

# The Business Value of VMware Horizon Hybrid Cloud and Multicloud Deployments



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# IDC Opinion

The transition from the continuous churn of digital transformation to digital operations has accelerated, rather than reduced, the importance of efficiently managing the digital workspace. In fact, in IDC’s May 2023 *Future Enterprise Resiliency and Spending (FERS) Survey*, IT operations was the second area least likely to be impacted by budget cuts (22% of respondents said it was immune) while end-user devices was fourth (with 19% of respondents saying it was immune to budget cuts). At the same time, organizations have not simplified their security and infrastructure — in survey after survey, over 80% indicate they have and will continue to operate in a complex, multicloud environment including both private clouds and dedicated, bespoke hardware for custom applications.

Managing this complexity while simultaneously enabling more and more complex services requires a digital workspace management solution that incorporates multicloud controls, automation, and both application and desktop virtualization. Among these solutions is VMware’s Horizon platform, part of the VMware Anywhere Workspace solutions.

IDC spoke with organizations using VMware Horizon solutions leveraging the software-as-a-service (SaaS)–based Horizon Control Plane about their experiences. Deployments include Horizon 8 on premises, in the public cloud, and/or desktop as a service (DaaS) through Horizon Cloud. These VMware customers reported that they have established more cost-efficient, effective, and scalable virtual desktop infrastructure (VDI), DaaS, and published app ecosystems while delivering higher-quality VDI, DaaS, and published application services to employees and customers (collectively referred to as “VDI” throughout this study).

## Interviewed organizations cited the following as common benefits of using VMware Horizon hybrid cloud and multicloud environments:

- **Cost and operational benefits** that lower the cost of delivering VDI services by optimizing licensing, reducing capital spend on hardware, and managing VDI environments more efficiently
- **Performance and reliability benefits** that result in employees having access to higher-quality VDI services in terms of performance and availability

## Business Value Highlights

Click highlights below to navigate to content within this document.

- ↓ **39%**  
lower three-year cost of operations
- ↓ **30%**  
lower cost of VDI licensing and infrastructure
- ↑ **Almost 2x**  
more users per VDI administrator
- ↑ **63%**  
faster to scale VDI environments
- ↑ **25%**  
faster to deploy new virtualized desktop
- ↑ **67%**  
faster to troubleshoot VDI issues
- ↑ **113%**  
more users with VDI access

- **Agility and scalability benefits** that enable more timely delivery of new VDI desktops and applications to users and ensure that interviewed organizations can leverage VDI to keep up with changing business and operational needs
- **Business benefits** that stem from operational efficiencies as employees work more productively with robust and extended VDI access and ultimately drive better business results

## Situation Overview

IDC research indicates that, although “digital transformation” continues apace, a substantial number of companies have already passed into digital operations, where their critical processes and business value streams exist entirely within the digital estate. Over 33% of enterprises worldwide indicated that they do not have any business-critical physical processes, with significant variation at a regional level (source: IDC’s *FERS Survey, Wave 3*, April 2023).

This transitional state has led to a rapid complexification of the information technology estate. Applications are placed in the location where they run the best for the least cost, whether it be in one of the many clouds or in the organization’s private cloud on premises. Business-critical functions are delivered as software as a service, with third parties invisibly weighing the same complex calculations of performance and cost. All of this complexity opens up additional attack surfaces, both directly connected and through transitional attacks, leading to an ever-increasing rate of security incidents.

This complexity comes together in the digital workspace, encapsulated either on the device or, increasingly commonly, in a virtual application or desktop isolated from but enabled to use resources on the end-user device. This trend combines with the trend toward digital operations, causing this digital workspace to be the primary, and sometimes the only, workspace. The same trend has increased the need to offer frontline workers safe, purpose-focused access to the information contained in the digital workspace to both have an exceptional employee experience and deliver an equally exceptional customer experience.

While companies struggle with this complexity and rapid digital workspace expansion, they are simultaneously dealing with a talent and demographic crisis. Twenty-nine percent of companies worldwide cite labor and staffing shortages in IT as a pressing concern (source: IDC’s *FERS Survey, Wave 4, May 2023*), while IDC’s demographics research suggest that IT operations will be short eight million administrators/operators no later than 2027 (see *Worldwide xOps Census and Forecast, 2022–2027*, IDC #US50627023, May 2023).

Simply put, the current struggle to recruit and retain talent, especially talent with the specific skills required to architect, manage, and maintain digital workspaces, will not abate in the foreseeable future.

