Quest® STRATEGIC ADVISOR

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Why Virtualized Desktops Make Plenty of $ense

This year, 1.2 billion (yes — 1.2 *billion*) smartphones and tablets will be purchased. That's atop the 820+ million smart devices sold in 2012.

These figures come from a Gartner research vice president who expects 40% of the workforce to be mobile by 2016 — and says two-thirds of them will own a smartphone. The key accelerator of worker mobility, however, will be the tablet. Gartner believes businesses bought 13 million of them last year and anticipates businesses will be buying 53 million of them in 2016.*

You virtually *can* take it with you

All of this matters to anyone who has employees — many of whom will be going mobile soon if they haven't already.

"Between the shift toward anywhere/anytime workstyles and the looming end of support for Windows XP, many businesses have no choice but to re-evaluate their end-user computing strategies," observes Quest President and CEO Tim Burke. "And that takes you right to virtualization."

Desktop virtualization separates the logical environment (user interface and app software) from the physical machine by running each desktop as a virtual machine on a datacenter server that loads on demand to the end-user's device.

Thus patches, security updates, software upgrades, and so on are all easily accomplished with far less overhead than in complex, labor-intensive traditional physical desktop deployments.

"With virtualized desktops," says Tim, "you can avoid a PC refresh while making your maintenance and support costs reasonable again. The risks of end-user mistakes

and mischief plunge dramatically. And because end-user data gets backed up or replicated automatically to the datacenter, you've got integral disaster recovery capability, too."

The virtualized desktop — in-house or hosted?

Some larger organizations have been virtualizing desktops for a while with VDI — virtual desktop infrastructure solutions that host end-users' desktop environments on in-house datacenter servers and/or blade PCs which are accessed over a network.

"The ROI can be impressive, with payback points potentially reached

THE BOTTOM LINE

No doubt about it: Virtualization has come to end-user computing — and benefitting from this new way to deploy workers' desktop environments has never been easier.

IN THIS ISSUE

As your workplace evolves, virtualized desktops can pay off

in a matter of months," Tim notes. "But VDI requires substantial upfront investment in the right infrastructure assets and skillsets. That can make sense if you're doing VDI on a sufficiently grand scale — otherwise, a service provider-hosted solution will

> **"The right provider will be happy to help you find your way to the virtualized desktop solution best for your enterprise, whether that's VDI or DaaS or some combination."**

likely give you more satisfying results."

Since the service provider does the datacenter heavy lifting (think load balancing, network issues, etc.), you face no capital expenditures — your DaaS subscription is a monthly operating expense — and an enormous reduction in desktop maintenance hassles. Also, provisioning desktops is fast and easily scaled up or down as business requires.

Doing your DaaS due diligence
"Of course, it's critical that you do your due diligence when it comes to choosing a DaaS provider," Tim says. "Pick an outfit able to provision your desktops with sufficient resources. You'll want to sort your users into groups according to the resources they need. That way, employees stay productive and you don't waste money allocating power where you don't need it."

Tim also points to the importance of having the network quality and bandwidth to run remote, hosted desktops. "DaaS is best delivered via datacenters that provide redundancy,

FROM TIM BURKE...
DaaS vs. VDI — Is This the Right Question?

Which is the better solution — DaaS or VDI?

Each camp promotes its approach and dismissses the other while analysts argue about which one will "prevail." Yet these technology debates do little more than distract you from finding the best solution for your organization.

So pull your eyes from those tech specs and focus on these six questions:

> *Which of your business activities will benefit from virtualized desktops?*
> *Which of your functional groups and disciplines will need to come together to make it work? (A lack of cooperation among internal groups is a major culprit in many DaaS and VDI failures.)*
> *Do you really have the capital resources, skillsets, and lead time needed to create a virtualized desktop infrastructure yourself?*
> *Once defined and operational, what disciplines will you need to support and maintain your virtualized desktops?*
> *How will your virtualized desktops be secured? How will they interact with other systems?*
> *Who'll provide end-user support (e.g., help desk)?*

As you address these questions, you'll find the DaaS vs. VDI debate settling itself while you take on more critical issues about your readiness for virtualized desktops. You'll also be in a better position to choose a technology partner able to deliver the virtualized desktop functionalities, capabilities, and support that serve you best.

CHECK OUT MORE OF TIM'S THINKING AT
www.questsys.com/CEOBlog/

high availability, optimized power, and data replication to other locations."

Pay attention to your SLA
Finally, Tim has some advice about DaaS service level agreements. "Your SLA is like a secret sauce — it makes all the difference."

Your DaaS provider should be amenable to SLA clauses that compensate for outages, establish what happens during an Internet failure, and lay out what desktop management capabilities are provided. Also, make sure your

SLA addresses hardware compatibility issues like USB support and printer redirection. And it should articulate where your user profiles are stored, how they're backed up, and how they can be customized.

