

# White Paper

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## **Why Customers Are Moving Beyond the Status Quo with VMware Horizon 6 (with View)**

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## The Customer Is King Again

New solutions enable customers to comprehensively address both the needs of end-users and the requirements of IT. These days, customers don't have to settle—and they shouldn't—because now they can take their legacy desktop and application management and delivery with them as they move forward, just as real estate brokers can take their follow-on data access from one house to another, and doctors can take their “follow me” desktop as they move from patient to patient. This freedom to operate without boundaries, avoid device lock-in, and log on any time forms the foundation of virtualization, which is pervasively shaping and reshaping the work styles of global citizens.

The recently announced VMware Horizon 6 suite of products, which now includes support for virtual desktops alongside application publishing with RDS hosted applications, is a standard-bearer for desktop and application virtualization that enables customers to leverage a single platform—from a vast data center to devices—that inevitably propels them and their legacies toward the cloud. These delivery models—inclusive of applications published with multiple application solutions such as Citrix XenApp, or delivered via remote data session host (RDSH) with PCoIP—provide customers with a great path forward. This path resonates with users because it helps them to do more—increase productivity, deliver better SLAs—with lower cost and less time needed to manage end-users.

Customers are moving forward with VMware because VMware keeps moving forward and providing benefits at a rate not normally associated with market leaders that have built a big lead over their closest competitors. Customers can sense this spirit of competition, and understand VMware's relentless fixation on driving toward the cloud. They like the fact that the company is extending virtualization from the data center to devices, and leveraging the still emerging—but already iconic—software-defined data center. VMware also receives customer kudos for enabling the ability to manage physical, virtual, and BYO environments while delivering services on-premises or through the cloud.

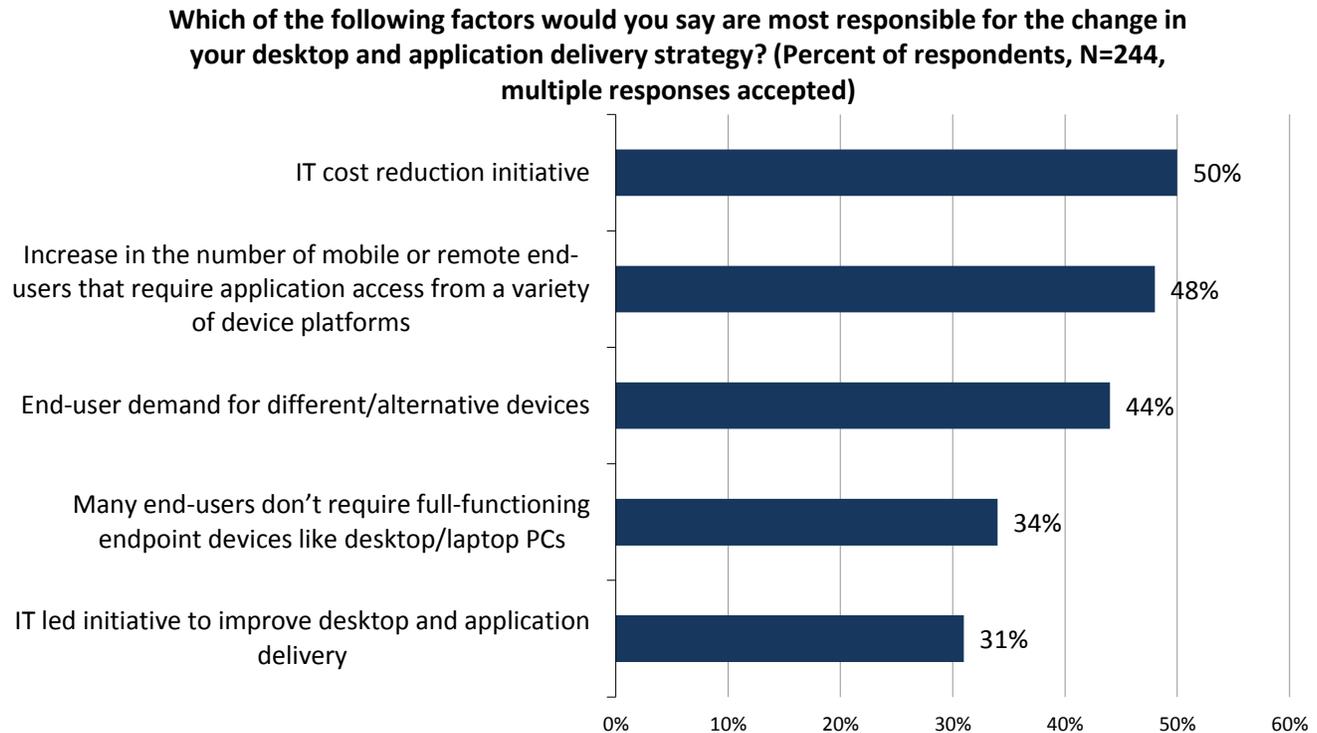
These days, anything that's been around long enough to be referred to as the status quo has probably been around too long. Now is the time to embrace proven concepts such as desktop virtualization and application publishing that allow users to move beyond the status quo.

