

Cisco Desktop Virtualization Services



Cisco® Desktop Virtualization Services help you extend the benefits of desktop virtualization to rich media applications and services, so you can provide an optimal user experience, protect your information and intellectual property, and lower your total cost of ownership.

Accelerate your transition to an infrastructure that provides an optimal virtual desktop user experience from anywhere, using any device, over any medium.

IT organizations today are inundated with new user demands for wider access, new devices, and flexible work models. Professionals want to be more connected, more collaborative, and more productive than ever before. They want access to any application on any device in any workplace environment—and the freedom to effortlessly travel a borderless network from PC to tablet to smartphone to whatever device or destination.

Continually challenged by tight budgets; limited resources; and the demand for continuity, compliance, and security, IT organizations are often asked to accelerate desktop integration to reduce costs and implement cost-effective approaches for securely managing growth and globalization, while better serving and maintaining remote and mobile users.

To meet these challenges, many organizations are considering desktop virtualization infrastructure (VDI) technologies. One of the significant values of VDI is that each virtual desktop can become an endpoint in the cloud, so that IT can deploy and provision new applications and services very quickly and at a reduced cost, while controlling access to corporate resources.

However, many virtual desktop solutions are limited to enterprise applications and lack the ability to adequately support rich services such as video, voice, and collaboration. To meet these rich media needs, Cisco offers a Virtualization Experience Infrastructure (VXI) solution that extends VDI to deliver rich services. Together, the Cisco VDI and VXI solutions compose Cisco's Desktop Virtualization (DV) portfolio.

Cisco Desktop Virtualization Services

Cisco Desktop Virtualization Services provide the cross-domain expertise you need to smooth your transition to a Cisco Desktop Virtualization environment and rapidly realize the desktop virtualization infrastructure and solution of your choice anywhere, with any device, over any medium. Backed by Cisco's proven expertise in data center, borderless networks, and collaboration and by an architectural approach, Cisco Desktop Virtualization Services enable you to build and optimize a highly scalable and secure Cisco VDI solution that extends the benefits of desktop virtualization to rich media applications and services, so you can provide an optimal user experience, while protecting your information and intellectual property and lowering your total cost of ownership.

These services also help provide the right fit with your existing investments and align your IT and business strategies. Our services, which can be used as a standalone service or in combination, include:

- **Desktop Virtualization Strategy Service** to help you develop a comprehensive business case and solution strategy, an operational readiness assessment, and a mobility services readiness assessment, as well as a collaboration and innovation architecture service for deploying a high-performance, Cisco collaboration solution
- **Desktop Virtualization Planning and Design Service** to help you design and implement a reliable desktop virtualization infrastructure that fits your IT strategy and user requirements
- **Desktop Virtualization Optimization** to provide the primary performance and utilization metrics of a customer's desktop and application environments
- **Allied Services for VDI** to offer a single point of contact for technical support across the entire VDI/VDI solution set, including Cisco and third-party partner products

Desktop Virtualization Strategy Service

Cisco Desktop Virtualization Strategy Service helps you to understand the value that a desktop virtualization solution can bring to your organization and provides the metrics that you need to validate the investment. This holistic analysis delivered by Cisco experts encompasses your business as well as technology strategies, including your server and storage infrastructure, operating systems, and applications. It is based on a customized, next-generation data center architecture and uses detailed discovery to calculate potential savings in capital and operating expenses. Analyzing data from multiple operational elements using a combination of user-specific data and default assumptions provides a clear snapshot of your current infrastructure. With this information, you can determine how desktop virtualization can reduce costs while delivering capabilities that are similar to those of a standalone desktop environment. After you understand the operational feasibility and your readiness to take advantage of desktop virtualization, you can produce a realistic set of business factors for the plan, design, and implementation of your desktop virtualization solution.

The Cisco Desktop Virtualization Strategy Service has several components:

- **Business Case Definition and Solution Strategy:** Determines how a virtual desktop solution can reduce costs, simplify operations, secure data, and improve your end-user experience. Prepares for an in-depth design activity by mapping business and technical requirements to one or more virtual desktop solution models.
- **Operational Readiness Assessment:** Promotes the operational aspects of your virtual desktop strategy and business case by undertaking an operational readiness review, defining the operational requirements, and developing a transformation roadmap to an efficient virtual desktop architecture.
- **Collaboration and Innovation Architecture:** To extend your VDI with VXI collaboration, translating business and technical requirements into a high-level design that provides a strong foundation for deploying a high-performance, reliable Cisco collaboration solution is crucial. Cisco experts provide a comprehensive portfolio of end-to-end services and support that can help increase your network's business value and return on investment. Our experts work with you to develop a roadmap based on your business imperatives and applications strategy, a collaboration architecture framework and strategy to promote innovation, and proof-of-concept verification.

Desktop Virtualization Planning and Design Service

With your metrics-driven strategy in place, Cisco Desktop Virtualization Planning and Design Service provides the necessary resources and expertise to design a comprehensive desktop virtualization solution that integrates the network, data center, desktop computing, rich media applications, and storage infrastructures. Without proper planning, design, and deployment, desktop virtualization can affect response times and limit user productivity.

