NetApp®

Quest®
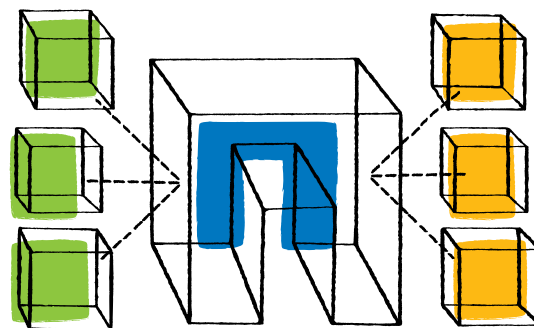TECHNOLOGY MANAGEMENT FOR BUSINESS

Cloud Service Brief

Quest Desktop Virtualization Services

Boost business agility while reducing costs with automated, centralized control of your PCs

The Challenge
Cost-effectively managing all those end-user devices

These days, workers are no longer tied to their desks. More and more, they work from anywhere and everywhere using a wide variety of end-user devices that must be managed and maintained.

Traditionally, IT administrators have interacted one on one with each end-user device to perform tasks such as software update/patching, asset provisioning, configuration management, and troubleshooting. As the types of end-user machines proliferate, it's become difficult not to occasionally miss a device—or a critical patch—and pay the consequences: Unsecured machines, application incompatibilities, missing functionality, excessive troubleshooting costs, frustrated end users, and ultimately unhappy customers.

Staying competitive means providing workers with devices that securely deliver the application environment each one needs—affordably.

The Cloud Service
Ease management burdens and lower costs with Quest's Desktop Virtualization Services

Desktop virtualization separates each end user's environment (operating system, applications, data, customizations) from the physical desktop that an end user works on and then centrally stores and manages that environment, called an image, in a data center.

With Quest's Desktop Virtualization Services, your desktop images reside in one or more of our highly secure, highly available nationwide Service Delivery Centers and can be delivered to almost any device. Your employees can access their workplace desktop environments on demand from anywhere.

Quest can quickly make updates to all or some of your images and work around failed endpoint devices or even entire locations. What's more, your company's desktop images can be kept separate from employees' personal applications and data, which helps protect the organization's data and applications.

"Utilizing Quest's virtual desktop services to replace our costly thin client environment has meant better performance for our end users as well as ease of management for the IT team."

Bob Fuller
Systems Administrator, Navellier & Associates

Desktop virtualization introduces a big change to how employees and contractors use their computers: The separation of the computing device itself from the applications, data, and personal customizations of each person who uses that device.

With desktop virtualization, each end user's computing environment is encapsulated into an image that's stored in a data center. These end-user images can be managed as needed—updated and patched, applications and data added or deleted as appropriate, security assured, backup copies automatically generated. And those images can be delivered anywhere, anytime to any device—on demand.

Quest's Desktop Virtualization services can transform how your workers use their PCs, notebooks, and smartphones—and what it costs to administer and protect the applications and data end users access.

Shifting from a traditional desktop computing architecture to a Quest Desktop Virtualization service that's been customized to your business goals can save you money and enable your business breakthrough ideas.

Cut Desktop Costs By Up to 50% Without Sacrificing Your SLAs

Most organizations haven't virtualized their desktops; they're typically spending about three times more in PC operational expenses than they did to buy the hardware, which means they're spending too much.

Quest's Unified Virtual Data Center

Quest's unified virtualization architecture, including NetApp® virtual storage as well as desktop virtualization capabilities from Desktone, VMware, and Citrix, simplifies the aspects of desktop management that traditionally have generated significant cost and complexity.

Now Quest can quickly handle such essential desktop management processes as provisioning, configuration management, connection brokering, policy enforcement, patching/updating, and application assignment. Your end-user devices and the applications you use will perform as well or better than they do currently—and you'll save as much as 50% of costs associated with hardware acquisition, management, and desktop operations.

Automated provisioning

At Quest, we can customize our Desktop Virtualization services to provision desktops in groups according to your

policies. Quest can also help you customize how much you let end users work with their virtual desktops using a LAN or WAN connection versus leveraging local device resources so they can have secure, offline access to applications and data.

Improve PC/Desktop Environment Security, Availability, Scalability

When Quest hosts your virtual desktops in one or more of its nationwide Service Delivery Centers, you benefit from more secure, centralized, and offloaded antivirus, encryption, and two-factor authentication capabilities that minimize risk of malware infection.