In the competitive marketplace that surrounds us today, time to everything is paramount, and for IT vendors, that means keeping pace with end-users and offering advanced device types that comply with their work and life styles. As Figure 1 depicts, respondents to previously conducted ESG research identified some significant drivers when it comes to the factors most responsible for changes in desktop and application delivery strategies.<sup>1</sup> Leading the way are IT cost-reduction initiatives (50%), increases in the number of mobile or remote end-users who require application access from a variety of device platforms (48%), and end-user demand for different/alternative devices (44%). In other words, with the alluring possibilities of mobility and desktop virtualization, organizations can hopefully find cost savings brought on by these initiatives as well.

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<sup>1</sup> Source: ESG Research Report, [Desktop Virtualization Market Evolution](#), February 2013.

Figure 1. Top Five Factors Most Responsible for Change in the Desktop and Application Delivery Landscape



Source: Enterprise Strategy Group, 2014.

ESG interviewed representatives of three companies to hear how they decided on and benefited from Horizon 6 with View to meet the needs and requirements of their end-user computing environment. Readers will note that the customers showcased also align with the factors shown in Figure 1 when it came to making their decisions to move to virtual desktop infrastructures.

## Worldwide UK-Based Real Estate Company Improves Users' Remote Experience and Saves OpEx with VMware Horizon 6

ESG recently interviewed the Head of Architecture who is in charge of end-user computing strategy at one of the world's largest commercial real estate companies, which has over 40,000 employees and annual revenues of over \$5 billion. It has 16 data centers in 36 countries, with nearly everything except 1% of its workloads virtualized, which has been the case for the past five years, proving this real estate company to be a visionary.

The company has 3,000 VMware Horizon virtual desktops in production and another 3,000 for use in disaster recovery situations. Four main industry-specific real estate applications are currently being supported by Horizon View 5.2 in addition to an alternative virtual desktop infrastructure (VDI) solution that has fallen out of favor due to its complexity and high cost of operations. The company has completed a proof of concept for VMware Horizon 6, which has been very successful, and it plans to fully transition all VDI desktops to Horizon 6 by January 2015.

The organization has a team of 30 VDI-specific engineers who handle standardizing on desktop images and ensuring that the applications used by this company exist as part of a common, cohesive standard. A different team is responsible for desktop management by taking these standards and implementing them across the company's users. From a desktop and application point of view, the Head of Architecture's team is required to design and produce roadmaps and architectural blueprints for on-boarding the many acquisitions of this company.

## Company Challenges

Several key drivers led this commercial real estate firm to transition from its alternative VDI solution to an end-to-end VMware stack for its data center and devices:

- Providing simple and quick access for mobile devices.
- Reducing complexity.
- Reducing OpEx costs.
- Minimizing hardware costs, as well as data center power and cooling, thus becoming greener as a company. This is an important standard as the company sells data center space to its customers.

