

# Top 7 Questions & Considerations to Avoid Desktop Virtualization Mistakes

Most people agree that the current approach using PCs to deploy distributed enterprise desktops is fraught with issues including escalating operational costs, security issues, and impracticality of scaling. The computing industry is undergoing an exciting transformation. Successfully applied virtualization, the abstraction of computer resources, is now driving most business and IT organizations to evaluate the benefits of desktop virtualization to address their specific situations. This document is a primer to help ensure that you consider the critical factors and related criteria that are important in evaluating the cost/benefit impact to your enterprise as you embark on identifying a technology solution.

**Consider the following when evaluating desktop virtualization and potential solutions:**

## 1. What benefits are you expecting from desktop virtualization?

There are myriad potential benefits to virtualizing the end user desktop. Understanding what benefits you are most focused on achieving will help you determine evaluation criteria for a solution and provide a basis to review vendor offerings. Most importantly, it will help you determine where to start and which job types may benefit most from the endeavor. Establishing key operational goals from the beginning is important to assessing the value to the enterprise.

**Benefits can include:**

- Centralized and highly automated desktop operations that reduce total cost of ownership (TCO)
- Better ROI on desktop-devoted hardware investments
- Increased convenience and productivity for users
- Linearly scalable desktop infrastructure
- Tighter data security, improved attack resistance, and straightforward continuity and disaster recovery plans
- Increased agility to roll out and update desktop operating system updates and production applications
- More efficient power consumption and green benefits

## 2. How many desktops does the organization currently have in production, and what growth is expected? Is there a subset that would be ideal for a virtualization test bed and production roll out?

Taking a step back to evaluate current infrastructure and growth (or contraction) plans will provide the basis to determine the best solution. Often organizations find it best to look at new or refresh rate opportunities for a class of users who are facing challenges from the existing environment and will most benefit from a virtualized desktop solution.

## 3. What is the current end user desktop disaster recovery plan? How long would the organization be unable to access personal desktops, data, and applications in the event of a disaster?

Many organizations fail to adequately account for the lost time, money, and direct cost of disaster recovery. In addition, many organizations don't realize the full impact and benefit of a more robust solution that can recover in minutes versus hours or even days until they take a hard look how often and how much simple "disasters" can ultimately affect

corporate viability. Looking at all types of “disasters” is important because disaster recovery is about more than just a catastrophic loss – it should include any planned and unplanned downtime.

#### 4. Is there an opportunity to reduce the costs of OS and application licensing with desktop virtualization?

Excess licensing and the days of 2.1 computers per knowledge worker are excessive and wasteful when there are solutions to provide the same functionality and access to resources with a virtualization infrastructure. As part of your initial assessment of your organization, make sure to include how a virtualization solution can better serve your user population while providing the same or enhanced functionality at a lower cost. Some organizations will realize up to a one third or more reduction in operating costs.

#### 5. When considering a solution, does it provide a fully automated deployment platform for allocating, provisioning, constantly recycling, and load managing job-specific desktops that are available on demand?

Being able to provide a functional desktop virtualization infrastructure goes beyond just delivering a desktop to one end user. It requires an intelligent automation platform and a simple-to-use management system that empowers IT to instantly deliver desktops specific to the job role or function defined by the business. Look carefully under the covers of the architecture to ensure that you get an approach that delivers the flexibility, reliability, availability, and low cost of operation your business requires.

##### Does the solution enable...

- ...flexible virtual machine-based and terminal server-based virtual desktop deployment and user brokering?
- ...simplified and automated desktops deployment?
- ...minimized manual administrative runtime intervention?
- ...automated runtime system error/warning event notifications and runtime product component update procedures?
- ...one-step ease of adding server capacity and bringing servers out of service for maintenance?
- ...evolutionary platform flexibility?
- ...lowest cost of deployment infrastructure?
- ...compatibility and integration with existing user directories?

#### 6. Does the desktop solution work with heterogeneous platforms – Microsoft, VMware, and others?

Today VMware dominates; tomorrow it may be Xen or Microsoft or a name we don't recognize. It's important to consider flexibility to support the most advantageous hardware and virtualization platforms of the future.

#### 7. What other technical, user satisfaction, and operational considerations are important?

- Can I provide my users with guaranteed service levels?
- What changes in capacity and configuration might the network need to accommodate virtual desktops? Are these changes acceptable to the organization?
- What impact will conversion to virtualized desktops have on IT staffing levels, job skill requirements, and departmental operational costs?
- What impact could the conversion to thin clients and virtual desktops have on desktop maintenance procedures?
- What legacy systems, if any, will be affected and how?

These are thought provoking questions to consider as you initiate a desktop virtualization project and partner evaluation.

## About Sychron

Sychron fields the highest value virtual desktop management system in today's market, **OnDemand Desktop™**. We enable organizations to use intelligent, server-based desktop virtualization to provide high performance, reliable, on demand virtual desktops. Our solutions are based upon the breakthrough simplicity of Sychron Habitats™ that allow for complete characterization and automated deployment and operation of the virtual desktop runtime environment. The result is better security, simplified management, and lower cost of ownership than current reliance on discrete PCs at every desk. By focusing completely on desktop virtualization for heterogeneous environments, Sychron offers the complete virtual desktop management solutions and services to ensure that you meet your goals.



*Any location, any client -- Your desktop the way you left it*

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