

EMC VIRTUAL DESKTOP INFRASTRUCTURE SERVICES

EMC Consulting Services for a next-generation, virtual desktop infrastructure

ESSENTIALS

- Utilize comprehensive services for each step of the VDI journey including:
 - Virtual Desktop Advisory Service
 - Strategic Impact Planning
 - Application Compatibility
 - Application Packaging
 - VDI Data Center Assessment, Architecture, and Integration
 - Virtual Desktop Infrastructure Design and Deployment
 - Persona and Systems Management Design and Deployment
 - Microsoft Windows 7 Design and Architecture
 - Desktop User Migration
- Work with certified experts such as:
 - Microsoft MVPs, MCPs, and Certified Architects
 - VMware VCPs
 - Security: CISSP, CISA, CISM

BUSINESS CHALLENGE

The mobile, distributed workforce is challenging traditional methods for controlling desktop client infrastructure. With an increasing number of telecommuters, mobile workers, outsourcing partners, and contractors connecting to resources from outside the corporate offices, companies are finding it difficult to ensure patch compliance, security, and regulatory compliance. The variety of hardware models that exist due to complicated PC refresh cycles exacerbates support problems related to PC hardware variances. Data breaches caused by lost or stolen machines result in significant risk and costs to correct. The result is that deployment, support, and security of these various desktop hardware profiles have resulted in inefficient IT processes, such as manual deployment of physical PCs, multiple corporate images, extended testing cycles for patch deployments, and multiple layers of complex software to ensure proper levels of security.

The solution to many of these issues is to deploy a virtual desktop infrastructure (VDI). Moving computing resources back into the data center makes them significantly easier to manage and improves efficiency of both technology and personnel resource utilization. Leveraging virtual machine technology, companies can significantly benefit from simplified provisioning and pooling methods that will drive down the time it takes to deploy new systems or groups of systems.

SERVICES DESCRIPTION

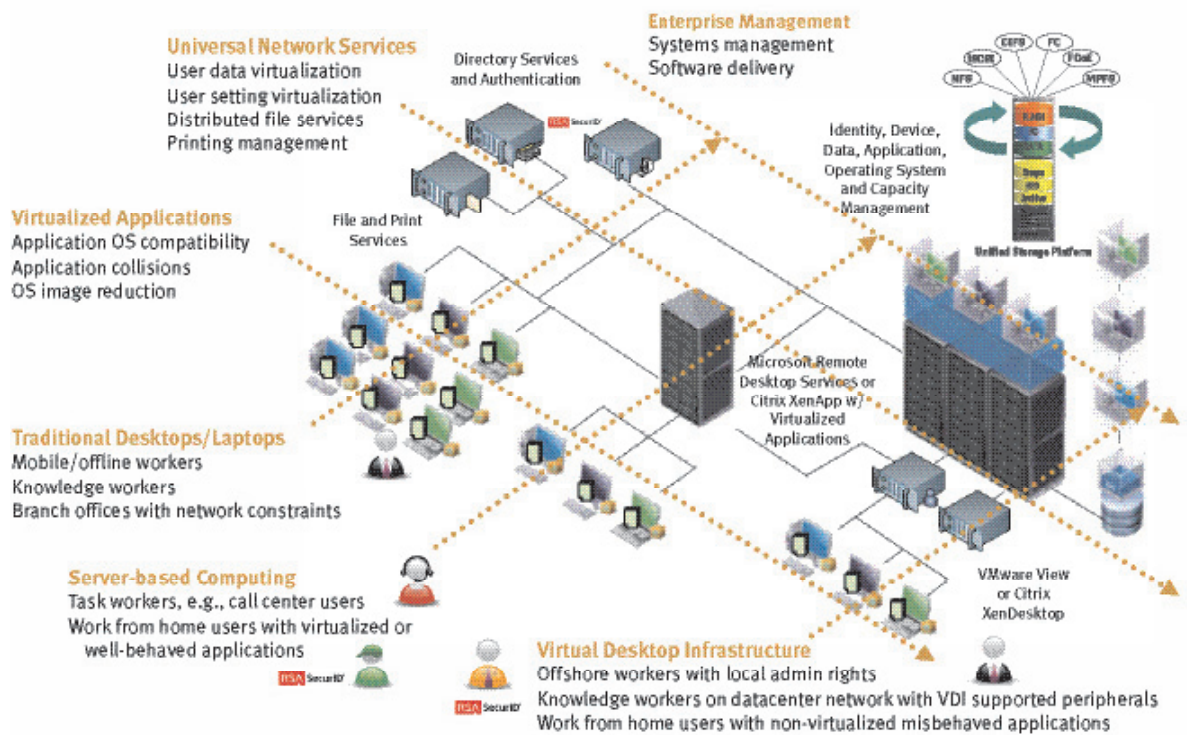
Implementing a virtual desktop infrastructure requires more than installation and configuration of virtualization software. A complete solution requires expertise in desktop deployment, security, systems management, and storage.

