

# Remote and Branch Office Solutions from VMware View 4

Simplifying Remote Office Desktop Management with VMware View

VMware View™ 4 enables enterprises to deliver high-performance virtual desktops from centralized datacenters or centralized servers onsite, to remote or branch offices such as retail stores, bank branches, physician's offices and even offshore facilities.

## Remote and Branch Office Challenges

Desktops in remote and branch offices such as call centers, retail stores, bank branches, manufacturing plants, medical clinics, warehouses and other facilities are much harder to manage, more difficult to protect, and more costly to maintain.

In order for IT staff to deliver consistent and scalable desktop services to their remote and branch offices in a timely manner, they need to overcome obstacles like management complexity, inadequate infrastructure and a lack of administrative resources. Challenges include:

- **A lack of onsite IT resources:**

Since new desktops must be provisioned onsite, remote sites can experience lengthy turnaround times for desktop IT requests. The need for central IT staff to troubleshoot remote desktops in person results in costly support trips and extended downtime.

- **The absence of standardization:**

The distributed nature of remote offices makes it hard for IT organizations to enforce consistent standardized desktops across all sites. This lack of standardization also makes it challenging for IT staff to quickly meet the demand for new applications, support legacy applications, and cost-effectively manage upgrades and routine maintenance.

- **Inadequate business continuity and disaster recovery (BCDR) capabilities.**

While many enterprises have implemented BCDR plans in the datacenter, they often struggle to provide adequate business continuity and recovery solutions for their remote offices and desktops. Investing in redundant hardware and specialized business continuity solutions for every location is simply too cost-prohibitive. As a result, single points of failure at remote offices increase the risk of service downtime for key business applications and desktops.

As enterprises increasingly adopt distributed models, it's more critical than ever to minimize downtime, reduce administrative requirements, and increase availability at remote offices

## Achieving Secure Remote Access

VMware View 4 is the leading desktop virtualization solution built for delivering desktops as a managed service—from the platform to the protocol. This solution lets enterprise IT manage operating systems, applications and user persona independently of each other. VMware View simplifies desktop management, reduces desktop operational costs and increases control for IT. It also provides end users with flexible access, creating a superior desktop experience—over any network.

VMware View enables enterprises to deliver high-performance virtual desktops from centralized datacenters or centralized servers onsite, to remote or branch offices such as retail stores, bank branches, physician's offices and even offshore facilities. It eliminates the need to staff remote locations with IT resources, since desktop management and provisioning are done centrally. End users benefit from a high-performance, personalized desktop environment even over a high-latency, low-bandwidth connection.

### **Simplified Desktop Management**

Desktop and application virtualization break the bonds between software, hardware and operating systems, eliminating the need to actually install or manage desktop environments on end-user devices. From a central location, IT staff can deliver, manage and update all Windows desktops and applications in minutes. VMware View makes the testing, provisioning and support of applications and desktops for remote offices much easier and less costly.

### **Automated Desktop Provisioning**

VMware View provides a single management tool to provision new desktops or groups of desktops, and an easy interface for setting desktop policies. Using a template, IT staff can standardize pools or groups of like desktops and easily apply desktop policies across the entire group. This feature enables greater IT efficiency by automating and centralizing desktop provisioning activities.

### **Advanced Virtual Desktop Image Management**

VMware View enables the rapid creation and management of desktop images from a single master image within a group of “like” desktops using linked clones. All updates that are implemented on the parent image are automatically replicated to the linked clones. Patches and updates can be pushed out to any number of virtual desktops at branch offices in minutes, greatly simplifying maintenance and patches, resulting in cost reduction. The process does not affect user settings, data or applications, so the user remains productive on a working desktop—even while the changes are being applied.

### **Superior End User Experience**

VMware View includes PC-over-IP (PCoIP) protocol technology that delivers a high-performance desktop experience, even over high-latency and low-bandwidth connections. This adaptive technology is optimized for the delivery of virtual desktops to remote users on the LAN or the WAN. Users gain access to their virtual desktops over a wide variety of virtual desktop devices, without any performance degradation.

### **Improved Security**

VMware View protects sensitive corporate data by using SSL tunneling to ensure all connections are completely encrypted. Additionally, VMware View Manager fully supports RSA SecurID® and provides the added security of two-factor authentication for tighter access control.

## **Key Benefits**

Customers using VMware View to virtualize call centers and other remote branch office operations have realized the following benefits:

- **Streamlined management and control.**

VMware View enables IT staff to manage all desktops centrally in the datacenter and provision them instantly to new users or remote offices. Administrators can create instant clones from a central image, and create dynamic pools of desktops for quick provisioning and rapid updating.

- **Lower costs.**

VMware View reduces overall costs of desktop computing by up to 50 percent by centralizing management, administration and resources, and by removing IT infrastructure from remote offices.