**Complexity and Costs:** In its current environment, the company has 160 servers to support 1,500 end-users on its non-VMware VDI solution, which is a huge overhead expense. Additionally, it needs three to four expensive vendor engineers and architects to build and manage the alternative VDI system, which costs about \$85,000 per month.

**Backend Infrastructure Costs:** This company initiated a study of its Horizon desktop virtualization implementation to ascertain its total cost of ownership and found out that the capital expenditure on Horizon virtual desktops is on par with that of non-Horizon virtual desktop systems in some of the company's global locations that have standard laptops and desktops. The study also revealed that the average cost per VDI desktop was \$1,530, including back-end costs, but excluding network expenses—not a minor investment.

## Solutions

This company, which made a serious commitment to VMware in 2009, is a strong proponent of Horizon with View, which would be expected from a company that initiated a policy in 2007 of virtualizing any server coming into the company's data center.

In the real estate industry, mobility—including the ability to work anywhere on any device at any time—is critically important. This is because brokers are frequently visiting client sites to conduct business. Consequently, having the ability to communicate via a browser or iPad to a company office is essential to success. From the perspective of this large global company, Horizon View and Horizon 6 add value because they streamline the process of getting employees from foreign locations up and running on the company's networks. Whereas that process previously cost the visiting employees a half day of computing time, it now can happen on the spot simply by decoupling an app from a physical laptop or desktop and linking it to the firm's virtualized infrastructure.

The company recognized the need to re-architect its VDI back-end infrastructure to reduce its total cost of ownership (TCO) for VDI and improve its return on investment (ROI). Displeased with the excessive impact of the back-end costs, it discontinued its relationship with a key supplier and built a disaster recovery environment with Cisco and EMC that produced a per-desktop cost of approximately \$500, a *threefold* reduction in TCO. Additionally, the company is able to accommodate its needs for high IOPS and low latency with fewer disk arrays by taking advantage of flash storage and the use of linked clones.<sup>2</sup> Since implementing these technologies, instead of having six racks of VDI storage, it now has 1.5 and supports more users than ever. This company's representative says it now negotiates aggressively with vendors to make sure their Horizon View installation has a low TCO and a quick ROI.

## Benefits and Results

Horizon View has resulted in more efficiency for end-users, improved mobile communications from remote locations, and streamlined support. As the company fully transitions to Horizon 6—along with RDS, the unified workspace, and VMware Site Recovery Manager—and removes its alternative solution in 2015, users will be able to:

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<sup>2</sup> A linked clone is a copy of a virtual machine that shares virtual disks with the parent virtual machine in an ongoing manner. This conserves disk space, and allows multiple virtual machines to use the same software installation.

- **Provide applications to mobile devices**—any device, anywhere, any time—in a much quicker and simpler fashion. That’s a big, important feature for this company since 80% of its business is on the road with clients, and currently, its alternative solution does not provide remote access to applications.
- **Simplify log on and ease of access** without having to worry about different credentials. Users can log on once and move from room to room and building to building without losing access to important data.
- **Improve the user experience and speed user performance** with right-time end-user computing, i.e., allow them to choose between a full desktop and just an individual application at log on.
- **Get customized applications to end-users’ desktops more quickly.** For example, a line of business wanted a LinkedIn add-on to Outlook to see LinkedIn contacts there. This went from concept to production in one week.

“Horizon View has helped our daily operations, planning, and implementation strategies. For example, when the company acquires another company with 200 users, I can turn around and say, ‘On Friday we’ll flip their e-mails to our e-mail system, and on Monday they can have our company desktop.’ That agility and the ability to provision much quicker is what Horizon View has given us.” — Head of Architecture

- **Increase employee productivity.**

“Business units came to us after we deployed Horizon View and said, ‘You know what? We’ve noticed a trend where people are going to work after they get home and have dinner.’ The lines of business attribute that extra productivity to the fact that the desktop is so much simpler to connect to from home.” — Head of Architecture

