

# Using VMware Virtual Desktop Infrastructure for Offsite Desktop Management

## Desktop Management Challenges

More than ever, companies are decentralizing and outsourcing critical business functions to remain competitive and reduce costs. As a result, IT departments often struggle to keep high security standards for operations that are located outside the corporate data center.

Every time a business function is moved offsite—such as a call center, test laboratory, back office processing facility, or help desk—the IT department must grant a new group of people remote access to the company’s networks, databases and services.

In this situation, the IT department must deploy and manage remote desktop applications, often with a specialized set of tools. IT organizations also face the difficulty of controlling remote access for employees at third-party and outsourced sites. This is especially challenging where sensitive corporate information is accessible to contractors or even former employees of a third-party service. Backup and disaster recovery efforts don’t even figure into the equation.

## VMware Virtual Desktop Infrastructure Brings Offsite Security Back In-house

With a VMware virtual desktop infrastructure solution, IT departments can add a higher degree of security and control while spending less time managing the desktops for offsite and outsourced business operations. How? The IT organization hosts a complete desktop environment for each offsite user—operating system, applications and configurations—in virtual machines, running in the company’s secure data center.

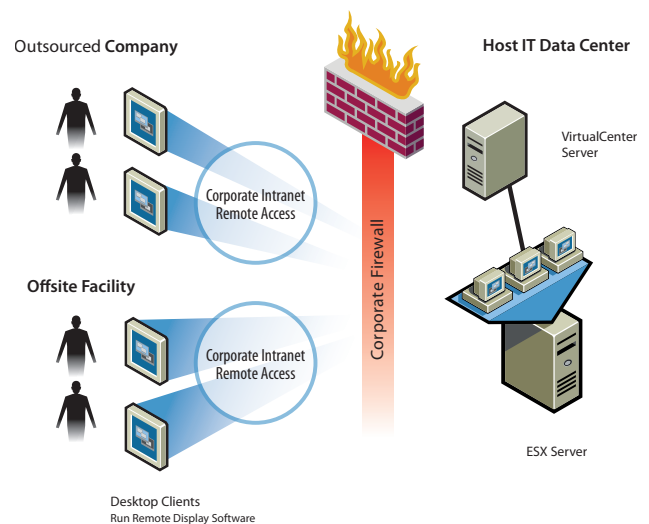
It’s a fact: Customers have been connecting remotely to VMware servers via virtual desktop infrastructure for as long as VMware has been selling server virtualization.

### Virtual Desktop Infrastructure Benefits:

For many reasons, a server-based solution like virtual desktop infrastructure is a better alternative to fully configured desktops and shared service solutions for offsite desktop management, including:

- **Improved security.** Virtual desktop infrastructure solutions let remote users access applications that reside in the corporate data center and adhere to company-approved security policies. Intellectual property is not sent overseas where it’s difficult to secure. Data resides on the corporate network, where regulatory compliance (e.g., HIPAA, Sarbanes-Oxley, and Gramm-Leach-Bliley) can also be followed strictly. Meanwhile, when a third-party contract is terminated or an employee leaves and network access is shut off, data still safely resides in the host country.

## VMware Virtual Desktop Infrastructure



- **Improved desktop manageability and support.** Virtual desktop infrastructure allows companies to use existing desktop management tools to deploy and maintain application and operating system images at the host site. IT administrators can standardize much of the deployment process by maintaining a library of pre-built virtual machines in VMware VirtualCenter. Since applications are managed centrally at the corporate data center, installations, upgrades and backups can be done with more confidence without user intervention.
- **Hardware independence.** Since end-user applications run in the corporate data center, outsourcing services are free to make their own desktop hardware decisions.
- **Better reliability and recovery.** VMware virtual desktop infrastructure improves business continuity for offsite end users for several reasons. Each remote desktop runs in isolation on the back-end network. If one user’s desktop crashes, the other user’s virtual machines won’t crash. When servers become overtaxed, VMware software can move live running virtual machines easily to another system without disruption to end users.
- **Application compatibility.** Unlike the compatibility problems of some shared services solutions, virtual desktop infrastructure runs any off-the-shelf, legacy or custom application out-of-the-box, with no modifications.

## Summary

Virtual desktop infrastructure lets companies preserve the security level of their corporate network at offsite facilities, while giving IT departments an easier way to manage and support offsite end users.

VMware virtual desktop infrastructure solutions are implemented using VMware Professional Services or the VMware network of authorized consultants. These organizations can recommend and implement a solution that's tailored to each customer environment.

To learn more about VMware solutions and products, visit our Web site at <http://www.vmware.com/solutions> or contact your VMware representative.

### Virtual Desktop Infrastructure Solution

#### Corporate Data Center:

- VMware ESX Server software runs virtual machines, containing complete desktop environments.
- VMware VirtualCenter manages the library of virtual machines and ESX Server software.

#### End-User Offsite Desktops:

- A desktop PC or thin client runs remote display software from third-party vendors.

## Comparison of Offsite Desktop Management Options

Capabilities	Fully Configured PCs	Shared Services Solutions	Virtual Desktop Infrastructure Solution
<b>Solution</b>	Offsite PCs run applications locally.	Offsite PCs or thin clients run remote display software to access applications on a dedicated server.	Offsite PCs or thin clients run remote display software to access virtual machines on a server.
<b>Security</b>			
Keep data securely located in the corporate data center in the host country.		●	●
Gain central control over offsite infrastructure, including user access rights.		●	●
<b>Management</b>			
Manage applications and operating systems using standard desktop management tools.	●		●
Easily add, update, change, or backup desktop applications without user intervention.		●	●
Quickly migrate desktop environments to alternate hardware with the click of a button.			●
Isolate users from each other in case of a system failure.	●		●
<b>Implementation</b>			
Execute applications on the desktop.	●		
Execute applications on the server.		●	●
Run most applications with no modifications.	●		●
Create a familiar end-user experience.	●		●
Free third parties to make their own desktop hardware selections.		●	●