Quest Creates DaaS Solution for Usibelli — Exactly the Way They Wanted It

"Yes, we can do that!" Despite an Alaska coal mine's location in a remote and secluded mountain range, Quest was undeterred in its mission to solve latency issues and make DaaS succeed.

Founded in 1943 and tucked away in the Alaska Range, Usibelli is the only operational coal mine in Alaska. They are sustained by state-of-the-art mining and engineering, as well as a small but dedicated IT department supporting some 120 employees and 80+ workstations.

"Usibelli's remote location sometimes makes providing leading-edge IT functionality a challenge," says Bruce Dunkle, IT Manager. But in Quest he found a partner capable of "working with us in our unique circumstances. We're at the end of the road for bandwidth and speed, but it doesn't slow Quest down — they just make it happen."

Latency issues a roadblock

The Quest-Usibelli relationship began when Bruce realized DaaS was the solution he needed to "make managing all those desktops more manageable" as well as to lower the hardware cost and management hassles associated with an upcoming Windows 7 upgrade.

"DaaS was exactly what I had been looking for: a subscription-based service that provides all the benefits of virtualization without all the upfront costs," he explains. "Perfect, I thought."

Unfortunately, none of the managed services providers in Alaska offered DaaS. A recommendation from a trusted source to give Quest a call proved to be the answer — but not immediately. "I knew there would be some issues because the latency between here and the lower forty-eight states negatively impacts some of the apps we run," reports Bruce.

After a conference call with several Quest staff, including Tanner Strickler, who is now the Quest Account Manager for Usibelli, Bruce decided to go ahead with a DaaS pilot running at Quest's Sacramento data center.

THE BOTTOM LINE
"What really impressed me was Quest's willingness to work with us based on what we needed, not what was most convenient for them," says Bruce Dunkle, IT Manager at Usibelli Coal Mine in Fairbanks, AK.

IN THIS ISSUE
Quest makes DaaS work even in the mountains of Alaska

FROM TIM BURKE...

The Devil Lurks in DaaS Details

As you may have discovered the hard way, the devil is in the details when it comes to implementing successful Desktops as a Service (DaaS)/VDI solutions.

Most buyers don't have a clear understanding of what they're actually getting with the purchase of a DaaS/VDI subscription.

When a vendor sells you a DaaS/VDI 'solution,' they're really contracting to serve you up a desktop — and that's all. Unless you have specifically contracted for more, they're under no obligation to ensure your applications work. Whether the confusion is intended or not, the result for many DaaS buyers is disappointment and failure.

To help get a clearer picture of what you're buying, here are some questions your DaaS /VDI provider should be asking you *before* they quote you a price:

> › *What are you trying to accomplish?*
> › *How is your application designed and where does it currently reside?*
> › *Where does the database supporting the application reside?*
> › *What's your connectivity capacity?*

If your provider isn't interested in these sorts of particulars about your enterprise environment, that's a good hint they don't feel obliged to make sure their DaaS/VDI performs the way you need it to.

As always, my advice is to consult a trusted technology partner before you commit to any solution.

USIBELLI RELIES ON QUEST DaaS *(Cont. from p. 1)*

"I felt extremely comfortable with the Quest team, especially with the support I would need for things like group policies, active directory, synching, and so on," he says.

Although Bruce really liked the solutions DaaS could provide, the reality was that the Usibelli servers were still in Alaska and that connecting to desktops in Sacramento was proving too slow.

> " I never thought I'd find a vendor willing to work with us in this way. "

The solution

And here, states Bruce, is where Quest really excelled.

"I told them I really wanted DaaS, but it was just too slow. The solution most providers would have insisted on was for us to move our servers to Sacramento, but we were not ready to do that," he explains.

Bruce asked if there was some way for Quest to manage DaaS functionality from within an Alaskan data center. To his surprise, Quest answered, 'Yes, we can do that.'

"I was shocked," he says. "Quest said no problem, we'll just ship you the appliance. And they did; it's in our rack here in Alaska with all the management done by Quest at their Sacramento facility. I never thought I'd find a vendor willing to work with us in this way."

What works best for the customer

As Bruce discovered, Quest's customers choose whatever configuration works best for their organization; whether on dedicated or shared servers at Quest's secure Service Delivery Centers or even at the customer site, Quest can create hybrid cloud/in-house solutions to suit any need.

Bruce gives the Quest team high marks for after-sale support and skill, too, praising the staff at the Network Operations Center (NOC) for their responsiveness, and commending Account Manager Tanner Strickler for always staying in touch and securing expert help whenever it is needed.

Today, Usibelli employees are able to extend mobility to all their devices — one of the many benefits of DaaS.

"The commitment to go above and beyond really impressed me, and it continues to impress me every time I contact Quest," adds Bruce.

Quest's Desktops as a Service (DaaS)/VDI:
More End-User Connectivity & Security at Less Cost

How many of the following boxes would you check?

❑ End-user security issues keep squeezing my IT budget.

❑ I dread Windows 10 — it means yet another Windows migration.

❑ Employee complaints about their computers' lack of essential capabilities are intensifying.

❑ The shadow of unauthorized BYOD looms —despite company policy.

❑ We need Data Backup/Disaster Recovery that reliably extends to all end-user data and devices.

If your business is bound to a physical desktop computer infrastructure, these issues will not go away anytime soon.

Which is why, for many organizations, physical desktop infrastructures no longer make sense. They're expensive, maintenance-intensive, insecure — and unable to keep pace with today's fast-changing business requirements.

The virtues of virtual desktops

Fortunately, Quest's cloud-based DaaS empowers you with the ability to rapidly deploy desktops on just about any device.