- **Reduce servers** from 160 to 30, while providing the same applications with better performance. This will greatly reduce the system complexity and cost.
- **Save \$85,000 per month** in OpEx because the company will no longer need expensive vendor engineers and architects to support the system.
- **Lessen the need for a highly technical skill set.** IT leadership notes that customer-facing skills are now more important than technical prowess for frontline Help Desk engineers. There’s not a lot that the frontline really needs to do because of the ease of solving problems by simply having the user log off and log on again, giving the user a fresh virtual PC, which is possible due to VDI’s stateless architecture.
- **Standardize the VDI architecture**, which makes it easier to install, configure, and support. It took one day and was very simple to install the Horizon 6 proof of concept because it connects with View.
- **Simplify VDI management** through a single pane of glass with Horizon Workspace.
- **Simplify upgrades and patches** because they are centrally managed, which also decreases OpEx. The company no longer has to have IT staff in every site because the desktop is in the data center. IT staff creates a gold image, and within a couple of hours, it has 3,000 users on the same patch or upgrade.

## Future Plans

Horizon View will continue to expand at this large real estate company, and by January 2015, it will be incorporated into VMware’s Horizon 6 desktop management package, where it will continue to be the top strategic desktop platform priority. The company will fully transition off its alternative VDI solution vendor and 7,000 desktops will be on Horizon 6 by the end of 2015 with global adoption planned. In addition, the company says that IT has been asked to provide mobility enhancements that make it simple for more employees to work from home with the devices of their choice. The company also notes that within three to five years, the global CIO would like to see VDI and all other services hosted from the cloud.

## High Point Regional Health System: University of North Carolina Health Care Enhances Patient Care with VMware Horizon with View

Patient care is a number one priority at hospitals and medical centers, and that is no different for High Point Regional Health. Greater efficiency in dealing with medical information at the bedside opens the door for patients to interact more with their doctors and other clinicians. Medical information can streamline patient care and patient diagnosis, but not without an upfront investment in technology. In this case, VDI solutions offered by VMware Horizon virtual desktops and an alternative solution provider are enhancing the patient care process.

High Point Regional Health, a member of UNC Health Care, is a private, not-for-profit hospital with more than 2,200 staff. It offers 351 private beds for medical and surgical patients serving over 120,000 patients each year.

In order to better understand the positive relationship between VMware Horizon View and High Point, ESG interviewed Bill Bailey, Systems Architect, to get his take on how this medical institution has dovetailed so productively with Horizon View in a hospital setting. High Point has 2,500 endpoints and operates out of two mirrored data centers on the medical campus, each of which could replace the other instantly if necessary.

In this environment, IT assets are configured as clusters. A VDI cluster based on Horizon View 5.2 has 24 hosts running 800 VDI seats. A production cluster with 16 VMware hosts handles the servers that run various parts of the hospital infrastructure. And the McKesson cluster manages the health system's clinical provider software. It has four hosts and features specialized back-end database servers—mostly Linux boxes—that are running on that cluster. Overall, there is approximately 8TB of storage under management, most of which is dedicated to VMware.

Bailey devotes approximately 70% of his time working with VMware technology, but he also retains responsibility for Citrix XenApp farms, which are all running as guests on VMware. He says that they employ the equivalent of six to 10 full-time employees dedicated to desktop management, and one person who is exclusively responsible for View management tasks, including the creation of gold images and the coordination of moving sessions between the two data centers. Bailey teams with that person to coordinate the infrastructure side of the VDI system.

### Hospital Pain Points and Challenges

Prior to using Horizon View, High Point's clinicians had to spend time logging on to the medical records of a patient at each patient's bedside, wasting time and effort that could be better spent caring for and educating the patient. The IT staff constantly had to swap out expensive physical PCs in order to replace or upgrade them. In addition, there were licensing hassles, deployment challenges, and the never-ending need to ensure that everything was installed properly. There were also five different ways users connected to hospital resources. It was a series of inefficient, expensive, time-consuming, and error-prone tasks.