Cisco Desktop Virtualization Planning and Design Service consists of the following components:

- **Desktop Virtualization Planning:** Evaluates the consolidation and virtualization opportunities against your current desktop infrastructure, rich media applications, and management systems to help you better understand the benefits and costs of migrating to a virtualized desktop infrastructure using Cisco and third-party virtualization technologies.
- **Desktop Virtualization Design and Implementation:** Create a high-level design for your desktop virtualization solution and a plan for your physical-to-virtual migration process involving complementary Cisco and third-party solutions.
- **Desktop Virtualization Operations Management:** Provides a full range of underlying operations capabilities for your desktop virtualization solution as well as consulting and engineering services.
- **Mobility Services Readiness Assessment:** Speeds deployment of mobility services for your virtual desktop solution. Using leading practices, this service provides requirements development, WLAN architecture analysis, and recommendations how to transform your wireless network, helping you to more quickly and cost-effectively deploy a mobile virtual desktop solution that facilitates greater interaction, productivity, and value.

Desktop Virtualization Optimization

Desktop virtualization optimization reviews best practices for evolving your desktop virtualization environment in order to support data center growth, improve productivity and IT operational processes, accelerate change, and develop a future deployment roadmap, including architecture recommendations for desktop virtualization deployments.

- Assists in defining your operational and technical objectives, while aligning them with industry best practices so that you meet current and future business operational requirements, mitigate risk, and reduce operating expenses
- Helps identify areas for platform improvement through performance and capacity patterns, peak utilization trends, and underutilized assets to achieve operational excellence
- Improves operational maturity, manageability, and delivery of desktop services through periodic reviews of the architecture and data center operations, thus making sure best practices are being implemented
- Provides ongoing expertise, support, and training to help you improve your desktop virtualization operational environment so it remains a competitive resource

Allied Services for VXI

Cisco Allied Services provide you with a single point of contact to manage issues that might arise within your solution. With Allied Services for VXI, you get access to Cisco cross-domain experts, who are trained in third-party products that are part of the VDI/VXI infrastructure and are qualified to troubleshoot and promote resolution of issues. As a result, your IT department can rely on Cisco for solution expertise and issue resolution, making sure of maximum solution uptime and employee productivity.

Cisco Allied Services for VXI supplement product-level support for all elements in the Cisco VXI Validated Design solution. This service is available where all products in your VXI solution are supported through a minimum of core product-level support services, such as Cisco SMARTnet[®] Service, Unified Computing Support Services, and support services for solution technology partner products.

Cisco Allied Services for VXI help you:

- Gain priority access to technology VXI solution experts
- Accelerate resolution of solution-level issues across your entire design
- Increase the performance of IT operations
- Maximize the uptime of the applications supported within the VXI solution environment
- Realize the full value of your technology and Cisco VXI Validated Design investments

Benefits

Cisco Desktop Virtualization Services help you strategize, plan, design, migrate, and operate a cost-effective, secure, end-to-end desktop virtualization infrastructure or solution for any user in any environment – enterprise or cloud – with minimal business risk. Service benefits start with the strategy phase and continue with the extension of your virtualized desktop infrastructure to include and maximize the VXI experience, including collaboration and other innovative technologies and solutions. Our comprehensive benefits include:

- Developing a metrics-based business justification for a virtual desktop initiative, including its cost-effectiveness and ROI
- Accelerating investment decisions for strategic initiatives
- Optimizing your virtualized desktop operations management
- Increasing virtualized desktop migration success factors
- Improving security for your virtualized infrastructure with security that is integrated into the architecture design
- Enhancing application availability, security, scalability, performance, and manageability
- Delivering services for mobile users over your WAN with LAN-like performance
- Understanding and deciding whether VXI is right for your enterprise
- Optimizing your VXI solution as your data center and business evolve
- Reducing implementation and operational risk by working closely with subject matter experts in networking and virtualization

Cisco Expertise

Cisco use best practices and proven methodologies to help you quickly and efficiently plan and deploy a high-performance, resilient, and scalable virtualized architecture for your business. The Cisco Desktop Virtualization Services are delivered by Cisco experts who hold a wide array of industry certifications and are subject matter experts in business and technology architecture and data center technologies.

Cisco experts are among the industry's elite in providing virtualization solutions that include virtual desktops, branch offices, WAN transport design, data center infrastructure, cloud services, and storage networks. In addition, Cisco provides experts in unified communications, collaboration applications, and video. Cisco experts typically hold multiple technology certifications and have deployed, secured, operated, and optimized the performance of many of the largest IT organizations in the world. Cisco product and technology expertise is continually enhanced by hands-on experience with real-life networks and broad exposure to the latest technology and data center implementations.

Availability

Cisco Desktop Virtualization Services are widely available. Contact your local Cisco account manager about availability in your area.

For More Information

For more information about Cisco Desktop Virtualization Services, as well as the broad array of Cisco Services for the data center and cloud models, contact your local Cisco account manager or visit www.cisco.com/go/dcservices.



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