

# Frequently Asked Questions: Desktoner's Offerings and Market

## General Virtualization

### Q: What is desktop virtualization?

A: Desktop virtualization is the separation of a client operating system/environment from its underlying physical hardware through the use of virtualization software. There are a number of forms of desktop virtualization which can loosely be grouped into two broad categories: distributed vs. centralized processing. The distributed processing forms include remote booting diskless PCs and client hosted virtual machines (VMs). The centralized processing models include Terminal Services, Blade PCs and VDI (server-hosted VMs).

### Q: What is virtual desktop infrastructure (VDI)?

A: Virtual desktop Infrastructure describes a generic architecture for delivering virtual desktops from the data center. Desktop images are hosted centrally as virtual machines on servers in the data center and delivered to end users through a remote display protocol such as RDP.

### Q: Why would an enterprise want to virtualize desktops and consolidate them into a data center?

A: Traditional desktops are difficult and expensive for IT staff to manage. Securing and supporting desktops consume significant IT resources. In an increasingly global and mobile world, it is extremely challenging to scale desktop environments in a manageable way. By moving from physical to virtual desktops that run on data center servers, enterprises can mitigate these challenges.

### Q: What are the main challenges an enterprise will face in building and maintaining VDI?

A: The technologies needed for VDI (i.e., servers, storage, network, thin clients and virtualization software) are provided by many different vendors, causing considerable confusion among enterprise IT staff about which technologies to adopt. In addition, costs in the data center are optimized for hosting servers, not for desktops. Finally, because VDI solutions span many IT organizational silos, there is no single team responsible for managing internally deployed systems and troubleshooting issues.

## Desktops as a Service (DaaS)

### Q: What is Desktoner's Desktops as a Service™ (DaaS™)?

A: Desktoner DaaS is an offering from Desktoner authorized service providers that delivers server-hosted virtual machines as a monthly subscription service.

### Q: Why would an enterprise want to have their virtual desktops hosted by a service provider?

A: Enterprises reduce capital expenditures and shift computing costs from fixed to variable, since they no longer own or maintain the physical assets needed to support DaaS. Because enterprises do not build the virtual desktop infrastructures themselves, they can quickly deploy and scale virtual desktop environments, even to remote locations. DaaS secures access to physical desktop assets and data by virtualizing those resources and centralizing them

in a data center. IT improves service-level agreements with end-users, providing employees with reliable, always-on desktops that they can access anytime from anywhere. Traditional PCs can be repurposed and used for longer periods of time or replaced with thin clients which consume much less power.

**Q: What cost savings can I expect transitioning to a DaaS model?**

**A:** Since enterprises no longer own or maintain the physical assets needed to support DaaS, they can expect to reduce capital expenditures and shift computing costs from fixed to variable. With DeskTone-enabled DaaS, desktop costs are reduced by \$300 - \$800/desktop/year due to reduced installations, moves, adds and changes (IMAC) and helpdesk labor, lower cost client devices, and lower data center costs (i.e. power, cooling, etc.)

**Q: How is DeskTone DaaS used in organizations?**

**A:** DeskTone's DaaS solution makes it easy for enterprises to handle many critical projects that, until now, have consumed tremendous time and resources. Examples include creating hotelling environments for end-users, transitioning end-users to employee-owned PC models, rapidly deploying desktops in new offices, and initiating effective desktop disaster recovery plans.

**Q: What do I get with DeskTone-enabled DaaS? How much does the subscription cost and what exactly am I getting?**

**A:** A base offering delivered by a service provider includes a specific number of hosted virtual desktops normally priced between \$75- \$85/month/desktop. The service provider supplies the physical resources on which the virtual desktops run. The enterprise brings the OS images and licenses, applications and data.

**Q: Is there an ideal time to transition to DeskTone DaaS?**

**A:** While enterprise can start using DeskTone DaaS at any point, desktop refreshes present an extremely good time to introduce the service.