Taken together, these trends suggest that organizations need a stable, scalable multicloud-enabled platform with which to manage both the digital workspace and all of the components (applications, data, SaaS) that aggregate into it. This solution must have a continuously improving level of automation and the ability to offer task-focused frontline workspaces along with richer, more fully functional workspaces up to and including traditional desktops and apps.

# VMware Horizon Hybrid Cloud and Multicloud Environments

VMware Horizon is a modern platform for secure delivery of virtual desktops and applications across the hybrid cloud and multicloud. VMware's virtualization heritage provides Horizon a high degree of one-to-many provisioning and streamlined management of images, apps, profiles, and policies for an agile, lightweight approach. Horizon includes the Blast Extreme protocol that helps deliver a rich experience for end users across varied devices, locations, media, and network connections. Enabled by enterprise-grade management capabilities and a deep VMware technology ecosystem, Horizon extends the digital workspace to all apps.

Horizon allows for flexible deployment options across private and public clouds, such as on premises, Microsoft Azure, VMware Cloud on AWS, and Google Cloud, enabling hybrid cloud and multicloud architectures. Always up-to-date services in the SaaS-based Horizon Control Plane connect entitlement and management layers across Horizon pods in different datacenters and clouds. This connection simplifies common challenges such as monitoring as well as image, and application life-cycle management. The integrated universal broker delivers a unified entitlement layer that lets end users access their desktops or apps in any connected pod or cloud, allowing the system to help mitigate latency by matching the user to the closest resources. These features, coupled with on-demand desktop and application delivery using Instant Clones, App Volumes with Apps on Demand, and Dynamic Environment Manager, and consistent end-to-end security, address key hybrid use cases such as business continuity, real-time bursting, disaster recovery, and high availability.

# Business Value of VMware Horizon Hybrid Cloud and Multicloud Environments

## Firmographics

IDC spoke with VMware customers using Horizon 8 on premises, in the public cloud, and/or DaaS with Horizon Cloud leveraging the VMware Horizon Control Plane to understand the impact of use on their VDI-related costs, staff requirements, performance, agility, and business outcomes. Interviews were in-depth and covered topics related to the quantitative and qualitative impact of using these VMware Horizon hybrid cloud and multicloud environments.

**Table 1** provides information about the VMware customers interviewed. As shown, they were generally large organizations, as evidenced by average employee bases of 27,000 and annual revenue of \$32.77 billion (medians of 5,000 employees and \$945 million, respectively). Study participants were diverse in terms of both geographical location and industry vertical, with North America, EMEA, and APAC represented, as well as the higher education, manufacturing, retail, and software sectors.

**TABLE 1**  
**Demographics of Interviewed Organizations**

	Average	Median
Number of employees	27,000	5,000
Number of IT staff	1,972	251
Number of business applications	583	125
Revenue per year	\$32.77B	\$945.20M
Number of employees using virtualized desktops	10,770	1,000
Number of remote/branches/offices/locations	70	58
Countries	United States (3), Germany, and Australia	
Industries	Higher education (2), manufacturing, retail, and software	

n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

## Choice and Use of VMware Horizon Hybrid Cloud and Multicloud Environments

Study participants implemented VMware Horizon hybrid cloud and multicloud environments after concluding that their existing VDI ecosystems, including traditional closed network on-premises environments, no longer provided the performance, efficiency, or flexibility their businesses required. They considered various cloud-based and other VDI approaches but chose VMware Horizon hybrid cloud and multicloud options because they offered the right balance of known VDI performance and capabilities, the ability to establish and maintain multicloud VDI environments, and the strong functionality of the single Horizon Control Plane.

### Interviewed organizations described these considerations and their decision-making processes in more detail:

#### **Better overall functionality:**

*“VMware Horizon Cloud won out in terms of technology and modernization ... . We found quickly with the cloud-native offerings that they didn’t have quite the same level of tools and access, and even the desktop client for accessing remote desktop is pretty far behind, or not as refined as VMware.”*

#### **Multicloud management capabilities and partnership:**

*“Multicloud management is really the key element for us of VMware Horizon ... . We were looking for a partnership that we can develop the product further together ... . Our thinking and acting, we are far more in the future than other companies. A lot of this Horizon product has grown due to our requirements.”*

#### **Single portal/point of access across all environments:**

*“We use VMware Horizon and Workspace ONE as a SaaS offering. It provides us a single portal that runs from the cloud and connects all of our VMware Horizon environments, including on premises, and as we scale to VMware Horizon on Azure, it connects to that as well.”*

Study participants have implemented robust VMware Horizon hybrid cloud and multicloud environments that run their significant and distributed business operations. On average, they reported that 10,770 employees access VDI capabilities via VMware Horizon across an average of 70 business sites, locations, and offices.

