



Cisco Desktop Virtualization Strategy Service

Build a Comprehensive Business Case for a Desktop Virtualization Implementation

The Cisco Desktop Virtualization Strategy Service helps you understand the financial effects and business benefits of migrating to a next-generation desktop architecture, so you can make informed technology investments.

Enterprises today are continually looking for ways to provide business and operational innovation that can increase their productivity, flexibility, and agility, while better serving their users and lowering costs. Many IT executives looking for opportunities to reduce the cost and increase the security of their desktop environments are evaluating Desktop Virtualization (DV) technology. The DV hosts virtual desktops in the data center, which users access through thin clients. Thin clients have minimal software and little intelligence, so they are less expensive, easier to administer, and more secure than personal computers. But the real payoff of a DV is that each virtual desktop becomes an endpoint in the enterprise cloud. Absorbing desktops into the cloud architecture lets IT administrators deploy and provision new applications very quickly and at a reduced cost, while controlling access to corporate resources.

Implementing a large desktop virtualization project requires a significant revision of the enterprise desktop strategy. Like any major strategic change, it is vital that you understand the financial value of the DV prior to implementation. In DV deployments, for example, the hardware and software capital costs of a desktop refresh might be eclipsed by the operational cost of testing, deploying, configuring, and troubleshooting a companywide upgrade. Enterprises and service providers who embark on a DV solution without first detailing the strategic objectives and assessing the return on investment (ROI) might find that their DV project fails to deliver the expected business benefit. And companies that fail to recognize that DV is an operational model, and not just a technology, might invest heavily in projects that overrun their budgets and fail to deliver measureable benefits.

A DV strategy should be evaluated not just for its technical advantages, but also from financial and operational readiness perspectives. The Cisco® Desktop Virtualization Strategy Service helps you build a comprehensive business case for a successful DV implementation.

Make Informed Technology Investments

The Cisco Desktop Virtualization Strategy Service helps you to understand the value that a DV solution can bring to your organization and provides the metrics that you need to validate the investment. The service uses a comprehensive approach that encompasses people and the organizational structures in which they work, the processes and governance that promote daily operations, and the tools and underlying metrics that dictate and subsequently measure the success of the operational environment. This holistic analysis encompasses your complete technology strategy, 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 DV technology, you can produce a realistic set of business factors for a DV.

At that point, Cisco experts can help you build the foundation for a smooth, rapid DV implementation. You will create an architecture that gives IT teams the flexibility to quickly deliver and refresh desktops, reduces the business risk associated with potential data loss or theft, and lowers the complexity and cost of desktop management.

The Cisco Desktop Virtualization Strategy Service has two components:

- **Desktop Virtualization 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 and prepares for an in-depth design activity by mapping business and technical requirements to one or more virtual desktop solution models.
- **Desktop Virtualization 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.

DV Business Case Definition and Solution Strategy

The transition from a traditional PC-based end-user computing model to a virtual desktop model represents a major change in how IT delivers services to end users. The decision to proceed should be based on a business case that encompasses all the financial, organizational, and technical ramifications of that change. Implementing a next-generation desktop strategy is a significant financial and operational commitment, and it is vital that you understand the effects of that commitment and the benefits that it will bring to every technology area in your IT environment.

The virtual desktop business case definition and solution strategy provides a comprehensive, supportable business case that can help you secure organizational acceptance and investment in a next-generation desktop architecture. The business case will define the current state of your end-user computing environment, pain points for IT and end users, and desired outcomes of a transition to a virtual desktop model. The solution strategy helps you prepare for an in-depth design activity by mapping business and technical requirements to one or more virtual desktop solution models.

The completed analysis will:

- Demonstrate the benefits of implementing a next-generation desktop infrastructure strategy
- Quantify the cost-saving potential of consolidating and virtualizing desktop infrastructure
- Accelerate investment decisions for strategic initiatives

DV Operational Readiness Assessment

Organizations and their IT departments must support a diverse and growing base of devices, operating systems, and applications. The sprawling complexity of the computing environment makes it difficult to cost-effectively configure, manage, and maintain desktops for all users.