Virtualized applications can illuminate application collisions within the desktop environment as well as aid in resolving operating system compatibility issues. This becomes increasingly critical as organizations prepare to deploy Microsoft® Windows® 7 to the enterprise.

With a VDI, users access the virtual desktops and applications from a desktop PC client or thin client. They get direct access to data and features as if the applications were loaded on their local systems. Giving many users access to a centralized repository of applications and data introduces challenges around security and patch management, client security policy, and asset and configuration management.

When consolidating hundreds or thousands of desktops onto a single storage solution, it is critical that the solution provide high availability and advanced data protection options.

EMC® Consulting’s Services for a Virtual Desktop Infrastructure help you plan, design, and implement a next-generation desktop computing environment that is secure, managed, highly available, ensures compliance, and is flexible enough to meet the needs of your business. Our consultants are experienced in all of the skills required to ensure a successful implementation, including desktop deployment, security, systems management, and storage. EMC Consulting’s Services for a Virtual Desktop Infrastructure include:



EMC Consulting can help companies develop next-generation, enterprise-managed desktop environments that incorporate:

- Traditional managed desktops for highly mobile users
- Server-based computing for remote access where a fully virtualized OS isn’t necessary
- Virtual desktop clients for specific task workers who can benefit from a fully virtualized OS solution
- A common set of shared services that includes:
 - Virtualized applications
 - Profile virtualization and management
 - File-sharing services
 - Systems and desktop management for provisioning, software delivery, desktop support, and maintenance

VIRTUAL DESKTOP ADVISORY SERVICE

The EMC Virtual Desktop Advisory Service helps business leaders and IT executives explore the strategic relevance of deploying a VDI. This service consists of a half-day workshop with client executives to confirm the strategic relevance of VDI to the business. The workshop builds executive consensus and support for a VDI solution. This service will identify the key business challenges that VDI can address, build cross-functional recognition of the strategic benefits that VDI can deliver, and define the relationships between virtualization layers within the cloud.

STRATEGIC IMPACT PLANNING FOR VDI SERVICE

Driving new technology into a business environment can have a fundamental impact on how people work. This culture change must be managed carefully from the earliest communications through deployment and ongoing performance monitoring—during and after implementation. The EMC Strategic Impact Planning for VDI Service will help you understand how to create an agile end-user computing environment. This in-depth study focuses on understanding the needs of your organization and assessing the current usage profile of selected users for viability of VDI solutions. EMC Consulting looks at real-world usage analysis and the overall benefits and challenges to your organization and establishes a roadmap for the future end-user computing environment.

This service will identify the key business challenges of the existing end-user computing environment, build cross-functional recognition of the strategic benefits that both physical and virtual desktop technologies can offer, and create a strategy by user type with a candidate architecture for the new desktop environment.

APPLICATION COMPATIBILITY STUDY AND VALIDATION SERVICE

As organizations establish new desktop strategies, they will also evaluate the benefits of adopting Microsoft Windows 7 for the desktop environment. A critical step in evaluating and planning for a Microsoft Windows 7 deployment (physical or virtual) is to conduct an in-depth application rationalization and compatibility study. During the study, EMC can either leverage your existing application inventory or conduct an in-depth application inventory as a critical input to the study. Depending on the depth desired, EMC can begin to review what applications are supported in Microsoft Windows 7 and which will be needed to make them work within the new Microsoft Windows 7 environment. The study will provide suggested remediation steps such as upgrading, disposing of, or making them functional through solutions like repackaging or application virtualization. EMC's Application Compatibility Study and Validation Service uses a blended team of onshore and offshore resources to identify the applications being used, analyze them for known compatibility issues with Microsoft Windows 7, and create a detailed report and remediation plan for rationalizing and resolving those incompatibilities.

VIRTUALIZED APPLICATION PACKAGING SERVICE

Determining how to optimize application delivery and management is a key component of any desktop initiative. Applications may be physically installed onto operating systems or they can leverage application virtualization and be managed using an existing desktop systems management solution. EMC's Virtualized Application Packaging Service allows IT to outsource the package creation and testing activities to a trusted partner and eliminate time spent creating virtualized application packages. Application virtualization can also be an option for making applications Microsoft Windows 7 compatible in preparation for a new managed desktop design and deployment. EMC Consulting leverages an offshore factory model that enables rapid packaging of applications to be virtualized and streamed to the desktop.

