

## VMware Professional Services: Desktop Management Services

Virtual desktop infrastructure pioneers help companies accelerate time to value for their VMware desktop management solutions

As business becomes more dependent on technology, the requirements of workers and IT providers are often at odds. Users need personalized desktops that follow them from home to work and back again. They need to be able to connect from different locations on multiple devices through rich application interfaces. Their legacy, Win32, and Web applications all must work well together. At the same time, IT departments need to manage disparate desktops easily, cope with the explosion of applications and devices and provide secure, continuous access to desktop applications—all while keeping management costs down.

How can companies solve this desktop dilemma? Virtualization is the answer, eliminating the need to place and maintain a PC at every desk. Virtualization balances end-user and IT requirements, enabling isolation, encapsulation and mobility. With a virtual desktop infrastructure (VDI), IT departments can:

- Provide nearly instantaneous desktop deployment
- Increase security of sensitive corporate and end-user data
- Simplify application and OS migrations
- Decrease deployment and management time using image repositories
- Increase desktop recovery and survivability options using snapshot technology and promote end-user satisfaction by having desktop applications always at the ready
- Enable advanced end-user computing while reducing energy requirements and carbon footprint
- Provide increased application and operating system flexibility coupled with end client independence
- Run disparate operating systems side-by-side and legacy applications concurrently with Web 2.0 applications

VMware View™ addresses the needs for VDI and associated storage optimization, application virtualization (VMware ThinApp™), and client virtualization, resulting in several key benefits: VMware View streamlines and simplifies desktop management and reduces desktop maintenance and support costs. What's more, VMware View can improve end-user service-level agreements and desktop business continuity, as well as security and compliance.

The best way to maximize these benefits is to engage the trusted advisors in the VMware Professional Services organization.

### VMware Professional Services – Desktop Management Services

The Desktop Management practice within VMware Professional Services provides the expert services, staffing, knowledge transfer, and training that customers need to design, deploy, and manage virtual desktops. We are virtualization experts and VDI pioneers who make the difference between small-scale adoption of desktop virtualization and a functional, optimized system that maximizes cost savings and drives end-user satisfaction. Our experienced consultants help customers learn the ropes of their new solution more quickly, accelerating the adoption of a virtual desktop infrastructure while helping to promote consistent end-user satisfaction from the start.

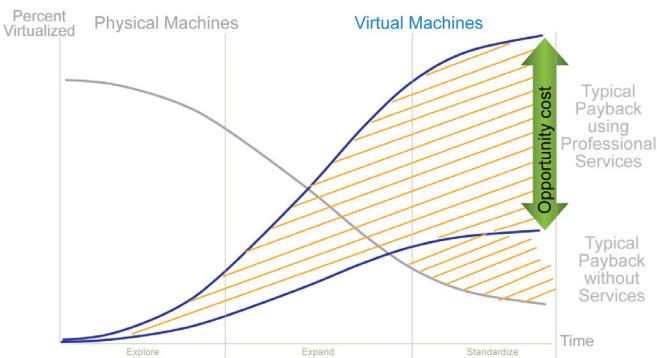
### Benefits of VMware Desktop Management Services

Whether you spend a day or a month with our team, VMware Desktop Management Services accelerate the rollout and reduce the risk of the move to a virtual desktop infrastructure. Our professionals have a solid track record for helping customers successfully plan for and deploy large-scale virtualized desktop environments.

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From the initial architecture design to the day-to-day management of your virtual desktop environment, user satisfaction increases when IT departments apply desktop management best practices. And IT can rest easy when datacenter computing resources are allocated efficiently. Additional benefits include improved security and continuity, as well as better control over virtual desktop resources through smart session and policy management.

From the first jumpstart workshop to the actual deployment, we have a proven methodology for guiding customers through the desktop virtualization process end-to-end. We can step in to help customers at any point along this continuum to shorten the learning curve and to increase time to value.