### Results and Benefits for the Medical Staff

High Point has eliminated most of these clinical problems by streamlining the log on process followed by doctors, nurses, and other clinicians as they move about the hospital. Doctors like Horizon View because it makes them more efficient and productive. When they enter a patient's room, they log in by hitting a little pad beside their zero client terminal with their badge (called badging in), which brings up a session with which they can work on their patient. They then move to another room with the next patient, hit their pad again, and that same session can be called back on that local zero client. At any point, they can also access pertinent records that are centralized in one of the hospital's two data centers.

This "follow me" desktop feature is one of the key features for the clinical staff. This kind of expedited flow speeds up the patient care process, and gets the computer part out of the way—meaning clinicians don't have to constantly log in and remember numerous passwords because the process is tied to a single sign-on capability based on their badges.

Since the initiation of the Horizon View project, usage of Citrix XenApp has dropped 60% from 750 sessions to under 300.

“When you save a doctor five or ten minutes a day by not having to deal with passwords, it can really benefit the bottom line by allowing them to work with more patients.” — Bill Bailey, Systems Architect

Additionally, clinicians get upgrades quickly and easily, within a matter of hours, through the spooling of a gold image to appropriate parties.

### Other Results and Benefits

“I can tell you that we’re definitely saving some serious money just on hardware. Not having to buy new PCs has saved us on the order of hundreds of thousands per year.” — Bill Bailey, Systems Architect

In addition, this Horizon implementation is based exclusively on zero client terminals that are managed and upgraded centrally through firmware pushes across the network, as are all other management tasks. This is good news for IT personnel who are not required to seek out and physically work on individual devices, which also creates OpEx savings. Because of this savings in manpower, IT can be more proactive on how they plan for and help with more strategic company projects.

Another good IT benefit is the ability to remotely access the systems to support them from home if necessary.

### Three Use Cases

**Clinical desktops with single sign-on:** As described, doctors and nurses quickly log on to Horizon View once and access VDI sessions that follow them from one bedside zero client terminal to another. This was the key impetus to getting Horizon View in the hospital.

**Virtual desktops for remote support:** The Horizon virtual desktop implementation has been expanded so that a large group of IT staff members now have their own virtual desktops that can access VDI sessions from their home PCs or other locations as though they were on the hospital LAN—without having to access expensive, unwieldy VPNs. This has greatly decreased the time-to-resolution for Help Desk personnel, who can solve most user problems simply by having users log off and back on again, at which point they have a fresh PC at their disposal. This streamlined environment has also dramatically reduced memory bloat and issues related to Dynamic Link Library (DLL) contention.

**Remote access for outside vendors and doctors:** Horizon View’s newly emerging ability to empower remote, centralized access for outside vendors and doctors is allowing IT to standardize network entry and control, which is a major benefit. This new system element, which is expected to be completed by September 2014, will link all external vendors and doctors with private practices who are affiliated with the hospital via a single point of entry to Horizon View. In so doing, it will consolidate five previous access methodologies for High Point’s network.

### Changing the IT-Business Relationship for the Better

As everyone knows, IT organizations and lines of business have a long history of contention that has not only soured their relationships but worse yet, worked against the greater good of their companies. At High Point, Horizon View and VDI have affected major changes in that negative relationship. According to Bailey, “This VDI project, this single sign-on project, was a huge victory toward winning the user community over to the fact that we do care about their needs and we are trying to meet them. There was just a lot of good will generated by the particular project.”

## Lafayette General Health Gives Users Reliability, Stability, and Ease of Administration with VMware Horizon with View

Lafayette General Health is another health care institution that is using Horizon View to meet user needs while reducing financial overhead. With 2,800 employees and 9,500 endpoints—2,400 of them running View—Lafayette supports two local, mirrored data centers and hosts a myriad of critical applications, ranging from file servers and e-

mail, to fetal monitoring, cardiology, and radiation oncology. The IT infrastructure includes 140 physical servers, 400 virtual servers, 4,000 virtual machines, and 55TB of storage under management.