- **Improved security.**

VMware View minimizes risk and data loss at remote offices because all data is maintained within the corporate firewall. Built-in SSL encryption provides secure tunneling to virtual desktops from unmanaged devices.

- **Increased end-user satisfaction.**

VMware View PCoIP display protocol provides a superior end-user experience over any network. Adaptive technology ensures an optimized virtual desktop delivery on both the LAN and the WAN.

- **Improved business agility and user flexibility.**

VMware View accommodates changing business needs, such as adding new desktop users or new remote offices, while providing a consistent experience to every user from any network point.

- **More reliable business continuity and disaster recovery.**

VMware View is built on the industry-leading VMware vSphere™ 4 platform, and can automate desktop backup and recovery of a business process in the datacenter. Extend datacenter features such as VMware High Availability, VMware vMotion™ and VMware Dynamic Resource Scheduler to your desktops without the need to purchase expensive clustering solutions.

- **Reduced carbon footprint and energy costs.**

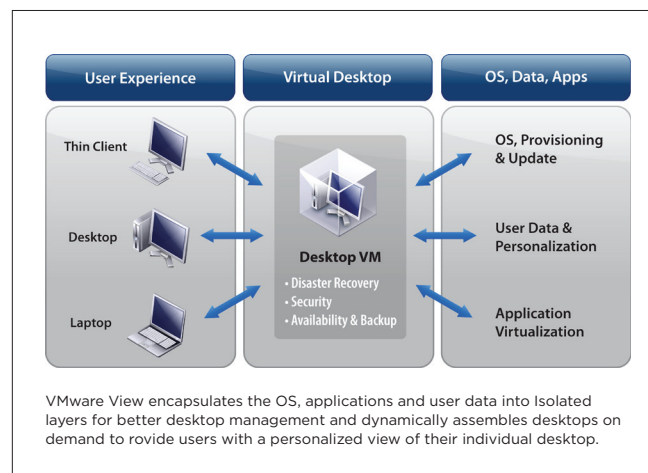
When used in conjunction with thin client devices, which typically use one-tenth the power of a traditional PC, VMware View helps reduce energy costs at remote offices and reduces the carbon footprint by up to 80 percent.

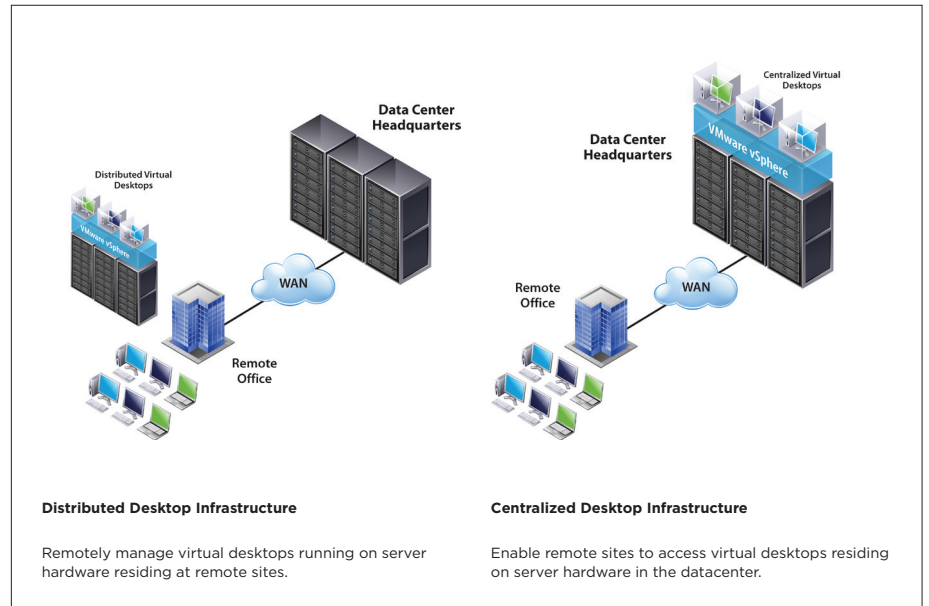
- **Standardized remote office infrastructure.**

Virtual machine templates and automated patch management enable IT staff to standardize systems at all remote sites without worrying about disparate hardware or legacy applications. Standardization upon a virtual platform helps organizations meet new business needs in remote offices without purchasing additional hardware or hiring more IT staff, reducing the total cost of ownership.

## Summary

VMware View extends the benefits of virtualization to remote offices. It enables IT organizations to control and manage all servers and desktops from a central location, and provides a standardized deployment platform that reduces the cost and complexity of remote and branch office management. By virtualizing either at the remote site or back to the datacenter, organizations can now leverage existing datacenter IT and personnel resources, thereby reducing cost, effort and downtime.





**Fig 1.** VMware View extends the power of the VMware vSphere to the desktop and enables organizations to extend enterprise-class features to desktops while standardizing on a common platform for managing both servers and desktops.