



# Implementation of a virtual desktop Infrastructure (VDI)

## Highlights

- *Virtualized 15000 endpoints using VDI*
- *VMware View and ThinApp virtual desktop infrastructure is easy to manage and cost-effective too.*
- *Enhance user experience*
- *Ease of management of large infrastructure*

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## The Client:

Our customer is a highly reputed and large Medical College. We were hired with the objective of improving and simplifying desktop management and delivering a world class end user experience.

## Challenges

The College has a new establishment teaching 15,000 students and has over 650 employees. The newly-built campus has state-of-the-art facilities and delivers a wide variety of courses for all ages, allowing students to gain practical & personal skills and advance careers whilst making friends. The College also has six other remote sites within the surrounding areas that deliver courses to the community at large.

College faced a tremendous challenge in managing the diverse and distributed desktop infrastructure.

The College's IT department was responsible for over 1100 laptops, 400 thin clients and 500 desktop PCs that run a combination of Windows XP & Windows 7. Over 95% of the IT back end infrastructure was virtualized and the College runs over 100 virtual machines including Oracle, Exchange and SQL. The backend environment needed to be well standardized and grouped.

College is currently migrating to Windows 7 from Windows XP.

Within the next 12 months College plans to expand its View environment to accommodate in excess of 1500 end users, The College also intends to expand its usage to iPads and hand held devices.

## Suggested Solution:

### VMware improves desktop management

With the aim of improving and simplifying desktop management and delivering a world class end user experience, College decided to implement a virtual desktop infrastructure (VDI), and VMware View was chosen due to the overall strength of

the offering.

Everything from software updates to upgrades to problem solving were now managed centrally, meaning less time wasted on sending team members to work on individual desktops.

As the College continues to strive to provide best-in-class teaching tools and facilities, the new VDI platform provides a more flexible approach to learning and teaching for staff and students alike. A user is now able to access his or her desktop wherever they are, be it at home, on the move, or even abroad via a laptop, desktop or even an iPad, whilst retaining a consistent session experience.

The new platform helped increase the life of hardware, which the college previously had to replace every three years, and has reduced the college's carbon footprint by replacing power hungry physical desktops with thin clients. The college has also just introduced iPads running VMware View into the infrastructure and expects their usage to expand significantly in the future. In addition, security has greatly improved: external data storage is no longer needed as the entire desktop can be accessed at any location.

Central management of security policies has also resulted in a big decrease in time spent fighting security issues.

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## **VDI enables enhanced learning experience**

With the implementation of VMware ThinApp, College has been able to customize the desktop experience further by streamlining application deployments. For example, while accounting users have access to accounting software, Medical students are able to access medical applications. This effectively creates a streamlined customized desktop experience for the end user whilst at the same time enabling granular desktop management controls for IT staff.

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## **The Benefits**

*“VMware View and ThinApp virtual desktop infrastructure is not only easy to manage and cost-effective to scale, it has also freed up our IT team to focus its time on improving the end user experience rather than on constant firefighting. The opportunities View has opened up far more flexible ways of working not only improves the experience for staff and, but also gives us a real competitive advantage in attracting new students to the College.”* Technical Services Leader, College.