



The Economy of Virtual Desktops, a Case Example.



How virtual desktop technologies help companies to reorganize and save money.

Company:

Carlson Wagonlit Travel

Business Sector:

Travel Management

Our Challenge:

To estimate the best technical solution to delocate offices and to chose teleworking

Met Targets:

Cut of helpdesk tickets for ad-hoc configurations.

Faster response in case of company merging, reorganization or enlargement.

Higher availability thanks to the management of virtual desktops, application and data inside the data center.

Security optimization, application updating, better management of patches and centralized management of security criteria.

Very fast availability of a Disaster Recovery in case of a base sudden isolation (atmospheric events, natural disasters, etc.)

In order to show the advantages of virtual desktops, let's take the case of one of our clients who has an international business activity.

Carlson WagonLit Travel is a worldwide leader in the field of Travel Management Companies, active in more than 150 countries with about 18.000 employees. Carlson WagonLit Travel Italian Division, active in many districts of the country, had the need to delocate some of its offices.

The Management has taken into consideration two options: either to centralize all activities in one single building or to chose teleworking.

In order to evaluate the best option, AMInformatica was asked to produce a feasibility study for the implementation of a Virtual Desktop solution on a MPLS Teleworking connection for 50 users in Milan.

The suggested solution is based on the VMware View 4 technology, which allows to keep present desktop architecture and therefore business continuity.

VMware View 4 allows independent management of single desktops. It speeds up and eases updating, provisioning and controlling of thousands of virtual desktops from just one console. In this way, interdependences between operative system, applications and hardware of the desktop environment are removed. Just like virtualization has transformed servers in data centers, VMware View 4 is changing the concept of desktop from a device-based model to a user-based one. Virtualization separates desktop environments from below PC hardware. It is now possible to manage desktop operative systems, applications and data centers information independently and

this makes companies work much easier! Furthermore desktops centralization and virtualization cuts off expenses. VMware View 4 with PCoIP adaptive technology allows users of thin client laptop to access their desktops, applications and settings both from the office or "on the road". It is actually possible to mediate between companies and users needs, optimizing users experience with virtual desktops that follow them anywhere, regardless of the device in use.

In Carlson WagonLit Travel case, the virtual environment was tested on terminals, other than on PCs (desktops and laptops). This solution, which resulted the best one at the end of the POC, allows a better management of users profiles. As a matter of fact, applications and desktops virtualization removes ties in between software, hardware and operative systems: the installation of desktop environments on final users' devices can be avoided and all applications, Windows desktops and terminals can be distributed, managed and updated from a single central position. VMware View 4 makes all applications and desktop processes of verification, provisioning and support simpler and affordable!



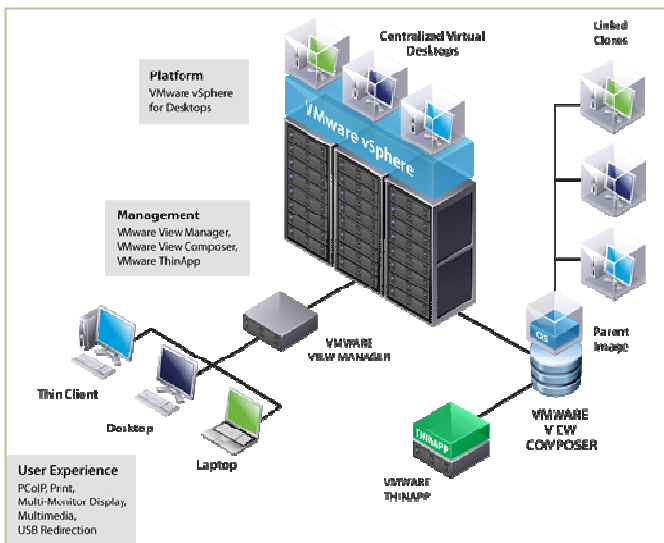
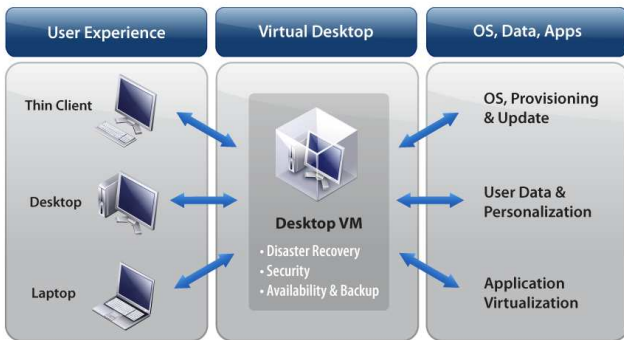
A terminals-based virtual environment simplifies its management and better protects data without compromising the final users experience. Protection of data and intellectual property is guaranteed by the data center. Final users can access their own desktops, fully personalized with their applications and data, from everywhere and anytime, without compromising the company security criteria.

Functional advantages:

- Cut of helpdesk tickets for ad-hoc configurations.
- Faster response in case of company merging, reorganization or enlargement.
- Higher availability thanks to the management of virtual desktops, application and data inside the data center.
- Security optimization, application updating, better management of patches and centralized management of security criteria.
- Very fast availability of a Disaster Recovery in case of a base sudden isolation (atmospheric events, natural disasters, etc.)

Economic advantages:

- Cut of capital costs, thanks to PCs hardware extended life.
- Cut of operative costs, thanks to desktops optimization and automation.
- Reduction of potential economic loss caused by PCs downtimes.



AMInformatica IS
 VMware Enterprise Solution Provider