Architectural flexibility. Quest can make DaaS work for you in several ways — at our secure, reliable Cloud data centers on either dedicated or shared servers, at your site, or a hybrid combination.

Custom configuration. You specify Quest DaaS software, storage, and access by custom-configuring OS, RAM, CPU, disk space, and more according to your end-users' particular needs. You can start out modestly and easily scale up as needed — eliminating any worry about OS migrations.

On-demand provisioning. With Quest DaaS, you can provision and de-provision PCs, laptops, tablets, and smartphones in minutes on demand, so end-users can shift from one location or device to another (including their own) and pick up where they left off.

Built-in security, management, and DR. Employee data and apps remain secure when all desktop images reside in Quest's highly secure Cloud. If a device gets lost or stolen, it can be wiped clean and the user's image placed on another device.

Quest DaaS also builds in professional centralized management that ensures your apps and infrastructure are always leading-edge.

And Disaster Recovery is also built in. Quest's grid-based DaaS platform of secure, high-availability data centers can easily host your desktops across multiple geographies which won't be impacted by a disruption at your site.

Try it, you'll like it

To find out if Quest DaaS is right for you, request a live demo — schedule a 14-day free Quest DaaS trial anytime.

DID-YOU-KNOW?

DaaS May Look Pretty Good Compared to In-house VDI

Classic PC infrastructures, which can claim up to 10% of an IT budget,* have become so insecure and maintenance-intensive that many businesses are considering virtual desktop infrastructure (VDI) and Desktops as a Service (DaaS).

VDI runs virtual desktops centrally from corporate data center servers, automating tasks like deploying new desktop images and applications and supporting distributed workers.

But VDI is, according to a recent TechTarget survey*, often considered too expensive for more than 32% of IT professionals. After all, it requires upfront capital expenditure on physical infrastructure. Then there's the complexity, which TechTarget says has stalled one in five VDI projects. What's more, most existing servers can't support deploying desktops as virtual machines due to latency, performance, and scaling issues.

DaaS, by contrast, is cloud-based VDI, so there are no capex costs. You pay a predictable monthly fee only for what you use, and ROI begins immediately. Desktops can be delivered to almost any device anywhere, anytime by your DaaS provider over a secure network. This is all supported by a Service Level Agreement (SLA), so you'll see an improvement in desktop security and availability that can't be delivered with physical PCs. Since the DaaS infrastructure is managed by your provider, you'll never worry about maintenance.

There are cases to be made for VDI as well, depending on the needs and goals of your company. A technology provider can help determine the best choice for you.

* http://www.vmware.com/files/pdf/products/horizon-air-desktops/ VMware-Moving-Desktops-to-the-Cloud-Whitepaper.pdf

What's New...
Quest Wins CRN Triple Crown Award

The new year has brought yet another accolade for Quest. This time it's CRN's prestigious new Triple Crown Award. Quest was one of only 26 North American technology providers receiving this recognition from CRN for their outstanding performance in 2014.

2014 CRN TRIPLE CROWN WINNER

A leading source of news, analysis, and perspective on technology integrators and value-added resellers, CRN continuously tracks solution providers' achievements and ranks them accordingly.

This first-ever CRN Triple Crown Award recognizes those solution providers who simultaneously made the list in these three important CRN rankings:

▶ *The Solution Provider 500,* which includes North American tech providers with the largest revenues

▶ *The Fast Growth 150,* citing those who recorded double- or triple-digit growth

▶ *The Tech Elite 250,* which acknowledges those who invested in top certifications from major vendors, such as Cisco, Hewlett-Packard, and Microsoft

"The quality of the solution providers that drive the IT channel never ceases to amaze me," said Robert Faletra, CEO of The Channel Company, publisher of CRN.

"As we approached our year-end review, we noticed one group stood out from the others," Faletra explained. "We saw a pattern of elite solution providers with the depth and breadth of sales, technical, and marketing expertise to earn recognition on each of our premier lists. We congratulate each of these standout partners and look forward to covering their continued success."

Quest President and CEO Tim Burke said he was deeply honored that Quest received the award.

"We recognize that it's a considerable achievement to be named to even one of these lists, but to make all three is thrilling," Tim said. "We have been an IT technology integrator for more than thirty years and are proud to have new as well as longstanding clients seeking us out for our reputation. Being recognized for our technology commitment to our customers never gets old."
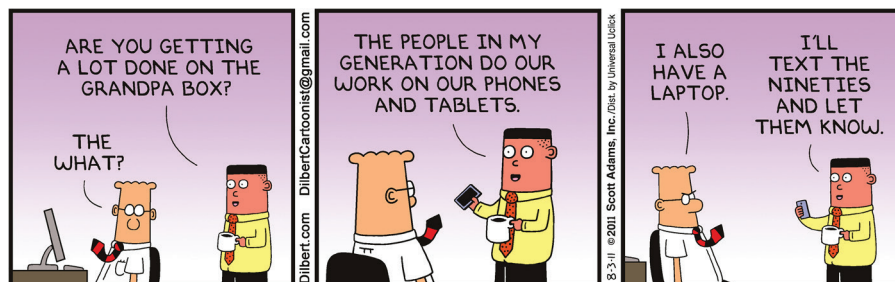
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(www.questsys.com/CEOBlog/)

QUEST EXECUTIVE BRIEFS

Getting the Most from Cloud Computing (3-part series): Learn what it is and how it can help your business thrive (http://www.questsys.com/getMostCloud/).

10 Strategic Essentials for Boosting Business' IT Security: Key strategic security steps every organization should take (http://www.questsys.com/BoostITSecurity/).

Protecting Your Critical Business Data: The Data Loss Prevention Payoff: How data loss prevention (DLP) technology can protect corporate data from misuse, malicious or otherwise (http://www.questsys.com/PowerofDLP/).

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