**Q: How do I quickly and seamlessly migrate my users to a DeskTone DaaS environment hosted by a service provider?**

**A:** The Virtual-D platform supports a range of on-boarding approaches including traditional system imaging, P2V (physical-to-virtual) and V2V (virtual-to-virtual). The on-ramp is very fast.

## The Virtual-D Platform

**Q: What is the DeskTone Virtual-D Platform?**

**A:** The DeskTone Virtual-D Platform is an infrastructure software solution that integrates all desktop virtualization layers through a single, highly automated offering. It enables desktops to be delivered as an outsourced, subscription service by a service provider, which can be hosted at either the enterprise or at the service provider's data center. It lets enterprises quickly realize the full potential and benefits associated with VDI environments without having to build and deploy a VDI solution internally.

**Q: What are the primary benefits of the Virtual-D Platform?**

**A:** Enterprises can quickly realize the full potential and benefits associated with virtual desktop infrastructure environments such as reduced deployment complexity, improved management, security and compliance and customizable end-user experiences, without the capital expense and complicated systems integration of building and deploying a customized internal solution.

**Q: What are the components of the Virtual-D Platform?**

**A:** The Virtual-D Platform is made up of components that enable service providers to deliver virtual desktops as a monthly service, enterprise desktop administrators to manage those virtual desktops, and end-users to access and self-manage their hosted virtual desktops. The platform separates enterprises and service providers into two unique tiers. The enterprise tier components include the Virtual-D Enterprise Center, a web-based management

interface for the desktop administrator, and the Virtual-D Portal, a self-service, policy-based portal that users can access from any browser. The service provider tier includes the Virtual-D Element, (i.e., racks that include hardware, virtualization resources and software required to support virtual desktops), and the DeskTone Service Grid, a framework that ties Virtual-D Elements into a virtual desktop utility grid. The two tiers are joined with DeskTone's unique Access Fabric – a set of distributed services that provides the association between authorized users and their hosted virtual desktops.

**Q: What components do I need to use the Virtual-D Platform in my organization?**

**A:** Enterprise organizations will utilize the Virtual-D Enterprise Center and Virtual-D Portal. Service Providers will utilize the Virtual-D Elements and the DeskTone Service Grid.

**Q: How is the Virtual-D Platform different than Microsoft Terminal Services or Citrix XenApp?**

**A:** The Virtual-D Platform is based on a VDI model, where servers are divided up into virtual machines that host users' desktops. The virtual desktops run a Windows client OS, such as Windows XP, providing an authentic and familiar desktop experience for end-users which can be fully customized to their liking. Conversely, Terminal Services and XenApp are shared services environments where users receive Windows Server sessions which do not provide a true desktop experience and which are not really customizable by the user.

**Q: How are Terminal Services and XenApp complementary to the Virtual-D Platform?**

**A:** Terminal Services and XenApp can be used to deliver server-based applications to virtual desktops hosted by the Virtual-D platform.

**Q: How is the Virtual-D Platform different than Citrix XenDesktop or VMware VDI/VDM?**

**A:** The Virtual-D Platform is a highly scalable software platform that service providers implement to deliver virtual desktops as an outsourced, subscription service to enterprise customers. Citrix XenDesktop and VMware VDI/VDM are software products that are sold directly to enterprises and which must be deployed, integrated and managed internally.

**Q: What hypervisors and remote desktop protocols are supported with the Virtual-D Platform?**

**A:** The Virtual-D Platform is hypervisor agnostic and currently supports VMware ESX, with planned support for Xen and Microsoft's Hyper-V. From a remote desktop protocol perspective, Virtual-D currently supports RDP.

**Q: What types of access devices can be used with the Virtual-D platform?**

**A:** The Virtual-D platform supports a wide range of access devices including both Windows and Linux-based thin clients, desktop appliances, repurposed legacy PCs and rich clients.

**Q: What is the typical system configuration of a Virtual-D Element?**

**A:** A Virtual-D Element is one or more data center racks of servers, storage and commercial software (i.e. industry standard hypervisor, remote desktop protocol, etc.) In addition, each Element runs components of the Virtual-D platform that tie the hardware and software located inside the Element together and also which orchestrate a group Elements into a virtual desktop utility grid.

