



Desktop Virtualisation

A service component of our Flexible Workplace proposition

Through alternative desktop infrastructure models, we enable organisations to increase flexibility and control cost.

What we do

Computacenter can help organisations understand how their end-users use desktop and workplace technologies. Based upon this we can recommend an appropriate mix of technologies and solutions to support your user base and meet your business goals. These include:

- **User Profiling** – understanding the mix of task based workers, knowledge workers, power users and mobile users supported within the desktop estate.
- **Application Virtualisation** – virtualising and packaging the applications required to support the business. This reduces the effort involved with upgrades and enables greater flexibility in deploying applications to new users.
- **OS Virtualisation** – using centralised, server-based approaches to deliver desktops improves control and security, and can reduce cost. Using a variety of thin-client, server based computing and virtualisation technologies, we can deliver a more manageable and effective desktop platform

How it helps

Reduces operational support costs

Through centralised deployment of applications and operating systems, the ongoing management effort for the desktop estate can be significantly reduced.

Avoids capital expenditure

Exploiting the power of server based infrastructure, it is possible to deploy new resource hungry applications on existing desktops, extending the life of existing devices.

Enables dynamic business decisions

By being able to provision new offices rapidly, dynamically work with third parties, selectively publish applications when required and cope with mergers and acquisitions efficiently and cost-effectively.

Enable workforce flexibility

Provide users with access to their corporate desktops from anywhere, enabling remote or mobile working, without compromising security.

“Computacenter’s help with our virtual desktop strategy was invaluable; their practical and open approach and their ROI modelling tools are realistic and adaptable to our own environment. Working with Computacenter has enabled us to validate our own assumptions and beliefs about desktop virtualisation and helped us focus on the true benefits and how to realise them.”

Gary Hird, Technical Strategy
John Lewis Partnership



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Why we are different

Computacenter understands the changing dynamics in the desktop market, and can help organisations choose the right approach to meet their specific cost, management and flexibility needs. Rather than prescribing a 'one size fits all' approach, Computacenter will ensure the best solutions are used to support each type of user.

Computacenter can ensure desktop estates comprise the most appropriate mix of technology, but can also provide significant knowledge and experience on how the operational management of the platform changes with alternative solutions. Using our real world experience we can advise on the implications to security, storage, application deployment and operational management to ensure the benefits are maximised.

Alternatively, Computacenter can provide ongoing management of our customer's environment. Our resources and use of best practice, combined with our economies of scale, mean we can ensure the lowest price point and deliver the required SLAs.

Where we have done it

Virgin Media decided to take advantage of ntl and Telewest's previous investment in thin client technology and deploy a standardised Citrix environment with Microsoft SoftGrid application virtualisation to its contact centres. With Computacenter driving the design, testing, application packaging and implementation, the new environment has helped to speed up application and server provisioning, as well as reduce the pressure on the company's bandwidth and the risk of unauthorised software. Nick Carter, Senior Technical Specialist commented "By providing staff with better access to corporate applications, we are able to improve their productivity, which has a direct impact on customer service levels."

Computacenter also provided AEGON Asset Management with secure access to their data and corporate applications, such as Lotus Notes, Bloomberg and Reuters. Using a Citrix based solution, users can access a breadth of applications via their home computers or even on the move.

What next?

To find out how Desktop Virtualisation services can help you, please contact your account manager or email enquiries@computacenter.com