## The Business Value of VMware Horizon Hybrid Cloud and Multicloud Environments

Study participants have used VMware Horizon hybrid cloud and multicloud environments to generate more value with VDI by establishing more cost-effective, agile, and accessible VDI ecosystems. As a result, they have lowered costs and staff time requirements and gained operational efficiencies in the form of higher employee productivity by improving the quality of and access to VDI services that help employees work more effectively.

### Interviewed VMware customers discussed in more detail what they perceive as the most important gains and benefits of using Horizon 8 and Horizon Cloud for hybrid cloud and multicloud deployments:

#### **Stability, automation, and scalability:**

*“We benefit from the stability of the whole environment with VMware Horizon Cloud and availability for our customers. We can also automate everything, going from 60% to 95% automation. Scalability is also a big benefit as well across our locations because we have multicloud and multi-hyperscaler management.”*

#### **Centralized management that drives savings:**

*“The management layers with VMware Horizon Cloud are cheaper with one central tool — 20% cheaper. The ability to deliver with service on demand is a better way to execute. Even if we had just broken even, that would’ve been nice, but if you add all up what we were managing manually, it’s a win for us.”*

#### **Importance of broad access for dispersed operations:**

*“We have so much diversification in place and different presences, and this is what makes VMware Horizon Cloud right for us. All of our locations are now connected, it doesn’t matter where someone is sitting, and that’s the most significant benefit for us.”*



## Cost and Operational Benefits

Study participants cited VDI cost optimization as a foundational benefit of VMware Horizon for hybrid cloud and multicloud environments. They describe the challenge of meeting growing business demand for VDI services from a cost perspective with less flexible and capital investment-heavy on-premises environments. Using VMware Horizon 8 and Horizon Cloud has allowed them to establish a clear link between cost and actual use and minimized the need to plan and make investments in on-premises infrastructure to support growth.

### Study participants provided details about these types of cost-related benefits:

#### **Pay as you go; automation driving cost savings:**

*“We now have the pay-as-you-go part for infrastructure, so if the user doesn’t connect, we don’t have to consume the licenses. But, with this fast automation we have, we also get licenses back quickly for new customers. So we reduce or save on licenses by a minimum of 20%.”*

#### **More cost-effective VDI:**

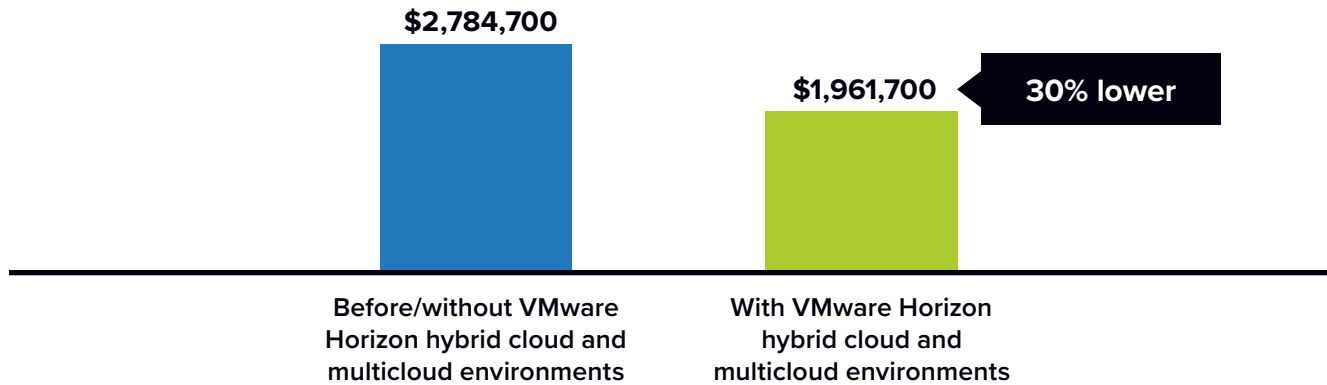
*“We avoided, by moving to VMware Horizon Cloud, an additional hardware cost of more than one hundred thousand dollars and about three-quarters of a person taking care of that equipment ... . We also use Azure redundancy now, so we’ve avoided some disaster recovery costs.”*

