

The Next Step in User Mobility

Virtual Desktop Infrastructure and Desktop as a Service



For the past two decades, we've been shackled to our desktops; our only view of our business world was through that green screen. Interaction and application delivery were centered around the device itself, not on the person using it. As a result, business transactions didn't really match the multi-dimensional way human beings socially behave.

Today, that's simply not good enough. Users want to experience business as they experience life. They no longer want to interact with business through one unyielding channel, but in multiple ways, from anywhere. They demand to be in control of their interaction. The consumerization of IT and rapid rise of Bring Your Own Device is proof positive of that.

At the same time, business needs have changed as well. Companies of all sizes engage more contractors and remote workers. Managing desktops for this non-office workforce is challenging at best, and it's wrought with compliance and security concerns. The more proprietary data that resides on the physical desktop, the greater the risk.

Therefore, the question becomes: how can companies give users the experience they want and still simplify the already complex task of desktop management?

Going Virtual

The first step on that journey is Virtual Desktop Infrastructure, or VDI.

VDI is a specific technological implementation that consolidates physical desktops and application delivery onto centralized servers running as virtual machines. It enables users to securely access their individual applications, data and software from any desktop or thin client. Whatever device they use, their desktop looks exactly the same way as they left it, with all their apps, their content and their communications intact.

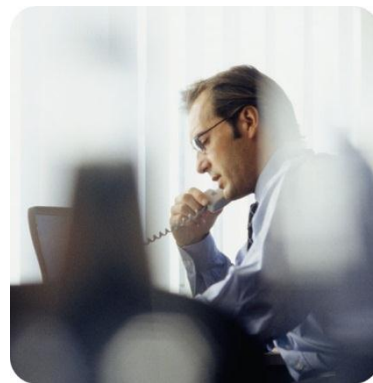
Because your data resides in a central location, it's more secure than data housed on individual devices. Management is simplified as well, with patches, updates and application deployment handled once from a centralized location. Storage needs are reduced, and, with a single "command center" for all desktop management, compliance requirements are more easily met.

Desktop as a Service Delivers VDI through Cloud

Desktop as a Service (DaaS) brings VDI to businesses in a consumption-based, pay-per-use service model. Instead of a dedicated data center server running as a virtual machine, DaaS delivers this same capacity in an agile service model through a multi-tenant cloud. Under this structure, users still have access to their personal settings, applications and data. Companies no longer have to purchase or manage the server, handle the technical implementation, or make the capital investment; however, they still realize the security and compliance benefits of a centrally controlled environment.

Desktop IT infrastructure becomes an operational expense instead of a capital expense. And, because existing PCs are now accessing the virtual desktop instead of running it, they and other desktop hardware require refresh less often.

This offering opens a world of opportunities for businesses of all sizes. Whereas only enterprise-level clients had the resources to implement VDI solutions in the past, DaaS makes the benefits of enterprise desktop virtualization accessible to small and mid-sized businesses as well.



Why stay shackled by a traditional desktop environment in a mobile world when help is virtually a phone call away?



In all applications, DaaS enhances the user experience, giving individuals new ways to collaborate across applications and data from any device, anywhere they have an Internet connection.

The Best Applications for DaaS

Like any solution, DaaS is not the answer for everything. Power users who need access to highly customized legacy systems or graphically intensive workloads aren't great candidates for virtualization. However, general office works, task-based functions and contract labor are outstanding choices. If you're staring down a hardware refresh and doesn't want to incur costs or delays, DaaS enables you to work through the constraints. In situations where shared desktops make sense—for example, in a global environment when a certain team of workers access desktops in one eight-hour period and another team begins work when the first team leaves—DaaS enables disparate teams to share desktop space. It's also ideal for organizations in which employees share workspaces – such as hospitals or call centers – and for knowledge workers who use the Microsoft Office suite.

Software developers are great candidates, as well. They gain flexibility and their client companies resolve some of the inherent issues of the traditional developer environment. For example, in the past, the developer owned the hardware with copies of the client's data. With DaaS, the client can actually control access, turning it on or off through the virtual system. It's the same environment, but with better, more agile controls.

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Choosing the Right VDI/DaaS Partner

Of course, all VDI and DaaS solutions are not created equal. Xerox Services has partnered with VMware to create a solution that is not only ideal for our enterprise clients, but is also available through our value-added reseller (VAR) channel to small and mid-size business clients. That means smaller business now have access to enterprise-level services from the market leaders without the capital investment or high costs.

VMware is legendary in the area of virtualization; VMware View is the recognized platform for secure, robust VDI and DaaS deployment. Built on VMware vSphere, VMware View delivers desktops from a single integrated platform within the Xerox Cloud. We leveraged their expertise and best practices, along with Xerox's 24-plus years of experience in managing desktop servers, storage and network IT infrastructure, to create a solution that delivers the greatest possible performance, availability and cost efficiencies.

The result is a solution that provides flexibility and agility, and that reduces your total cost of ownership while significantly improving your user experience.

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About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

