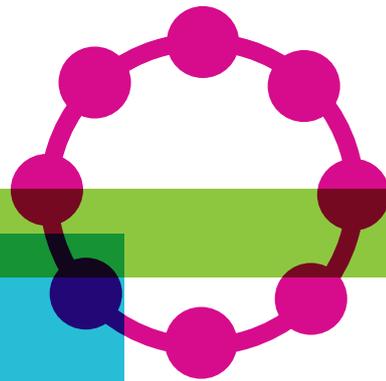


Virtual Desktop Solution

Managing your desktop environments cost-effectively.



If you're spending large portions of your IT budget on desktop hardware refreshes and maintaining the current environment, you're not unusual. Managing distributed desktop environments is generally regarded as a costly task, also consuming a considerable share of time and resources. And, with users requiring different applications and associated hardware to fulfil their role, the infrastructure becomes increasingly complex and difficult to manage. Even with centralised patch management, your IT staff could be spending more and more time travelling to remote sites, upgrading application software and looking after desktops.

With organisations requiring a more business driven and dynamic approach to IT, the distributed desktop environment is becoming ever more challenging. The following issues are foremost:

- **Hardware refresh.** Continual cycle of replacing and upgrading desktop machines to meet the specifications required to run today's operating systems and applications.
- **Productivity.** Your IT should enable your staff to provide an efficient, competitive service.
- **Adaptability.** Can your current infrastructure respond quickly to new requirements?
- **Utilisation.** Are your current desktops capable of running the latest OS and application versions? Do users have the applications required to efficiently perform their role? Or are their machines over-specified with copies of unnecessary software installed?
- **Mobility.** Users now need access to their desktop applications and the ability to work from remote locations such as customer sites or home.
- **Licensing compliance.** Even with the best efforts and policies in place, it is difficult to maintain an accurate software inventory and control what applications are installed on the desktop.
- **Security.** With distributed desktops it can be difficult to manage data.

Impact of failure to act

Fail to act and the costs in terms of time, money, staff, resources, security, hardware, and reputation will spiral still further, with potentially serious consequences.

- Increasing hardware issues cause downtime. If the hardware is non-functional or incapable of running an application, users experience diminished productivity.
- Normally IT staff are required to deal with desktop issues at the users' site. If it's a remote site, or the user works on the road or from home, a problem desktop may need to be returned to the office; a costly, unproductive option when you factor in the travel time and effort involved.
- If your desktop infrastructure is unable to provide for and adapt to ever-changing needs quickly, business efficiency and competitiveness is being crippled.
- Users who run complex applications need more powerful machines than those using office based applications. Yet, during desktop refresh cycles, organisations tend to purchase machines which are a best fit for all users. As a result, applications are too slow for 'power' users, while most office workers only use a small fraction of the desktop capability.
- Lack of access to applications and data from remote locations hampers efficiency and productivity.
- Failing to adhere to and manage licensing compliance means that your organisation is likely to be under-licensed and at risk of substantial fines. Also, by not accurately monitoring software installations and usage, you could be paying for licensed versions of software not used or required on desktops.

Business Requirements

Businesses require a stable, reliable and controlled infrastructure that is flexible and efficient and can be easily accessed by users from any location when required. Yet setting up and managing such an infrastructure should

not require a major investment in additional specialist staff, equipment or facilities. A Virtual Desktop Infrastructure can deliver a cost-effective answer for organisations of any size. This set-up allows an organisation to run and provide desktop operating systems or applications on dedicated or virtual machines that reside on server class hardware located in a secure data centre.

The Capita Virtual Desktop Solution

Capita Managed IT Solutions can design a tailor-made solution to meet the exact needs of your business, combining our in-depth knowledge of desktop environments and extensive experience working with a very diverse client base. Our approach to the Virtual Desktop Infrastructure:

Our technical architects and experts assess and define your exact requirement.

- We study the options available from industry-leading VDI providers. Our clients benefit from the close strategic partnerships we enjoy with these companies.
- We design and pilot a bespoke solution consisting of the best technology to publish, stream and deliver your desktop infrastructure.
- We implement an infrastructure that is expandable and adaptable, and can be provided to users regardless of location.
- We document and transfer knowledge to IT staff and provide best practice guidelines for maintaining the VDI.

Benefits of Capita Virtual Desktop Solution

This dynamic, expandable infrastructure capable of supporting all business requirements gives your organisation:

- Confidence and assurance on the security of systems and information.
- Increased productivity across the workforce and maximisation of business opportunities.
- Immediate savings through most efficient use of hardware and software resources.
- A flexible office environment; users can connect to their office desktop from any location in a controlled manner.
- Risk reduction; centralising desktops and data in the data centre is more secure by design.
- Improved IT service; support staff do not have to leave the office.

"With Capita's help we have developed a Virtual Desktop strategy to allow users access to line of business applications from anywhere and from any device in a secure manner. This solution helps us lower desktop costs, while raising levels of security, service quality and ease of management. Application upgrades and application rollout times have decreased dramatically. The deployment of this technology has allowed us to increase productivity and offer more flexible working for our employees".

Nigel Lyons, IT Operations Manager, SHS Group.