#### **More cost-effective VDI platform:**

*“It’s so much cheaper to run if you add up the server costs and the Horizon licensing; it’s half of what we were paying with on premises. Even the power bill alone from our server room that would host 180 servers was \$215,000 a month ... . And to move that into the cloud and you’ve got on-demand services and it’s just massive savings.”*

As shown in **Figure 1** (next page), interviewed VMware customers have significantly lowered the cost of providing equivalent VDI access and capabilities with Horizon for hybrid cloud and multicloud. On average, they will save 30% on VDI infrastructure and licensing costs over three years, thereby saving or avoiding costs of more than \$800,000 per organization in that time frame.

**FIGURE 1**  
**Cost of VDI Environment per Year**  
 (Cost per organization per year)



n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

In addition to licensing and infrastructure savings, study participants reported that VMware Horizon hybrid cloud and multicloud environments require far less staff time to manage and support. Having a centralized management plane means that staff spends far less time trying to monitor and manage distributed VDI environments. Beyond time savings, this means that staff are more effective; they can better identify, address, and resolve VDI-related issues and ensure more robust VDI services for employees and business operations.

**Interviewed VMware customers provided examples of these benefits:**

**More efficient support with centralized dashboard:**

*“There is a VMware dashboard in place, so we know exactly the cause where we need to figure out where the problem is. That has helped us limit the number of staff required for support.”*

**Refocus IT staff priorities:**

*“VMware Horizon Cloud allows our technology staff to focus on other newer projects, but we’re not reducing staff. It’s unlocking our team to be able to focus on growing our technical posture in different ways like cybersecurity upgrades or networking improvements, which are more important.”*

As shown in **Table 2**, these management-related gains with VMware Horizon for hybrid cloud and multicloud deployments deliver significant value. On average, study participants require only half as much staff time to manage equivalent VDI environments, freeing up an average of more than 11 full-time equivalent team members to take on other responsibilities. This means that a typical VDI administrator can support almost two times as many VDI users (99%+) with VMware Horizon hybrid cloud and multicloud environments, which enables expansion of VDI environments without commensurate growth to staffing. Together, these factors ensure more timely and less disruptive VDI growth as demand emerges for broader VDI access.

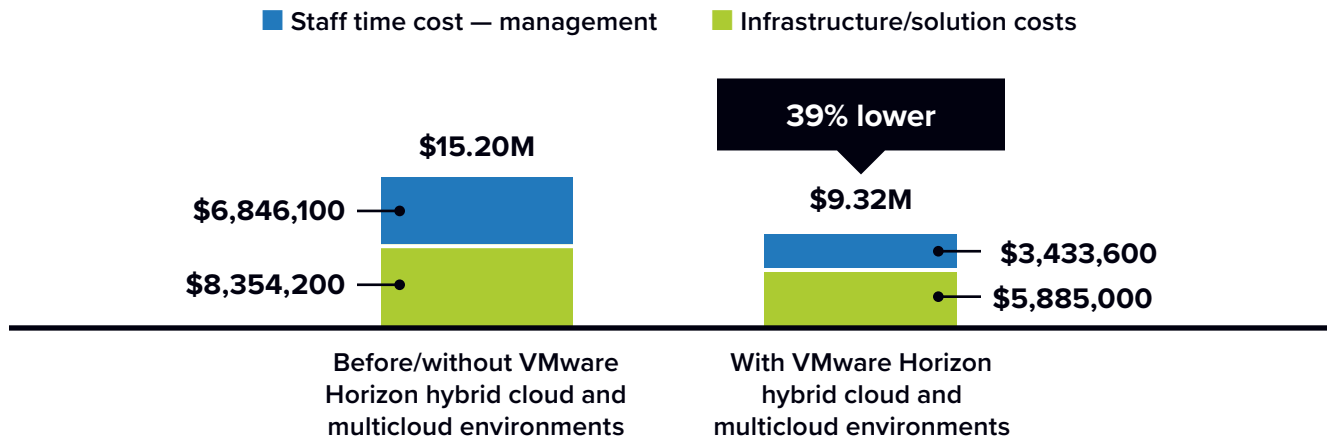
**TABLE 2**  
**VDI Management Team Efficiencies**

	Before/Without VMware Horizon Hybrid Cloud and Multicloud Environments	With VMware Horizon Hybrid Cloud and Multicloud Environments	Difference	Change
Equivalent FTEs required for same workloads	22.8	11.4	11.4	50%
Staff hours per 100 VDI users	398	200	198	50%
Number of VDI users supported per VDI administrator	472	941	469	99%
Value of equivalent FTE time required (cost per organization per year)	\$2.28M	\$1.14M	\$1.14M	50%

n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

These cost and staff efficiency benefits combine to create a compelling value proposition for VMware Horizon hybrid cloud and multicloud environments. As shown in **Figure 2** (next page), IDC calculates that study participants will deliver equivalent VDI services to employees and in support of business activities at an average lower cost of 39%, worth around \$5.88 million per organization (\$54,600 per 100 VDI users) over three years.

