

Virtual Application and Desktop Services

Realize the vision for your VDI and virtual application environments and ensure sustained success

Essentials

VDI and virtual application solutions are dynamic and continuously evolving to meet the expectations of your modern workforce



Our services will help you:

- Identify optimal use cases and personas for VDI
- Gain consensus across stakeholders on your strategy
- Determine best architecture blueprint & scaling models
- Integrate into operational processes
- Enhance service management with automation
- Ensure successful transition to maximize adoption

Today's business landscape

Our world is more digital than ever before. With remote, hybrid and flexible workstyles increasing in popularity, employees want an agile work environment to fit their needs, and this has increasingly become a priority for workers entering or newly rejoining the workforce. Organizations need to be able to adapt to stay competitive while still facilitating workforce productivity and business continuity.

In this landscape, it's critical for organizations to gain control over their network, edge, and user endpoints. With over 95% of cyber-attacks originating at the endpoint, companies need to be confident in their ability to maintain a secure end user environment despite offering more flexible workstyles and solutions.

Build a foundation for success

Virtual applications and desktops can absolutely be the right fit to address these challenges, but often they are only optimal for a select subset of personas and scenarios. There is an expanding, advanced array of virtual application and desktop technologies in the market, as well as cloud operating models and architectures. These innovations increase the potential use cases available, yet make decisions on fit for your environment more difficult.

Dell Technologies Services helps bring clarity to these choices with targeted assessments of the current end-user computing (EUC) ecosystem with a focus on optimizing the use of virtualization. On the user side, we use quantitative and qualitative inputs to assess usage patterns, user needs and scenarios. On the IT side, we work to understand key considerations and viability of each solution. We then map the results into a set of personas and use cases that make sense for your organization to focus on as a foundation for success.

Establish a strategic vision

Virtual applications and desktops allow you to take control of your IT environment. Whether you are looking to deploy these technologies for the first time or expand an existing environment, it's critical to plan for a foundation that will address management complexities, delight employees, and securely scale with your business.

Our ProConsult Advisory services help to define and analyze the AS-IS and ideal TO-BE states, build consensus with key stakeholders, define a practical implementation roadmap, and deliver measurable outcomes that meet your business and IT goals.

Architect and build for the future

From assessment, system design and application delivery to desktop deployment, integration, security and systems management, Dell Technologies Services provide a complete solution for the implementation of your virtual application and desktop technologies. We leverage our application factory to quickly and cost effectively package applications, enabling efficient distribution to users and day one productivity. Our team can also address any security needs you have to help secure both your end users and their data.

Enhance service management with automation

A critical part of successful implementation is to automate operations and management of the solutions. Our methodology is designed to take you from your current state to a new reality where you are in control and can better manage and scale your environment with as much automation as possible. Modern virtualization technologies allow for new ways to automatically scale-up/down

capacity while also integrating with IT service management (ITSM) platforms and processes. Dell can also enable flexible consumption models powered by Dell Financial Services to optimize cost profiles and CapEx vs. OpEx considerations.

Improve experiences and adoption

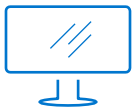
An often-overlooked key to success is to ease the transition of the workforce to these virtualization technologies. This can be done by leveraging formal Adoption & Change Management (ACM) techniques. Many users have never used virtual application or desktop technologies before and will need help understanding how it works for their role and workstyle. Our ACM services help maximize adoption and ensure sustained success of your solutions. When workers have access to (and understand) the right, personalized technology, the results are inspiring experiences that enable your workforce to feel empowered and productive.

Summary of benefits

Virtual application and desktops have a critical role in today's IT organizations. Bringing together greater security and manageability with flexible business continuity, virtualization is becoming the new gold standard for many organizations. Whether you are looking to refresh an existing solution or reimagine a new set of solutions, Dell Technologies Services has the proven expertise your organization needs to realize your vision and sustain success. With Dell Technologies end-to-end solutions of services, products, and expertise, we help you get the maximum time to value from your virtual application and desktop solutions.

Virtual Application and Desktop Services address three main concerns:

- Security – Control of data at the edge and meeting industry compliance requirements
- Manageability – Flexibility to expand easily and rapidly, efficiently respond to business needs, and the ability to provide business continuity through a highly available environment
- Cost – Leveraging of modern cloud operating models and architecture to implement the right solutions with the right cost-per-seat



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