Importantly, your corporate data stays in Quest's Service Delivery Center, where your corporate security policies remain in force. Quest's Unified Virtual Data Center offers the exceptional synergies of a simplified, unified architecture that enables unsurpassed end-to-end security and isolation in virtualized environments. In addition, timely data backup is built into the functionality of your end users' virtual desktop images.

Extend PC Life, Avoid OS Migration Conflicts

Quest's Desktop Virtualization Services can double the speed of Windows®

7 migrations, while cutting migration costs by half, based on Quest's ability to rapidly provision virtual desktops that your end users can access without upgrading their hardware. Quest can also virtualize legacy applications so they're free of OS compatibility issues.

Reduce IT Capital Expenditures with Customized Services

Desktop virtualization can stretch your PC refresh cycle by possibly doubling the life of your PCs.

Expertise and ongoing support for a single monthly fee

Quest's Desktop Virtualization Services could enable you to bypass much of the upgrading and hardware acquisition expenses associated with a Windows 7 migration. Instead, you'll pay a single monthly fee for a carefully and sensibly customized service that enables you to continue using your older PCs for longer—as much as twice as long as a typical PC lifespan.

Quest's deeply experienced staff of experts will work with you to understand your objectives as well as your current desktop environment—and then they'll figure out how to affordably accomplish those objectives. Their experts will work with you at every level—translating business goals into technical requirements; transforming technical requirements into implementation plans; and following through with deployment, management, and ongoing support.

You'll get the desktop virtualization capability that serves your organization most effectively—and leave the hassles and headaches to Quest.

Try Quest's No-Charge Desktop Virtualization Assessment

To get the most for the least cost, you need a strategy to determine which types of desktop virtualization will work for your organization.

Quest offers a free virtualization assessment to help you identify your options. Quest asks you to set up a workstation running critical applications that will serve as a virtualization model.

Then Quest experts will load an agent on the workstation to gather data while you run your applications as you normally would.

Quest experts then review and analyze the data they've gathered and make recommendations about how you can exploit desktop virtualization technologies to achieve significant competitive advantage for less money than you're spending now.

Netapp Helps Quest's Customers Do More with Less

The ability to understand your specific business needs and then customize affordable, efficient cloud services to meet those needs is a core element of Quest's business model.

Because Quest wants to provide you with optimum value for your IT spend, they're continually searching out and embracing third-party products and services that cost-effectively meet the challenges customers face.

That's why Quest relies on the efficiency, flexibility, versatility, and ease of management built into NetApp storage systems.

NetApp's extensive storage expertise, innovative technologies, and proven best practices make it possible for Quest's customers to do more with less—and do it with greater agility. That, in turn, enables Quest to boost the power of its infrastructure to deliver affordable, efficient virtualization capabilities to businesses of all sizes spanning many industry sectors.

Whether it's private cloud, public cloud, or hybrid cloud services, Quest and NetApp can deliver.

Quest Products and Technologies

Quest Virtual Application Development environment design, management, and performance/fault monitoring services

24x7x365 incident tracking and customer notification

NetApp Products and Technologies

FAS2000 and FAS 3000 series storage systems

Data ONTAP® storage operating system

NetApp data protection software

NetApp OnCommand® management software

NetApp object storage software

Third-Party Products and Technologies

HP ProLiant servers

Cisco Unified Computing System™ blade servers, Cisco Nexus® data center switches

Juniper Networks EX series

VMware® vSphere™, VMware View

Citrix XenDesktop, XenClient

Wyse Thin Clients

Desktone Cloud Platform

Related Services

Quest Unified Virtual Data Center

Quest's nationwide Service Delivery Centers, IT resources, and expertise in virtualization technology and cloud computing provide the enhanced service levels and operational efficiency you expect, without the cost and management burdens of an in-house service.

Quest Disaster Recovery/Business Continuity

Quest brings your business reliable, scalable data storage and the ability to recover from large or small business disruptions.

Quest Virtual Application Development

Get the sophisticated cloud infrastructure your developers need to more quickly create the high-quality software applications that make your business competitive.

About Quest

Quest is one of the nation's leading technology consulting and management firms, providing Professional, Managed, and Cloud Services in business continuity/disaster recovery, data storage and colocation, security, networking, telecommunications, wireless, and technical staffing. Visit us at *www.questsys.com.* Quest is a member of the NetApp Partner Program for Service Providers.

About NetApp

NetApp creates innovative storage and data management solutions that deliver outstanding cost efficiency and accelerate business breakthroughs. Discover our passion for helping companies around the world go further, faster at *www.netapp.com*.

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