**FIGURE 2**  
**Total Cost of VDI Environment for Three Years**  
 (Cost per organization for three years)



n = 5; Source: IDC Business Value In-Depth Interviews, July 2023  
 For an accessible version of the data in this figure, see [Figure 2 Supplemental Data](#) in Appendix 2.

### Performance and Reliability Benefits

Study participants reported that VMware Horizon hybrid cloud and multicloud environments have enabled them to address performance and reliability issues that made it more challenging to maximize the value of VDI with on-premises environments. Much of the friction of on-premises VDI environments are related to identifying, addressing, and resolving issues as they arise. Interviewed organizations reported struggling to provide needed levels of service, as it took longer to resolve issues affecting performance and potentially created risk related to VDI environments. One interviewed VMware customer detailed the positive impact of Horizon for hybrid cloud and multicloud environments:

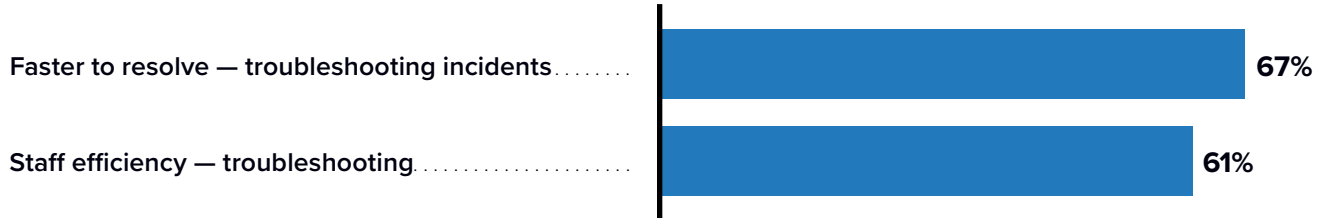
*“We have more monitoring capabilities now with VMware Horizon Cloud, and the time to troubleshoot is less because we’re getting more telemetry and we have more information — an issue probably takes 20 minutes of staff time to resolve now versus 2 hours previously.”*

Figure 3 (next page) shows the impact of use of VMware Horizon Cloud on troubleshooting capabilities, including 67% faster resolution on average of problems, which contributes to average staff efficiencies of 61% for VDI troubleshooting and incident resolution teams.

**FIGURE 3**

**Troubleshooting Benefits**

(% benefit with VMware Horizon hybrid cloud and multicloud environments)



n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

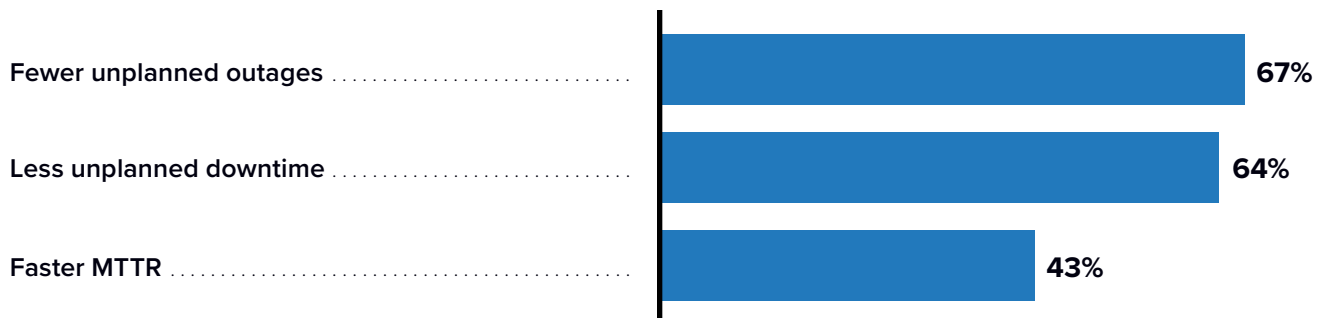
Interviewed VMware customers also connected use of Horizon for hybrid cloud and multicloud environments to improved VDI availability and reduced risk. They commented on strong built-in security capabilities as well as minimizing the frequency of hardware-based issues through automation and cloud infrastructure. One interviewed customer explained: *“Having access to the control side of it now is allowing us to keep our security posture very tight ... resolution can occur 30% faster ... . The control layer really helps us quarantine that environment if we need to, or other tactics we can use to cut off access to certain tools but not others to see what’s going on there or what type of attack it might be.”*