We guide customers through the steps of learning about key product features, implementing a pilot project to identify a target return on investment and planning the actual design and implementation. The resulting detailed and proven design is delivered through planning documents, as well as a demonstration implementation. Through it all, our clients save time and money while increasing the number of successfully deployed virtual desktops.

## Increase Adoption, Improve ROI

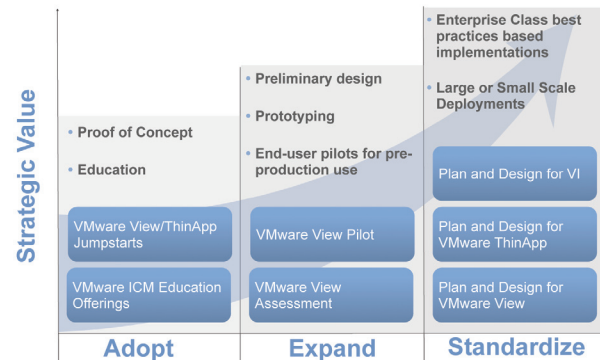
The suite of VMware Desktop Management Services delivers significant value to VMware View customers by:

- Reducing the time to deployment of a VMware View environment
- Increasing ROI and end-user satisfaction with new technology by applying proven experience and deep knowledge of best practices
- Increasing the number of successfully deployed virtual desktops
- Decreasing financial expenditures or increasing the adoption per dollar of a VMware View environment
- Creating repeatable, efficient, provisioning processes for virtual desktops

## Our Desktop Management Services

Whether you are just beginning to explore VDI, expanding your infrastructure to implement a desktop management solution, or standardizing VMware View as a desktop solution across your enterprise, VMware Professional Services offers Desktop Management Services to fit your requirements.

## Desktop Professional Services Portfolio



VMware Professional Services Desktop Management Services provide you with the tools and knowledge you need to quickly realize the benefits of desktop virtualization.

Service	Description	Deliverables	Benefits
<a href="#">VMware View Manager Jumpstart</a> <a href="#">VMware ThinApp Application Virtualization Jumpstart</a>	Workshops that cover VMware View and VMware ThinApp essentials	Knowledge transfer Proof of concept	Fast ramp-up on product features, functionality and best practices
<a href="#">VMware View Assessment</a>	A desktop-focused analysis of the customer environment	Documented project drivers Inventory summary Infrastructure review and Gap Analysis Report TCO/ROI Analysis High-level hardware and software requirements	Analyze current environment Identify the potential return of a VMware View solution Develop accurate financial predictions
<a href="#">VMware View Pilot</a>	An evaluation of the feasibility of a VMware View desktop and application virtualization solution, custom crafted to your organization's challenges and environment	Documented project requirements and success criteria Use case and test definition with user selection workshop End-user survey creation Single or multiple prototype environments Pilot testing results	Aligns customer requirements with technical and pilot engagement best practices to demonstrate a comprehensive virtual desktop solution
<a href="#">Plan and Design for VMware View</a>	A comprehensive design approach that enables IT departments to leverage the experience of VMware and its partners to better structure, deploy, manage, and optimize desktops	Design workshop sessions Design guidelines and roadmaps Architecture design document Installation and configuration documentation Operational procedures	Accelerate rollout and mitigate risk with detailed design and planning documents, including a configuration blueprint built for your environment Detailed desktop design offering, scalable for small to large-scale production deployments Best practices-based implementation planning Clear and thorough documentation
<a href="#">Plan and Design for VMware ThinApp</a>	Enables IT departments to better structure, deploy, manage, and optimize desktops by developing and documenting an infrastructure design to support a production deployment of ThinApp	Enterprise desktop design for large-scale production deployments Best practices-based implementation	Create an overall application virtualization strategy to simplify application deployment and management Learn best practices relating to the operational use of ThinApp
<a href="#">Customized implementation and rollout services</a>	Custom engagements to provide implementation and management services, enabling you to rollout virtualization technology quickly and efficiently	Project-based implementation Resources may vary from a single consultant all the way to a full implementation team Full-time residency Project management	Utilizing experienced professionals allows for faster implementation and smoother adoption of virtualization services