ESG interviewed Director of IT Michael Mickey, who presides over not only IT infrastructure and operations, but also the procurement and execution of those technologies throughout Lafayette's regional system, which includes five medical centers—Lafayette General Medical Center, Lafayette General Surgical Hospital, St. Martin Hospital, University Hospital and Clinics, and Abrom Kaplan Memorial Hospital—and several physician clinics, all serving the south-central region of Louisiana. The facilities total about 700 beds and include outpatient rehabilitation services.

## Horizon View Infrastructure Profile

Presently, Horizon View 5.2 is supporting three hospitals in a single topology, utilizing Samsung NC190 zero clients, Cisco UCS servers, an EMC SAN, and multiple pools of data accessible throughout the organization. Because of this streamlined Horizon View implementation, Lafayette General has been able to increase the focus of its IT pros—including a four-person team dedicated exclusively to desktop management—on the bigger picture, including some of the infrastructure items and smarter technology in the data center rather than more mundane issues such as viruses, Java, Flash, and memory CPU.

## Familiar Pain Points

The key drivers that led Lafayette General to Horizon View were the:

- Aging, unreliable laptops.
- Excessive IT overhead associated with desktop management.
- Need to increase physician and clinician efficiencies.
- Need for tighter links to View from remote desktops.
- Need to reduce repeat malfunctions in the environment such as power supplies and memory bars.

This group of pain points made it clear that the health system required a multifaceted, single technology that could solve numerous challenges.

## Benefits and Results

Lafayette General has enjoyed a variety of benefits from their Horizon View implementation, which started in February of this year. They include the following:

- **Stability of the devices:** Lafayette General replaced its prior VDI solution for its clinicians and other users to gain the distinct stability of having the same desktop away from the office and while on campus.
- **Reliability of the devices:** The health care system was able to provide its clinicians and other users with a desktop that works every time. They have the same user experience each time, so the VDI desktop becomes more of a tool for them.
- **Mobility to seamlessly roam within the hospital:** At one of the hospitals, the IT team rolled out Cerner Millennium with Horizon View. Cerner Millennium with Instant Access has enhanced Horizon View's functionality by enabling clinicians to retain their sessions while roaming freely from room to room and floor to floor without having to sign off and on again. Combined with Imprivata's four to seven second single sign-on capability, Horizon View has been especially well received by the hospital's Emergency Department, which is 100% Horizon View enabled and requires a lot of device mobility, something Lafayette General's prior VDI solution from Citrix could not accommodate.
- **Enhanced remote access:** With Horizon View, remote access has also been significantly enhanced. Currently, Lafayette General has about 1,000 people who have remote access, but they average about 300 concurrent connections remotely.

- **IT operational savings:** The time required to swap out one of those aging PCs for a Samsung NC190, as opposed to another PC, went from two hours to five minutes, and as a result, the number of calls to Help Desks relating to hardware problems decreased more than 45%.
- **Fast deployment:** Horizon View helps IT standardize on their equipment and deploy fast for department moves, new employees, or new facilities. For example, when Lafayette General had a department move, IT rolled out eight VMware Horizon View clients in 30 minutes. That would have taken about a week to refresh the computers if traditional PCs had been used.

## Creating Harmony between IT and Business Operations

Horizon with View has turned into a good will ambassador that is crossing traditional boundaries by bringing IT and business operations together in a joint effort that defies long-time stereotypes.

“We’ve gotten tremendous feedback on Horizon with View. A lot of physicians and nurses have struggled with older PCs for a long time, and IT has dealt with the problems in many ways, but View gave us the ability to tackle most of these problems in one fell swoop. We’ve gotten some phenomenal feedback on replacing computers and ensuring that the data is more secured and reliable. Our clinicians are satisfied with the product.” — Michael Mickey, Director of IT

With a lean IT staff, Mickey is constantly juggling people against other competing priorities in the organization. As hospitals are acquired and merging, IT has to keep up. Technology such as Horizon View propels IT toward aligning with the business. It helps IT stay in sync with the business and makes the department more nimble and dynamic.