**Figure 4** underscores the positive impact of using VMware Horizon in hybrid cloud and multicloud deployments on VDI availability and risk. On average, study participants reported experiencing 67% fewer user-impacting VDI outages, resolving these outages 43% faster, and lowering the overall impact of unplanned outages affecting VDI desktops and applications by an average of 64%.

**FIGURE 4**

**Performance and Reliability Benefits**

(% benefit with VMware Horizon hybrid cloud and multicloud environments)



n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

## Agility and Scalability Benefits

Study participants increasingly require VDI environments to extend with ease to provide needed capabilities to their employees. However, they noted that on-premises environments that lacked centralized management and automation capabilities create friction that hampers expansion. This meant that it required more time than ideal for them to provide new VDI desktop or application capabilities to employees or to extend their VDI environments to match business requirements.

### Interviewed VMware customers provided examples of how VMware Horizon for hybrid cloud and multicloud environments have allowed them to move with greater speed and intent to extend their VDI environments:

#### **Much-enhanced flexibility and agility:**

*“We are offering the new experience and all the capabilities from Horizon by delivering a digital desktop and apps within 10 minutes around the world. This is why we have implemented VMware Horizon Cloud ... [and] it is a critical mindset change in the company.”*

#### **Enhanced flexibility in where to run VDI:**

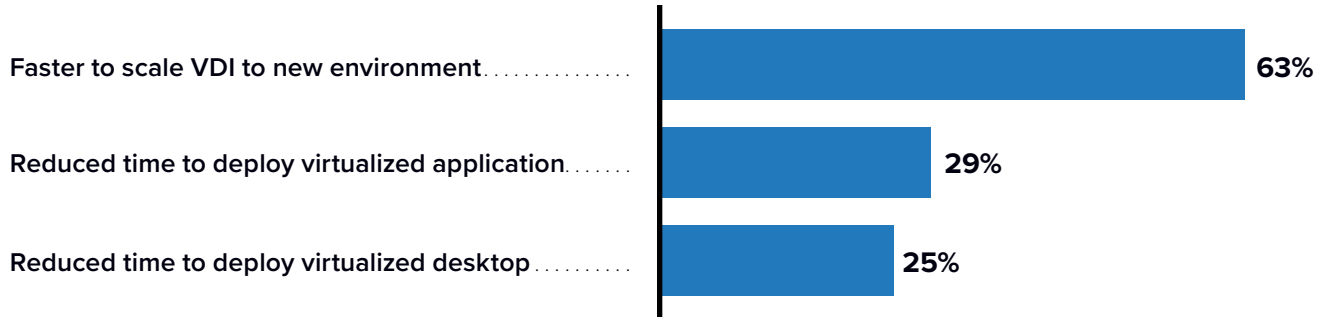
*“In our case, we are using the same platform with VMware Horizon, so we can move from anywhere to anywhere. We can move a virtual machine from on premises to cloud and bring it from cloud at any given point of time. We like that our cloud can be multicloud, but the virtual layer should be singular.”*

**Figure 5** (next page) shows how VMware Horizon hybrid cloud and multicloud environments have enabled interviewed organizations to speed up their delivery of VDI capacity and capabilities. They reported cutting the time needed to provide new VDI desktops to employees by an average of 25% and new VDI applications by 29%. Their gains in extending VDI to entirely new business environments are even more significant, happening at an average of 63% faster. These agility- and scalability-related benefits mean that employees benefit sooner from having access to virtualized resources, while new areas of the business can generate value through VDI faster. Both scenarios drive operational efficiencies in the form of higher employee productivity and, in many cases, improved business outcomes in the form of revenue gains.