The DV operational readiness assessment helps you quickly identify the operational requirements, investments, and potential savings of your proposed DV solution. Cisco DV experts will guide your IT organization through a focused process of developing a DV operations transformation roadmap that will help optimize and promote efficiencies in your future-state DV architecture. The resulting DV operational readiness report is a critical component of the overall DV business case.

Table 1 lists service activities, deliverables, and benefits.

Table 1. Cisco Desktop Virtualization Strategy Service Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
DV Business Case Definition and Solution Strategy	
<p>Activities:</p> <ul style="list-style-type: none"> • Conduct interviews with business, IT, and end-user stakeholders to understand business objectives, current desktop and data center environments, and pain points • Develop a financial analysis (TCO/ROI) model for the DV architecture strategy • Identify potential savings in capital and operating expenses for each component of the DV architecture • Quantify the operational and financial commitments required to implement a next-generation desktop architecture • Assess your current infrastructure and end-state objectives to develop one or more high-level DV solution scenarios <p>Deliverables:</p> <ul style="list-style-type: none"> • Customer requirements document (CRD) • Virtual desktop business case document • Detailed TCO/ROI projection 	<ul style="list-style-type: none"> • Supports DV business case and ROI development • Quantifies cost savings with measurable benefits for operational efficiencies facilitated by the DV • Provides a solution that is customized to your business needs
DV Operational Readiness Assessment	
<p>Activities:</p> <ul style="list-style-type: none"> • Develop your DV operational goals • Develop a high-level assessment of your DV operational management capabilities and gather primary operational metrics • Create and provide the DV operational readiness report • Review the DV operational readiness report <p>Deliverable:</p> <ul style="list-style-type: none"> • Desktop Virtualization operational readiness report: DV strategic intent: goals, DV operational management goals, high-level DV operational management capabilities baseline, and DV operations transformation roadmap 	<ul style="list-style-type: none"> • Optimizes DV operations management • Increases DV migration success factors • Reduces DV implementation and operational risk • Recommends a transformation roadmap that describes the changes to your operations architecture

Benefits

The Cisco Desktop Virtualization Strategy Service helps you understand the technical, financial, and operational factors involved in transitioning to a DV, so you can make informed decisions and realize the greatest benefits. The service can also help you:

- Create the DV business case and determine ROI
- Quantify the cost-saving potential of consolidating and virtualizing your desktop infrastructure
- Accelerate investment decisions for strategic initiatives
- Optimize DV operations management
- Increase DV migration success factors
- Reduce DV implementation and operational risk

Cisco and Partner Expertise

Cisco product and technology expertise is continually enhanced by hands-on experience with real-life networks and broad exposure to the latest technology and implementations. Cisco and our industry-leading partners have direct experience in planning, designing, and supporting virtualization solutions. They 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 Strategy Service is 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, including:

- Data center solutions architect
- Layer 2 and Layer 3 infrastructure architect
- SAN architect
- Layer 4 to Layer 7 architect
- Professional consultants certified on VMware
- Information security expert
- Network management architect
- Customer system architect and administrator
- Project manager

Why Cisco Data Center Services?

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Cisco and our industry-leading partners deliver intelligent, personalized services that accelerate the transformation of your data center. Using a unique, network-based perspective and a unified view of data center assets, Cisco takes an architectural approach to help you efficiently consolidate, virtualize, and manage data center resources. Cisco Data Center Services help transform, optimize, and protect your data center to reduce costs, deliver high availability, and improve application performance.

Complementary and Follow-On Services

The Cisco Desktop Virtualization Strategy Service is complementary to the Cisco Architecture Value Analysis Service, Cisco Virtualization Service, Cisco Virtualization Strategy and Roadmap Services, and Cisco Virtualization Operations Management Assessment (VOMA).

The Desktop Virtualization Planning and Design Service is a follow-on service that may be implemented after the Cisco Desktop Virtualization Strategy Service.

Availability

The Cisco Desktop Virtualization Strategy Service is widely available. Contact your local service account manager for availability information in your area.

For More Information

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



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