## The Future: Horizon 6 with View

The Lafayette Director of IT is keeping his eyes on the prize through his recent purchase of Horizon 6, on which he has already run a successful pilot, and expects to start future planning and implementing during summer of 2014. Additionally, Lafayette General plans to integrate Horizon with vCenter Operations Manager.

Horizon 6 is a critical product for Lafayette General, and as such, it is important for them to manage that environment. With Horizon 6, the health care system anticipates better management of its environment by accessing a clear picture of the environment from a single pane of glass, which will allow the organization to make better IT business decisions. According to Mickey, “I look forward to it in our environment because the management is streamlined and the platform is singular. With the lean IT staff, you can’t really beat that.”

“Horizon 6 gets us to where we need to be to monitor the environment and actually deliver the desktops a lot better from unified workspaces. We’re looking forward to remote access, being able to control the content, being able to give users the ability to quickly access data securely, and being able to control the data that they get. Having them control the data we present to them with the workspaces is phenomenal. We’ve never seen anything like this, and I think our users will get great value from it.” — Michael Mickey, Director of IT.

## The Bigger Truth

The global marketplace has become all about getting to market faster with the best products at the best prices. In order to succeed in this unforgiving environment, IT vendors are anticipating the needs of a new generation and striving to provide it with cutting-edge technology and device types that excel in workplaces, homes, and other remote locations. With the growing popularity of user-centric technologies, such as desktop virtualization and mobility, customers are more powerful than ever as they advance their legacies by dictating demands to both their internal management and their eager-to-please key vendors.

Vendors must keep pace with customers' needs for rapid deployment, standardization, IT operational savings, advanced device types, remote access, and ease of mobility in their quest to implement VDI infrastructures. These desktop and application virtualization demands must be met if vendors are to remain competitive and rise above the fray of the ever-increasing numbers of solutions that abound.

VMware understands what it takes to rule from on high and it has won a loyal base of customers by creating a strategic end-user computing vision that ceaselessly drives innovation while delivering what customers want in their quest. The recent introduction of VMware Horizon 6—now with Horizon View and application publishing capabilities—has enabled users to once again push their infrastructure envelopes as they continue to participate in VMware's journey to the cloud.

Based on ESG's interviews with three companies that have embraced Horizon View and are moving toward Horizon 6 adoption, desktop and application virtualization are essential elements of their ongoing success. The standardization available to end-users is particularly important to one of the world's largest commercial real estate companies, which keeps its end-user computing experts busy through its continuous stream of acquisitions. Horizon View has streamlined that company's ability to get its users on the network and working on a virtual desktop from remote locations, an ability that has eluded some VDI players. The company has also streamlined its back-end architecture to reduce TCO threefold, and significantly cut Help Desk time by enabling users to replace their problem PCs by simply shutting them down and logging back on to a fresh, unfettered zero client terminal.

High Point Regional Health System, part of UNC Health Care, is taking advantage of the natural affinity between health care and desktop/application virtualization to streamline patient care by enabling its doctors, nurses, and other clinicians with single sign-on capabilities as they move from one patient room to the next, something their prior VDI vendor could not accomplish. Instead of dealing with pain points such as maintaining expensive PCs and resolving licensing issues, individual doctors and medical teams are employing Horizon View to enhance patient care in a productive, efficient, and cost-effective fashion.

Lafayette General is another health care organization that is moving forward with its plans to implement Horizon 6 with View. Lafayette General's prior VDI vendor did not provide the device stability and reliability sought by their clinical staff. Additionally, they needed remote access and the ability to roam freely from floor to floor without signing on and off the system. Horizon View met these needs and more.

When the competition is VMware, keeping up is very difficult because it executes so well through its go-to-market channels and existing customer base. Ever since VMware innovated the modern virtualization and cloud computing markets, it has constantly led its challengers while providing users with the latest and most advanced technologies. This is recently exemplified by the success of VMware Horizon View and now Horizon 6 with View, which is increasing its potential in the market and creating additional market pressure. VMware customers clearly see the success of aligning with the end-user computing strategy and show no signs of lifting off the accelerator pedal.



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