



CompuCom Transformation Workshop Virtual Desktop Infrastructure



The Roadmap to Implementing VDI for Maximum Business Value

A successful Virtual Desktop Infrastructure (VDI) includes more than virtualization software, server and storage technologies. To recognize the operational cost savings and benefits of the VDI solution, you must also have the right processes and support structures to manage the physical and virtual desktop system throughout its life cycle. Different workers may need different VDI solutions, the new infrastructure may shift responsibilities within the IT staff and delivery locations, budgets may necessitate a phased approach to implementing VDI within the organization—all of these issues and more must be examined and planned for in a strategic roadmap prior to moving to this solution.

We offer a one-to-two day consulting and planning engagement led by our VDI experts, where we help you create a roadmap around your desktop virtualization goals. Together, we explore your current environment, goals, objectives and requirements. We also review your resources, the products available to meet your needs, the implementation process and the processes for maintaining the solution after implementation.

Following the VDI Transformation Workshop, you receive a written summary of the topics we discussed throughout the workshop and our recommendations based upon those discussions. Most importantly, you get a Strategic Roadmap for implementing these recommendations—a roadmap for a complete solution that delivers maximum value to your organization.



About the VDI Transformation Workshop

The one to two-day VDI Transformation Workshop will put you on the road to best practices and best solutions for implementing your VDI solution. The objective of the workshop is to help you develop a virtual infrastructure that provides your workforce with a virtual desktop that performs as good or better than with a physical system, while providing your IT staff with the operational efficiencies to be more agile to the business and to reduce cost.

The goals are to:

- Centralize the deployment and management of desktop systems to the data center
- Increase the agility and flexibility of IT to respond to desktop needs and changes
- Significantly decrease IT desktop support costs through automated provisioning and reduced desktop failure rates

We will host this workshop in our Enterprise Solutions Center in Dallas, Texas, or at your location.

During the workshop, we will facilitate a structured meeting to:

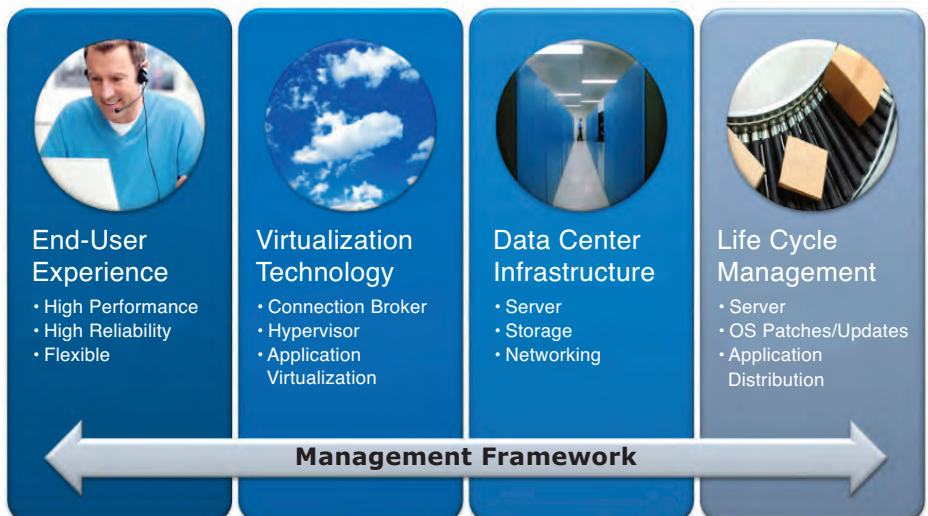
- Gain an understanding of your needs and requirements for a VDI solution
- Examine your current data center and desktop environment
- Discuss and review the different VDI technologies and solutions
- Talk about and review how image and patch management technologies integrate with a VDI solution
- Explore infrastructure management technologies and solutions

Following the workshop, you will receive:

- A high level recommendation for a VDI solution
- A strategic roadmap to guide your organization from the current state to the desired future state

The significant value you will receive from this workshop includes a thorough review that provides a comparison of solutions and multiple vendor roadmaps. You will learn about best practices we have adopted through our many engagements with various clients and environments. And, you will gain the rationale to justify your transformation along with the ROI for making the best decisions.

Key Components of Desktop Virtualization



Who Should Attend

A number of people in your IT staff will be directly involved in planning, implementation and ongoing support activities for a VDI solution. We recommend key managers and decision makers with the following responsibilities attend this workshop:

- Desktop Operations
- Desktop Help Desk and Desk Side Support
- Operating System and Application Packaging/Deployment
- Network Operations Center
- Server and Storage Staff
- Virtualization Operations
- LAN/WAN

Workshop Topics

The information below outlines the agenda for the workshop.

■ Review VDI Goals and Objectives

- Drivers for VDI
- Targeted user groups
- Success criteria

■ Explore Current State

- Applications used by the user groups
- Locations of the user groups and how they access the corporate network
- How desktop Operating Systems and Applications are managed and monitored today
- Deployment and packaging tools (imaging, application, patch management, etc.) used today
- Virtualization technologies in place today
- Infrastructure (server, storage, desktop, network) overview

■ Define Future State

- Desired VDI features and capabilities
- Planned infrastructure or architecture changes (i.e. LAN/WAN upgrades, storage upgrades, etc.)
- Timeline for VDI implementation and completion

■ CompuCom Recommendations

- Overview of current or near-term VDI technologies and solutions
- Advice on VDI components including:
 - End-user device
 - End-user connection method
 - VDI management and connection broker technology
 - Virtualization technology
 - Server and Storage technologies
 - OS and Application packaging, distribution and patch management technologies
 - Environment monitoring and management technologies
- Prioritized strategic roadmap for implementing the recommendations

According to CIO Magazine's April 2009 Market Pulse Study: Respondents see a number of important drivers for implementing VDI

- Enterprise cost reduction is critical or very important area to address in the short term 87%
- IT organizations plan to increase end-to-end process automation and integration over the next 12 months 58%
- Quality of the end-user experience is critical or very important 84%
- Business continuity has recently increased to critical or very important 80%
- Virtualization is part of current or future strategy 73%





Why CompuCom?

CompuCom is largest independent provider in end-user computing:

- More than 20 years experience with more than 3 million desktops currently under management
- More than 8 years virtualization experience
- Strategic relationships with major desktop virtualization providers
- Indepth skills and experience in all required areas:
 - Server and Storage Infrastructure
 - Key virtualization software solutions for both the desktop and server back-end
 - Networking LAN and WAN expertise
 - Application packaging, image management
 - Remote infrastructure management solutions
 - Industry-leading desktop management and virtualization management processes and solutions

About CompuCom

CompuCom, the leading IT outsourcing specialist, delivers the right combination of innovation, quality and exceptional value to continually address the challenges facing IT leaders today. With more than 20 years of IT experience, CompuCom's outsourcing services include: infrastructure management, application development, architecture and governance services, and procurement, deployment, and maintenance of hardware and software. From the desktop to the data center, CompuCom's game-changing IIMv3™ solution for IT Service Management reduces costs, promotes innovation and maximizes business value.

CompuCom®

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