APPLICATION PACKAGING SERVICE

EMC's Application Packaging Service enables applications to be distributed to the desktop with an existing desktop systems management solution. Automating the installation of desktop applications is time consuming and challenging. But once they are automated, they can be distributed by IT using a software delivery tool that drastically reduces the time and effort needed to install and upgrade desktop applications. The process of centralizing application deployment needs to be established and automated whether desktops are virtual or physical. Packaging increases IT efficiency and lowers total overall support costs. EMC Consulting can leverage an onshore or offshore factory model to rapidly package applications that will be distributed with an existing software deployment tool.

VDI INFRASTRUCTURE ASSESSMENT, DESIGN, AND DEPLOYMENT SERVICE

EMC's VDI Infrastructure Assessment, Design, and Deployment Service assesses, designs, and implements the required virtual environment including the servers, storage, and desktop configuration that will be provisioned. It will identify the virtual infrastructure requirements to support the desktop and design and implement the virtual hypervisor and the connection broker layers to enable the virtual provisioning of the desktops. Ensuring scalability for the infrastructure is critical during the planning process to ensure the server, storage, and network can all support the growing performance needs of the centralized computing resources.

VDI DATA CENTER ASSESSMENT, ARCHITECTURE, AND INTEGRATION SERVICE

EMC VDI Data Center Assessment, Architecture, and Integration Service delivers data center capabilities to support virtual desktop deployments. To efficiently manage desktop images from centralized IT operations requires such enterprise-class capabilities as data center storage for desktop images, disaster recovery and backup support to assure availability of desktop environments, and integration of security and compliance controls and policies. EMC Consulting leverages its deep data center architectural and operational expertise and knowledge of server virtualization technology and best practices to assure that desktop virtualization infrastructure benefits from the latest EMC innovations and integration with virtualization technology.

PERSONA AND SYSTEMS MANAGEMENT DESIGN AND DEPLOYMENT SERVICE

There are many security and management concerns that must be addressed in a client virtualization initiative, including security and patch management, client security policy, automated application deployment, and asset and configuration management. EMC Systems Management Design and Deployment Service focuses on enabling the deployment, management, and support of the desktop infrastructure and applications across both physical and virtual solutions. This service identifies the needs, evaluates existing tools, and ultimately designs and deploys the solution for desktop management.

DESIGN AND ARCHITECTURE SERVICE FOR MICROSOFT WINDOWS 7

EMC's Design and Architecture Service for Microsoft Windows 7 helps you design and create a new managed desktop solution based on Microsoft Windows 7 technologies. The solution is specifically created to meet business needs and is designed to reduce support requirements. This service identifies the end-user computing requirements by user type or category, creates the hardware-independent operating system image to be used for provisioned desktops, and integrates with your system's management solution. The service can also include the design of a secure user environment that incorporates directory services and centralized policies to meet your business needs.

DESKTOP USER MIGRATION AND TRAINING SERVICE

EMC Desktop User Migration and Training Service works with you to deploy and migrate users to the new, next-generation desktop environment. A deployment plan is created to align with your business needs. Careful attention is placed on migration planning, communication, and training that will minimize impact to business operations. This service can also include a pilot phase for deployment and transition of the process and ownership for the VDI. Finally, a repeatable process is created that can be executed internally to complete the migration of your entire organization.

SUMMARY OF BENEFITS

Implementing a virtual desktop infrastructure can significantly reduce costs. Moving computing resources into the data center makes them significantly easier to manage and improves efficiency of both technology and personnel resource utilization. Increased standardization and reductions in the number of desktop images simplifies image building, patch testing, and update testing by enabling any endpoint system, regardless of hardware vendor, to run the same base corporate image. It eliminates the slow process of provisioning new desktops across the enterprise and enables IT to keep up with the growing demands of the business. Centralizing desktop management streamlines IT processes and results in the single largest cost savings from VDI deployments. Faster time to provision machines also enables employee transitions from a merger or acquisition to happen in days rather than weeks.

VDI also enables a more secure environment. Hosted desktop virtualization enables organizations to remove all data from the users' machines, and instead, host it in the data center eliminating the data breaches caused by lost or stolen machines.

VDI enables companies to extend the useful life of their PCs, helping to pay for desktop virtualization deployments. With processing offloaded to servers, PCs can be used until they mechanically wear out after six to eight years. New lower-cost and lower-risk thin clients can be purchased for new or replacement machines.

EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' businesses, applications, and infrastructures—as well as deep industry understanding—EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

CONTACT US

For more information, visit www.EMC.com/consulting or contact your local EMC Consulting representative.

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