

Desktop Virtualisation (VDI)

Cost-effective control and management of the desktop estate



ARROW ENTERPRISE COMPUTING SOLUTIONS

Provisioning and managing the corporate desktop PC estate represents a massive cost within the IT budget and can be a huge headache for IT administrators. Just keeping track of hundreds - or thousands - of PCs is a time-consuming job. Added to this is the challenge of ensuring that every employee has a fully functioning desktop, regularly coordinating rollouts of software updates, and carrying out major operating system migrations.

Understanding the true cost of providing these desktop services to the end user and ensuring an acceptable return on investment (ROI) with effective controls must be a business priority. But it can also create an opportunity to save money and resources.

Quick Pitch:

- Virtual Desktop Infrastructure (VDI) consolidates large estates of desktop PCs onto a centralised server farm where every user has their own 'virtual' PC.
- Instead of users having an expensive, dedicated, fully loaded PC on their desk, they all access a full version of the operating system (Windows, Linux...) environment, including desktop applications, located remotely on the server.
- They do this from much lower cost 'thin client' PCs or terminals. Revisions, updates, licensing, security, user-specific profiles and changes are all implemented on the server farm – all controlled through a central management console.

Ask your customer...	Tell your customer...
<ul style="list-style-type: none">• Do you have over 200 desktop PC users?	<ul style="list-style-type: none">• VDI will provide them with a framework to manage and control their desktop estate more effectively.
<ul style="list-style-type: none">• What is your true cost of deploying a PC over a three-year period?	<ul style="list-style-type: none">• VDI will significantly reduce operational costs, leading to lower expenditure on desktop hardware, licences and storage.
<ul style="list-style-type: none">• Does the number of licences you have in place match reality? Having too few puts you in breach of contract, while too many incurs unnecessary cost.	<ul style="list-style-type: none">• Licence management, version control and user-specific profiles will be easier to manage.
<ul style="list-style-type: none">• How many PCs are left switched on all the time how much are you spending on power and cooling?	<ul style="list-style-type: none">• Power savings alone can be substantial enough to justify the change, especially with power availability becoming a serious issue.
<ul style="list-style-type: none">• How quick and easy is it to update PCs with new applications and back them up to secure your data?	<ul style="list-style-type: none">• Management and backup of the desktop estate will be centralised, faster, easier and more efficient.
<ul style="list-style-type: none">• How much unused storage capacity is lying idle across the desktop estate?	<ul style="list-style-type: none">• VDI will provide a basis for consolidation and sharing storage thereby releasing idle capacity and reducing storage spend.
<ul style="list-style-type: none">• Is unauthorised downloaded content threatening your business continuity and reducing employee productivity?	<ul style="list-style-type: none">• Risk of data loss and the impact of viruses will be reduced.
<ul style="list-style-type: none">• How many PCs are based in remote offices, making them even harder to manage? Are users free to configure the look and feel of their desktop - are you happy with this?	<ul style="list-style-type: none">• Updates, profiling and version control can be centrally managed.

Arrow ECS offers VDI solutions based on technology from VMware and Citrix, with several other related complementary vendors. We are able to work with you to help your customers decide on the best way to implement VDI and with our carefully selected products give your customers complete control over their desktop estate.

Summary of desktop management issues and the benefits of deploying VDI

Your customers issues	Impact on their business	Benefits of deploying VDI
Spend on desktop hardware is escalating.	A significant proportion of the IT budget is spent on desktop hardware and maintenance.	A VDI-based infrastructure will cost less to buy, manage, maintain and power.
The IT team spend too much time updating and upgrading PCs.	Valuable technical skills are diverted from strategic responsibilities.	New software can be quickly, easily and consistently rolled out.
Users customise their PCs to suit their personal preferences.	It is hard to share resources or re-assign a PC to another member of staff.	The business owns the look and feel of a PC, and hot-desking becomes a possibility.
Users are downloading inappropriate content or applications.	A real risk of illegal material crossing corporate networks, lost productivity and malware entering via the Internet.	The business is protected from malicious or accidental abuse.
Storage is going to waste on PCs, while the company is running out of central storage for corporate data.	Business use exceeds the usable available capacity - more storage than is really needed is bought, draining the IT budget.	Storage becomes a centralised, shared and cost-effective resource, with more desktop storage being purchased only when absolutely necessary.
Users fail to comply with corporate policy on reducing energy waste by leaving PCs switched on.	Energy wastage has a huge impact on profitability.	Thin client/virtual PCs use less power per user and can be centrally shut down when not in use.
It has become almost impossible to track licences.	The business may not fulfil its obligations or may pay for non-existent licences and users.	Licences match usage exactly - no more, no less.

Spot the sales opportunity

Who will benefit most from VDI?

It's simple: any customer with over 200 desktop PCs will benefit.

Typical customers include large call centres or large office administration environments, such as insurance companies and government departments, especially those supporting PCs in remote branch offices where support is difficult.

Any company that has a regular desktop refresh strategy could benefit, particularly those which have decided to upgrade to Windows Vista or a new version of the Windows operating system. This is an ideal time to consider making the investment in VDI.

The rising cost of power and worries about its continued availability are an issue. Any organisation wishing to consolidate to a data centre where there may be limited power or which has concerns about escalating utility bills will also benefit significantly.

Other considerations and related material

Implementing desktop virtualisation (VDI) can impact other key areas of your customers' infrastructure, in particular their servers, network, storage, security and applications, all of which can be virtualised and optimised to achieve similar benefits.

Considering and planning your strategy on these from the outset will ensure you select the most appropriate and compatible framework of virtualisation technologies to meet the specific requirements of your customers' business.

Look next at other related Arrow ECS solution briefs

- **Server Virtualisation**
- **Storage Virtualisation**
- **Network Virtualisation**
- **Application Virtualisation**
- **Security Virtualisation**

To access all our solution briefs and related materials, please visit www.arrowecs.co.uk/virtualisation

For further information, please contact your Arrow ECS Account Manager on **0800 983 2525** or visit www.arrowecs.co.uk/virtualisation