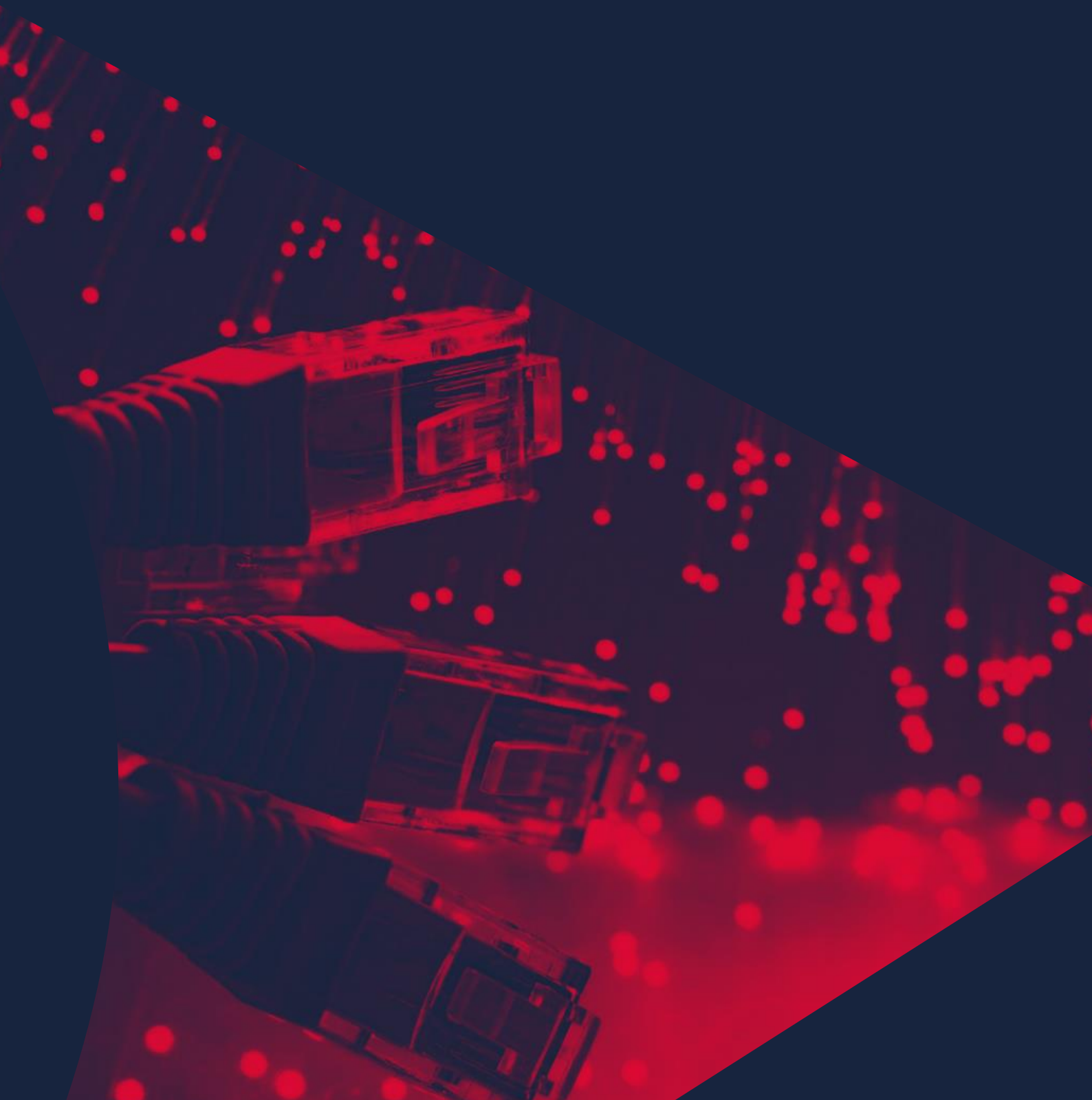




# Virtual Desktop Infrastructure



## What is Virtual Desktop Infrastructure?

Virtual Desktop Infrastructure, or VDI, most commonly refers to a desktop being presented to an end user via a virtual machine that runs within a Data Centre.