**FIGURE 5**

**Agility and Scalability Benefits**

(% benefit with VMware Horizon hybrid cloud and multicloud environments)



n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

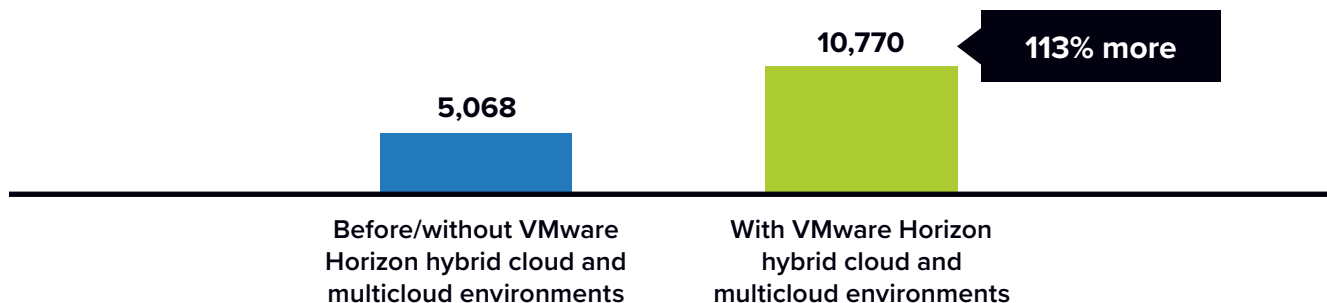
**Business Benefits**

Study participants linked benefits of using VMware Horizon for hybrid cloud and multicloud deployments such as improved VDI cost-effectiveness, performance, and scalability to organizationwide business gains. In particular, they can provide more employees with access to productivity-enhancing VDI capabilities. As shown in **Figure 6**, the VMware customers interviewed for this study have more than doubled the number of employees with VDI access (113% increase). They recognized that they could not have extended their VDI environments to this extent to meet demand, especially as more employees worked in a remote or hybrid fashion, without VMware Horizon hybrid cloud and multicloud environments.

**FIGURE 6**

**Access to VDI**

(Number of users with VDI access)



n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

Broader access to VDI with VMware Horizon across hybrid cloud and multicloud environments benefits study participants because access to VDI drives improved working and business outcomes.

**They described specific ways that VMware Horizon Cloud functionality has enabled employees and ensured that their businesses can keep up with customer and market demand:**

**Ability to access anywhere, anytime supporting productive work:**

*“Everyone benefits from VMware Horizon Cloud ... . They can connect around the world faster, and they can also use a hotspot ... . The VMware products are really helping us be more productive.”*

**Much broader access to VDI and associated productivity benefits:**

*“Access to VDI with VMware Horizon Cloud is three times greater. We’ve also grown as a company during that period where we’re expanding our digital footprints and our digital presence. The takeaway is that Horizon’s allowed us to be the digital-native company we always want it to be ... . Our employees want to access more creative tools and design applications and some of those that can be installed on the fly now, and that’s unlocked productivity for us.”*

As study participants extend access to VDI, they capture value from employees working more efficiently and effectively. On average, they linked robust access to VDI with VMware Horizon in hybrid cloud and multicloud environments to a 22% productivity gain for employees. As shown in **Table 3**, this generates significant value for study participants in the form of higher employee productivity levels, which IDC values at an annual average of \$2.41 million per organization per year.

**TABLE 3**  
**Business Productivity Benefits: User Productivity Gains**

	Per Organization	Per 100 Users
Productivity gain associated with access to VDI	22%	22%
Value of higher gross productivity — enhanced access (FTEs)	229.0	2.1
Value of higher net productivity — enhanced access (FTEs)	34.4	0.3
Value of higher net productivity per year	\$2.41M	\$22,300

n = 5; Source: IDC Business Value In-Depth Interviews, July 2023



# Challenges and Opportunities

The digital workspace is more critical than ever. Organizations without a clear, effective, and organized workspace strategy, including the use of application and desktop virtualization as management technology, will not be able to keep up with the demands of completely digital operations. They will not have access to their business value streams and will be unable to manage them at an affordable price or with the level of security required to protect customer and company data.

This transition places digital workspace vendors in a challenging position. Although traditionally their technologies are not regarded as part of the business strategy, they are absolutely so for digital operations. This makes it difficult for companies to clearly articulate their needs and for the vendors to meet those needs even if they have the technology to do so. In some cases, the company may not even realize that it has switched to completely digital operations, leading to misunderstandings and missed requirements.

In addition, even for companies moving through their digital transformation, the experience of the digital workspace is the employee experience. Managing this experience goes beyond branding and making sure the system functions well; it requires careful consideration and design, along with the ability to adapt to the individual employee as they progress through the workday. This ability to adapt is at best nascent at the moment, often requiring either direct intervention by the ever-shrinking IT workforce or access to developers and developer time.

