

Survey for the Second Company using Virtual Desktop Infrastructure (VDI)

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Objective:

We interviewed 2 companies that actually are using VDI to understand what their experience was and to collect useful information for companies that are going to adopt this type of technology. The summarized output for the second company is shown below:

- **Expectations**

- 1) What were the reasons that motivated your company to adopt VDI?
 - a. Looking for a way to cut costs and administration of training computers.
 - b. Looking for a way to support remote users.
- 2) What are the major advantages for your company to use VDI?
 - a. It makes workstation administration easy on computers that are in training rooms, computers that are shared by multiple users, and remote users.
 - b. Provides a method for administrators to strengthen/standardize security.
- 3) What are the overall benefits you obtain from the adoption of VDI?
Short-term? Long-term?
 - a. Short – Being able to connect to work from any computer, anywhere.
 - b. Long – Still evaluating.

- **Evaluation**

- 4) How did your team go about evaluating VDI?
 - a. Created some virtual computer accounts for a few people to try on their computers and a couple to try on terminals.
- 5) What type of VDI was tested -- PC or thin client? What type was deployed?
 - a. Both.
 - b. We used the Wyse and HP thin clients.
- 6) How many applications were tested on the VDI environment?
 - a. Core, every-day Office applications.
- 7) How did you calculate for the size of the backend server infrastructure?
 - a. No major calculation required. Based it off of running a few (up to 10) "Proof of Concept" VDI images.

- **Challenges**

- 8) What challenges did your company encounter during the integration process with existing equipment?
 - a. Anything that required a codec to display content crashed. No support for Flash caused training videos to fail and killed our training room initiative. Flash content on the web failed and made browsing a pain.
- 9) How geographically dispersed is your VDI and did this cause performance issues?
 - a. Across the United States. No major latency/performance issues.
- 10) What challenges have your technical staffs had to confront?
 - a. Limited support is available to users in VDI because of the additional technical training required by support personnel.
- 11) What challenges has your management had to confront?

a. Organizing support processes and procedures for users adopting VDI.

12)How does your organization perform patch management on the VDI?

a. Manual – Microsoft Updates.

13)How successful were you in creating a secure profile?

a. No Issues

14)What challenges have your security professionals had to confront?

a. None

15)How long has your company been performing technology “renewals”?

a. About a year for VDI

16)How has that (the technology renewals) impacted VDI adoption?

a. Not an issue

17)How has VDI altered your disaster recovery plans?

a. It has not at this point. Most D/R personnel carry laptops.

- **Costs**

18)What kind of training have you allocated for your staff?

a. None yet

19)What kind of training have you allocated for your users?

a. None yet

20)What was the cost increase in the transition period?

a. unknown

21)What is the maintenance cost of DVI compared to traditional infrastructure?

a. Equal, if not more costly, due to licensing costs.

22)How long did it take for your company to complete the switch over to VDI?

a. Not started. Still in PoC stage.

- **Overall evaluation**

23)What is the major disadvantage using VDI versus traditional infrastructure?

a. Multimedia playback does not work at all yet.

b. Higher level of support personnel required.

c. Traveling users require internet connection to work.

d. If accessed from a PC, creates additional workstations to manage and additional software licenses to account for.

24)How have you dealt with laptop deployments?

a. Image, load applications, and deliver.

25)Based on your experience, what do you recommend to a company that would like to adopt VDI?

a. Niche solution that fits well in specific training environments (not requiring multimedia) or hard to access locations (oil rigs, etc.). Right now I feel like the energy placed into adopting VDI would be better served in streamlining the way our workstations are managed.