while the user experience is maintained. The cost of deploying desktops is significantly reduced and security can be enhanced with better control over data protection and storage costs. To ensure success, it is necessary to target appropriate user groups. Professional and office workers that need the personalisation and flexibility of services are the prime beneficiaries.

## The next steps

Implementing virtualisation is a journey. Addressing the consolidation and management issues at every level of the system architecture will be completed step by step. At every stage, the resources will be better utilised, the service levels will be maintained, flexibility will be built in with a simple management interface and there will be a reduction in complexity.

Realising the benefits to be delivered needs an understanding of the requirements and partnership with a vendor that can set out a clear route forward. Working with ITopia Solutions will enable you to:

- Prioritise the opportunities that can be addressed
- Identify the best virtualisation solutions with which to embark on the journey to virtualise the system architecture
- Select the most appropriate vendors with which to work

The ITopia Solutions ecosystem has been established to service the demands of all businesses looking to save costs, improve system management and deliver a better user experience.

A FRESH APPROACH