## Why use VDI?

There are many use cases whereby VDI may be the best solution for businesses. Moving to a VDI model results in very little computing being done at the endpoint. The computing and the data remain within a secure data centre and the endpoint just becomes a gateway to that environment. This in turn means that the endpoints become less important within the IT infrastructure both from a financial standpoint and in terms of security. I.e., it's easier to secure the data within a data centre than on multiple endpoints in multiple offices.

Such use cases would be:

- **Flexible working** - The business landscape is changing; more and more companies are offering flexible working to employees to try and attract talent. This can lead to more people working from home, working different shift patterns, and working from several different endpoints. This in turn makes managing access to corporate resources more difficult for IT. In such as use case VDI is a compelling solution, not only to provide access from several different endpoints, but to keep corporate data securely within the Data Centre.
- **Hot Desking** - Another trend that has become more popular in recent years is Hot Desking. This is seen as a way of encouraging a more collaborative workforce and improving communication within departments. Again, it presents challenges to IT, however in this situation VDI can be a solution - deploying Thin Clients at the desktop and providing access to corporate resources via a virtual desktop would provide the flexibility that the business requires.
- **Shift workers** - One benefit of VDI is the scalability of the solution. If you have many shift workers within your workforce, VDI can provide savings in terms of the hardware required to provide each worker with a computer upon which to work. By sharing terminals across various shifts, a company can operate using less hardware and less workspace. When a shift worker arrives for work, VDI allows them the flexibility to work from any terminal, in a similar way to how people worked prior to the PC revolution.

## Other Benefits of VDI

The main benefits to VDI from an IT departments perspective are:

- **Reduced Maintenance** - Depending on the method of deployment, VDI can make maintenance tasks much simpler. Operating system and application patching is made much easier as the number of machines to patch is reduced. One image can be used across the VDI estate rather than maintaining multiple endpoints which may be geographically dispersed

- **Security** - As all the corporate data remains within the VDI environment, securing that data is much more straightforward than the alternative. In a VDI environment, if an employee loses their corporate laptop or has a laptop stolen, it's not as much of a concern as all the corporate data is within the VDI environment at the Data Centre.
- **Support** - Support of the IT infrastructure can be streamlined as the endpoint upon which users connect into the VDI environment become "dumb terminals" with multiple points of access.

## Drawbacks of VDI

Unfortunately, it's not all positive! As with any solution, there are drawbacks to the use of VDI.

- **Desktop Experience** - Although the technology is always improving, the desktop experience is not the same as working natively on a standard PC. Specifically, when it comes to displaying graphic intensive applications or video on a virtual desktop. Our experience within our client base suggests that for heavy users of PC's VDI really isn't an option as the experience degrades which in turn can lead to less productivity. Physical servers that can support the GPU's (Graphic Processing Unit) required to deliver high rendering or video streaming can be very expensive.
- **Connectivity** - Clearly to connect to the VDI environment, you need an internet connection. Without this you cannot access corporate resources. Although connectivity is constantly improving, there is still a requirement in most business to be able to "work offline", this in turn presents some security challenges, however there are solutions to securely work offline.
- **Managing Change** - Moving to a VDI environment is a large change to end users, which means there will be additional training resources required to make sure that productivity doesn't suffer as a result.

## How Tribeca Can Help

At Tribeca we can provide a full VDI environment for clients, however we also offer other options to fit the requirements of business that want to have the functionality for remote workers, however, don't want to move on mass to a VDI environment. A solution we deploy frequently is to provide a virtual desktop for means of remote access or for workers permanently based outside of the office whilst having the rest of the business working in a more traditional way.



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