



# What to Look for in Enterprise Desktop Virtualization





IT models are changing rapidly. Today, virtualization is an enabling technology for cloud computing, and the rapid proliferation of devices and applications from the consumer world is reshaping how organizations interact with their employees and customers. For most technology initiatives, business agility is now a driving force. Experts are talking about a new paradigm in computing, fueled by the combination of cloud services, mobile computing, social networking and big data analytics.

As part of this sea change, many enterprises are beginning to view desktop virtualization as a critical enabling technology for agility, mobility, security and a wide range of applications and use cases that will help to define their next-generation compute environments. Desktop virtualization gives IT organizations unprecedented control over the user experience throughout the enterprise, while at the same time simplifying many of the tasks and processes involved in supporting a wide range of workers using a variety of devices. With a successful desktop virtualization initiative, the IT department and workers across the organization can be far more productive and flexible.

But what does it take for an enterprise to successfully implement desktop virtualization, and what are some of the key features, functions, use cases and opportunities that are enabling companies to reap the many benefits of desktop virtualization? Here are some of the questions you may have.

### **Why desktop virtualization?**

The potential benefits of desktop virtualization can be significant. The IT department is able to centrally manage all devices throughout the organization, delivering the right desktop solutions to individuals wherever they are, whatever they are doing. Workers can use company-supplied devices, or they can use their own devices. Many of the tasks involved in supporting and provisioning workers become significantly streamlined. Enterprises can support mobility and emerging models such as bring-your-own-device (BYOD) initiatives, and they can do so in a highly secure environment that provides the organization with enhanced protection against data loss or malicious attacks. In many use cases, organizations are also finding that they can lower total cost of ownership (TCO) through desktop virtualization, driven largely by productivity improvements and more efficient management of the end-user environment.





## Why now?

Because the potential benefits of desktop virtualization are so exciting and relevant for what's taking place in business today, the technology was probably a bit overhyped before it was fully ready for prime time. Early deployments were more costly and complex than organizations anticipated, and the user experience was not as robust as what workers had come to expect from their traditional desktops. However, vendors such as Dell and Citrix have made major strides in making desktop virtualization deployments less complex and costly. Dell DVS Enterprise, for example, is a complete solution stack running on Citrix® XenDesktop® software and Dell hardware and services to deliver operating environments, applications and data to most Internet-connected devices. Dell's DVS Simplified Appliance is optimized for Citrix® VDI-in-a-Box® software, delivering a grid architecture that simplifies deployments and serves as a great starting point for departmental initiatives or pilot projects within an enterprise. The bottom line for many enterprises is that desktop virtualization is now ready for prime time, with solutions that are less complex to install and manage, less costly in terms of initial investment and more robust in delivering not only a satisfying user experience, but also the security, scalability and flexibility required in an enterprise environment.

## Are there specific use cases where desktop virtualization may be more relevant to my organization?

Enterprises are deploying desktop virtualization with great success in a wide range of use cases. Some are focusing on specific business activities, such as call centers, where all users have the same desktop image, or in situations where it is important to onboard new users quickly with standard applications and access to corporate data, such as in the case of an acquisition or merger. Some are rolling out desktop virtualization across the entire enterprise and replacing traditional PCs - for example, in educational institutions, where IT can simplify operations by offering students and faculty safe and secure desktops campuswide. Other organizations are deploying pilot projects, where they work with real users in real business situations to assess the viability of desktop virtualization for broader rollouts. Approaches vary, but the key is to find use cases that bring real value to the business and offer your organization the best chance for success.

## What does a successful deployment look like in the real world?

Here are just a couple of real-world examples:

1. A bank holding company in the Midwest is using Citrix® XenDesktop® with Dell hardware to deliver a consistent desktop to branch locations from a central location. The bank has been able to improve IT efficiency and worker productivity through the use of thin clients, delivering more than 120 applications to users across the enterprise. The deployment has resulted in higher availability of applications, enhanced security and, most important to the bank, major improvements in customer service.
2. A hospital on the West Coast is using desktop virtualization to enable practitioners to access information much faster than ever, from any location. The deployment includes more than 4,500 Dell Wyse thin clients and allows practitioners to connect to their desktops through their own laptops or tablets. Using desktop virtualization, the facility is not only able to provide improved care to patients, but it is also expecting to save approximately \$1 million over the next four or five years.





### **If we do a pilot project and it rolls out successfully, will it be able to scale up?**

Scalability is a major concern for enterprise IT decision-makers when it comes to desktop virtualization. The more users that can be served, the more value the system can deliver to the organization. A larger rollout can also lead to efficiencies in scale that can deliver lower TCO when compared with traditional environments, particularly with the use of thin clients, which cost less than traditional PCs and laptops and also have a longer lifecycle. Dell DVS Enterprise comprises an integrated solution stack consisting of switching, servers and storage, along with desktop virtualization software and Dell ProSupport™ services. The solution can either stand on its own or be deployed within existing data centers with qualified legacy networking and storage equipment. A configuration can start with a pilot of as few as 50 users, and scale simply and easily to a deployment of 50,000 or more users.

### **What about some of the major trends affecting our organization, such as BYOD, IT consumerization and mobility? How does desktop virtualization address security in this changing environment?**

Successful desktop virtualization implementations not only support mobility, BYOD and IT consumerization, but actually better protect your organization against the additional security threats such trends can introduce. With desktop virtualization, your important corporate data is in the data center, where you can lock it down. If you set up the proper controls and policies, it's not necessary for users to store important data locally on their devices. By sandboxing applications, data and operating environments, you can easily separate and isolate their personal activities from their work-related activities. This means you can allow workers to use their own devices and support BYOD without exposing the corporate network to additional security threats. With desktop virtualization, mobile workers can have predictable and complete access to their work applications, tools and data from any location with an Internet connection.

### **How do we get started with desktop virtualization?**

Working with Dell is a great way to get started. Dell has a virtualization roadmap methodology through which Dell consultants work directly with your organization to help you determine where and how you might benefit from a desktop virtualization deployment.

The methodology consists of a recommended six-step process:

1. Feasibility to determine if desktop virtualization is right for you.
2. Discovery Workshop to gather data about your existing environment and introduce Dell's Economic Impact Assessment tool to help establish a preliminary desktop virtualization business case.
3. Blueprint Assessment, which captures a digital footprint detailing current computing resource consumption of users and endpoint devices.



4. Design and Propose, which identifies the hardware, software, storage and service components necessary to implement a successful desktop virtualization solution.
5. Implementation, which covers everything from infrastructure requirements to build, configuration-to-application sequencing, image creation, desktop provisioning, and user migration schedules and time scales.
6. Operate and Support, whereby Dell can assume operations or install and transfer operations to in-house IT. Dell provides full support through Dell ProSupport™ services with either option.

**Is there anything else I need to know?**

Another important reason to consider Dell is the flexibility of choice you have in how you want to deploy the Dell DVS Enterprise solution. You can manage it yourself, have Dell manage it for you as a managed service, or purchase a desktop-as-a-service solution from Dell. So the short answer to the question “How do we get started with desktop virtualization?” is: Contact Dell. Learn how Dell’s DVS portfolio can help you get started at <http://content.dell.com/us/en/enterprise/virtual-client.aspx>. And to find out how Citrix and Dell work better together to offer you the best desktop virtualization experience, visit [www.dell.com/citrix](http://www.dell.com/citrix).



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