**Q: How do service providers provision Virtual-D Elements?**

**A:** Service providers can build Elements themselves using DeskTone's Virtual-D Element blueprint/reference architecture or can purchase them pre-fabricated from an authorized DeskTone partner.

**Q: Where are Virtual-D Elements hosted?**

**A:** Elements can either be hosted on customer premises or in a service provider's data center.

**Q: Are there special bandwidth requirements for Desktonelogo DaaS?**

**A:** Desktonelogo's DaaS solution is powered by Microsoft's Remote Desktop Protocol (RDP) technology and as such, is subject to the bandwidth requirements of RDP.

**Q: Who is responsible for managing virtual machine OS images, patches, applications and licenses?**

**A:** Desktonelogo's DaaS is designed to separate the management of the physical resources powering the service (which are owned and operated by a service provider) from the management of the virtual machine images (which are rented and managed by the enterprise). Therefore, the enterprise is responsible for managing the OS images and applications within the virtual machines including any patching and corresponding licensing.

**Q: Where does user data reside?**

**A:** User data will continue to reside in their enterprise data center.

**Q: I am a service provider. How can I evaluate the Virtual-D Platform?**

**A:** To evaluate the Virtual-D Platform, contact a Desktonelogo Representative.

**Q: I am an enterprise. How can I evaluate DaaS delivered by the Virtual-D platform?**

**A:** To evaluate the Virtual-D Platform, contact a Desktonelogo Representative.

**Q: How do I find a Desktonelogo partner who is delivering DaaS?**

**A:** To locate an authorized Desktonelogo Server Provider Partner, contact a Desktonelogo Representative.

## Purchasing and Support: Enterprises

**Q: How do I purchase DaaS?**

**A:** The Virtual-D Platform is available as part of a hosted service through authorized Desktonelogo Service Provider Partners. Enterprises can click [here](#) for more information. Service Providers who are interested in delivering Desktonelogo-enabled DaaS can click [here](#).

**Q: How is DaaS licensed?**

**A:** DaaS is licensed as a monthly subscription service with varying contract lengths, determined by the service provider, to meet different enterprise customer needs.

**Q: What service options are available?**

**A:** The Desktonelogo Virtual-D Platform accommodates different virtual desktop service offerings from basic to premium based on the service provider's business model. Service offerings will vary by service provider.

**Q: Who supplies the Windows client OS licenses?**

**A:** Enterprises need to supply their own Windows client OS licenses.

**Q: Who supplies the applications?**

**A:** Enterprises need to supply the applications for their hosted virtual desktops.

**Q: What kind of technical support is available for DaaS?**

**A:** DaaS technical support will be available to customers through an authorized Desktonelogo service provider partner.

## Purchasing and Support: Service Providers

**Q: How do I license the Virtual-D Platform?**

A: To license the Virtual-D Platform, contact a Desktoner Representative.

**Q: How is the Virtual-D Platform licensed?**

A: Partners who are interested in selling and delivering DaaS based on the Virtual-D Platform should contact a Desktoner Representative.

**Q: Can I purchase an Element from Desktoner?**

A: No. However, service providers can build Elements themselves using Desktoner's Virtual-D Element blueprint/reference architecture or can purchase them pre-fabricated from an authorized Desktoner partner.

**Q: What kind of technical support is available for the Virtual-D Platform?**

A: Desktoner Partners have access to telephone support 8am-6pm ET for immediate technical assistance; online resources are available 24x7.

## Licensing

**Q: Is Desktoner's DaaS model in compliance with Microsoft Windows client licensing?**

A: Yes as long as the customer is properly licensed for Windows Vista Enterprise Centralized Desktop (VECD). VECD is a benefit available only to Microsoft Software Assurance (SA) customers. Please see [this Microsoft Volume Licensing brief](#) for more information on the rules and requirements for VECD licensing.