"The right provider will be happy to help you find your way to the virtualized desktop solution best for your enterprise," Tim emphasizes, "whether that's VDI or DaaS or some combination."

* http://www.gartner.com/newsroom/id/2227215

Exploring Quest's Virtualized Desktop Options:
VDI? DaaS? Cloud? Let Quest Help You Figure It Out

Quest provides several ways for you to determine whether and how desktop virtualization and cloud computing can help your business.

Quest's VDI Assessment
Quest's VDI Assessment involves setting up one of your workstations as the model for virtualization. As your applications run normally, this workstation will capture data, which our experts will review and analyze. Then we'll go over our analysis with you, discuss your options, and present our recommendations.

Quest's Desktops-as-a-Service Trial
You'll use your own endpoint device connected from your location to one of our many state-of-the-art Service Delivery Centers. Just about any of your endpoint devices will work — including PCs, Macs, and iPads.

Then you'll have 10 days to test various protocols, try out your own use cases, and experience our integrated DaaS solution with your shared drives, Outlook, Exchange, and many other applications.

Quest's Cloud Feasibility Assessment
We can also help you get a broader sense of how your enterprise can take advantage of cloud computing with our Cloud Feasibility Assessment.

First, we'll aid you in identifying which of your IT capabilities can benefit from cloud deployment. Along the way, our experts will determine what you'll need in terms of service availability, levels of security, and meeting compliance requirements. We'll let you know if and how you need to adapt your existing infrastructure (e.g., network upgrades) and give you our recommendations for a seamless transition to the cloud.

The QuestFlex® SLA:
A Powerful Business Flexibility Tool

Quest's service level agreement (SLA) — called QuestFlex — enables you to customize requirements for powering your entire enterprise, ranging from virtualization, storage, servers, network equipment, and VoIP to custom application environments.

We'll provide technology and services capability in any configuration you choose, bringing you many deployment options for ownership and/or management, including local, remote, and hybrid cloud services.

And all of that will be bundled into a single QuestFlex monthly fee.

DID-YOU-KNOW?

DaaS that Delivers: 10 Capabilities to Look For

1. A DaaS platform that offers multi-tenant orchestration of management, provisioning, storage, and networking.
2. Self-service in both provisioning pools of desktops and brokering connections for users to these desktops.
3. A security model that not only separates each tenant onto their own network segment but also allows each tenant to securely integrate with their existing corporate assets or third-party cloud services.
4. Platform scalability from 1 to 100,000 desktops.
5. The ability to dedicate hardware for tenants that choose to run full Windows 7 desktops.
6. The option to provision Windows Server with the Desktop Experience enabled for those whose licensing use cases make this the optimal choice.
7. Support for the unique configuration- and domain-joining of each desktop model to enable their full functionality as members of the tenant domain.
8. The ability to run utility servers in the same network segment as the desktops.
9. The ability to move around Windows 7 workloads based on tenant size (thus exploiting the best-fit server hardware model in order to fully utilize various-sized servers).
10. Ensured separation between the service provider and the tenant so that the service provider cannot access the tenant desktops without explicit permissions.

What's New...

DaaS on the horizon ...

Dueling BYOD predictions[1] raise an interesting question: Does it matter?

Nucleus Research predicts that BYOD will decline as enterprise mobility grows up — while Gartner expects BYOD to become the top technology trend for 2013, with mobile devices surpassing PCs as the most common Web access tool. Meanwhile, Forrester Research reports that 81% of firms have tablet plans and forecasts that 250 million tablets will be in employee hands by 2016.

[1] http://www.cio.com/article/721478/2013_Prediction_BYOD_on_the_Decline_

If you don't embrace consumer tech, will Millennials bolt to a competitor?

Unlike their parents, who often had a sense of company loyalty, research[2] suggests Millennials' sense of self-worth is tied instead to what they do rather than who they do it for. A Cisco survey found that 40% of college students and 45% of young professionals would accept a lower-paying job if it had more flexibility on device choice, social media access, and mobility.

[2] http://www.cio.com/article/716369/CIOs_Look_Ahead_Millennials_Consumer_Tech_and_the_Future?page=3&taxonomyId=600007

Joined at the ~~hip~~ smartphone ...

A survey of US adult smartphone owners (by Harris Interactive in June, 2012[3]) found that 63% of female respondents and 73% of male respondents don't go an hour without checking their devices.

[3] http://www.trendwatching.com/trends/10trends2013/?mobilemoments

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Business Continuity Planning/Disaster Recovery: More than 25% of businesses damaged from natural and/or man-made disasters never recover. Ensure your future.
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Overview of our Infrastructure Services

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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