Finally, virtualization is just one part of the overall digital workspace journey. Endpoint management and digital experience platforms, generative AI, and networking all play a part, as do things like cloud cost management, digital value stream analysis, and process automation. Many of these technologies are beyond the scope of this study but coordinating them is vital to the success of digital operations over the next five years.

## Conclusion

To provide the agility, performance, and flexibility their business operations require, more organizations already operate and will continue to operate in complex, multicloud environments that include both private clouds and dedicated, bespoke hardware for custom applications. This is equally true for delivering VDI, DaaS, and published application services to their employees and customers. As a result, organizations must deal with increasing complexity for their VDI environments that have become increasingly essential to how employees work and how customers receive services, solutions, and products. Managing

this complexity now more often requires a digital workspace management solution that provides multicloud controls, automation, and significant virtualization across application and desktop environments.

This study assesses the impact for organizations of using cloud-based VMware Horizon solutions that leverage the SaaS-based Horizon Control Plane about their experiences. Deployments covered in this study include Horizon 8 on premises, in the public cloud, and/or DaaS through Horizon Cloud. Interviewed VMware customers reported a consistent value proposition centered on capturing more value through their use of VDI by establishing more cost-effective, agile, and accessible VDI ecosystems for employees and customers. As a result, they have optimized the cost and staff time requirements for running equivalent VDI environments while benefiting from operational efficiencies and employee productivity gains as they improve the quality and access to VDI services with these VMware solutions. Taken together, these benefits allow study participants to reduce the cost of providing and increase the value of VDI services that have become foundational to their business activities and growth.

## Appendix 1: Methodology

IDC's standard Business Value methodology was utilized for this project. This methodology is based on gathering data from organizations using VMware Horizon in hybrid cloud and multicloud environments as the foundation for the model. IDC collected quantitative benefit information during the interviews using a before-and-after assessment of the impact of using VMware Horizon in hybrid cloud and multicloud environments. For this study, IDC interviewed five organizations running their application and desktop environments with VMware Horizon in hybrid cloud and multicloud environments.

### **IDC bases its financial calculations on a number of assumptions, which are summarized as follows:**

- Time values are multiplied by burdened salary (salary + 28% for benefits and overhead) to quantify efficiency and manager productivity savings. For purposes of this analysis, based on the geographic locations of the interviewed organizations, IDC has used assumptions of an average fully loaded salary of \$100,000 per year for IT staff members and an average fully loaded salary of \$70,000 per year for non-IT staff members. IDC assumes that employees work 1,880 hours per year (47 weeks x 40 hours).

*Note: All numbers in this document may not be exact due to rounding.*

# Appendix 2: Supplemental Data

This appendix provides an accessible version of the data for the complex figure in this document. Click “Return to original figure” below the table to get back to the original data figure.

## FIGURE 2 SUPPLEMENTAL DATA

### Total Cost of VDI Environment for Three Years

	Before/without VMware Horizon hybrid cloud and multicloud environments	With VMware Horizon hybrid cloud and multicloud environments
Infrastructure/solution costs	\$8,354,200	\$5,885,000
Staff time cost — management	\$6,846,100	\$3,433,600
<b>Total</b>	<b>\$15.20M</b>	<b>\$9.32M</b>

n = 5; Source: IDC Business Value In-Depth Interviews, July 2023

[Return to original figure](#)

# About the IDC Analysts



## **Shannon Kalvar**

**Research Manager, IT Service Management and Client Virtualization, IDC**

Shannon Kalvar is research manager for IDC's IT Service Management and Client Virtualization program, responsible for delivering research and advisory for IT executives, vendor management teams, and investment executives. Shannon's research coverage includes IT service management, desktop as a service (DaaS), virtual client computing, cost transparency tools, software asset management, and the use of AI and natural language processing for service management.

[More about Shannon Kalvar](#)



## **Matthew Marden**

**Research Vice President, Business Value Strategy Practice, IDC**

Matthew is responsible for carrying out custom business value research engagements and consulting projects for clients in a number of technology areas with a focus on determining the return on investment (ROI) of their use of enterprise technologies. Matthew's research often analyzes how organizations are leveraging investment in digital technology solutions and initiatives to create value through efficiencies and business enablement.

[More about Matthew Marden](#)

## IDC Custom Solutions

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