northgate MANAGED SERVICES

Virtual Desktop Infrastructure Service

Optimise Your Desktop:
Optimise Your Budget

If you're spending large portions of your IT budget on maintaining and refreshing your desktop environment, you're not alone. Desktop management can consume between 35 and 45% of your IT budget*. Increasing numbers of operating systems, applications and user settings can result in a complex and challenging environment to manage.

We are using more technology and devices than ever before, both in work and at home and demand the flexibility to access our desktops and applications from any location using any device. This is challenging our ability to manage and control IT and of course the question as to whether the infrastructure is even capable of meeting these demands. The only real response has to be to move away from managing the end user device to managing the delivery of desktops and applications to the end user.

Challenges

Complexities of Operating System Migrations

The impending replacement of XP with Windows 7 will bring challenges and additional costs of £660 - £1230 per user** if your desktop infrastructure is disparate. Costs mount up when you consider the need to test device capability, upgrade hardware and manually deploy Windows 7.

Increased Costs

Keeping up to date with the latest operating systems and growing number of applications creates additional costs and complexity in hardware upgrades and license management. Often the barrier is so high that projects are delayed – sometimes indefinitely.

Management and Security

Managing and Securing distributed desktops also presents a significant challenge to IT teams. An increasing amount of time is being spent travelling to remote sites to upgrade application software, security patches and manage individual desktops. Organisations are also struggling to manage, control and secure the proliferation of mobile devices in daily use.

Flexibility

Economic conditions and increasing levels of competition are driving business users to demand a more flexible approach to how they work. Users now expect to have access to desktops and applications from any location using any device.

Northgate has partnered with leading technology providers Microsoft, Citrix and Dell to offer a virtual desktop solution which encompasses the data centre servers and storage, infrastructure application, end user operating system, project management , transition and deployment.

DELL PartnerDirect Premier

Microsoft Partner
Gold Server Platform
Gold Desktop

CITRIX partner
Gold
Solution Advisor

* V-Alliance, Get Virtual now. http://v-alliance.netcontrolling-costs.aspx2010
** Windows 7 made easier with Citrix Xen Desktop. White Paper 2009

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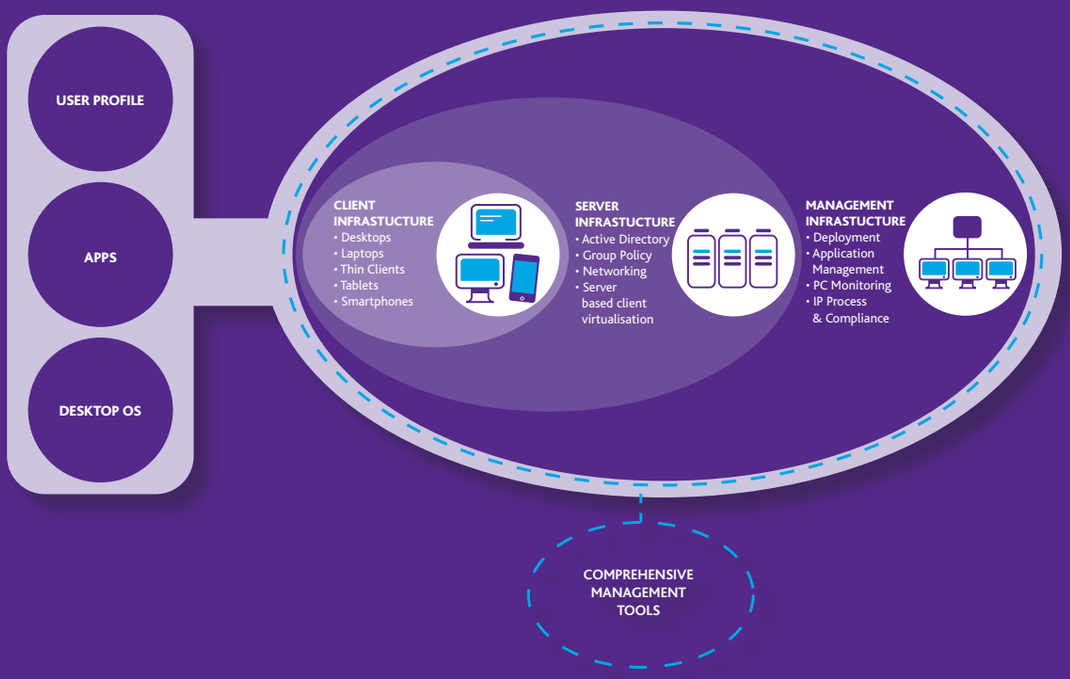
Virtual Desktop Infrastructure

The windows desktop is physically held in the data centre and deployed centrally to the user's desktop as an on-demand service. This ensures single instances of applications, user profiles and operating systems facilitating central management and control.

The solution delivers secured desktops or individual applications to any device, at any time to business users regardless of whether they are office based mobile workers or contractors.



The solution works with your existing infrastructure and desktops enabling you to leverage your current investment while providing the flexibility to add or change in the future. This removes the budgetary and resource burden of regular hardware refreshes and upgrades. It also provides the user with the flexibility to access their desktop on any device whether it be corporate or 'bring your own'.

Mobile Device Management

Northgate's Mobile Device Management (MDM) solution can be deployed as part of the VDI solution to secure and control mobile devices. The solution enhances the capabilities of Microsoft System Centre configuration Manager and provides a full MDM solution for all mobile platforms, integrating into the existing configuration manager tool with no requirements for additional servers or hardware.

Functionality includes;

- Activation of devices to receive access to corporate services
- Deploys applications, documents, policies and settings
- Auto provisions certificates
- Device monitoring for breach of policy e.g. running applications, changing phone settings
- Jailbreak/Rooting detection
- Device location
- Remote locking, password reset, full or selective wipe
- Remotely manage settings e.g. new corporate wireless network
- Provides detailed reporting

Northgate design and implement the solution to meet the exact needs of your organisation, combining our technical expertise and proven deployment capabilities with the latest technology from our key partners to deliver an end to end solution which is both expandable and adaptable.

Benefits

Ease of Deployment

With a Virtual desktop solution updates such as Windows 7 can be deployed centrally with minimal impact on IT staff and the end user. Device upgrades are not necessary as the desktop is hosted centrally.

Manageability

Integrated desktop management tools streamline the process of managing desktops and allows for central management of operating systems, applications and user settings. IT staff are no longer spending large amounts of time at remote sites supporting individual desktops. Mobile devices can now be effectively managed.

Security & Compliance

Up to date anti-virus and security patches can be deployed and monitored centrally and accurate information held on software licencing. Data can also be centrally managed and backed up reducing the risk of data loss.

Flexibility for End User

Users can now access their desktop applications from any location and on any device in a controlled and secure environment, providing a more productive and responsive infrastructure.

Efficiencies and Cost savings

The Virtual Desktop Infrastructure Service provides a more stable and reliable infrastructure for end users, reducing demand on the service desk. For the IT department, central management of the desktop infrastructure ensures a much more efficient process and reduces the need to support each desktop individually. There is also no longer a requirement to continually refresh your desktops in order to run the latest operating systems and applications as the desktop and applications are deployed to the end user's device centrally from the data centre.

The Virtual Desktop Infrastructure Service brings benefits to both your budget and your business.

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