



## How to successfully implement a virtual desktop platform?

One of the fundamental goals of IT departments is that the management of the user's workplace is as simple as possible without affecting security, performance and control.

This can be achieved easily and successfully with UDS Enterprise. The implementation of UDS Enterprise ensures greater availability and agility in the environment of the user workplace, advantages impossible to overcome with traditional PC platforms. At the same time, the acquisition cost of said environment is significantly reduced and the operating costs of the platform are optimized.

UDS Enterprise helps to provide end users with a platform that allows increasing levels of productivity and performance, allowing access to virtual desktops, applications or other remote desktop services with total security from different devices and locations, and providing the IT department the necessary tools to manage and control the platform in an efficient way.

## How can you guarantee success in virtual desktop projects?

The migration towards these types of platforms without exhaustive planning and analysis of the environment and, even more importantly, without full involvement from the end user, will surely lead the project to direct failure. The current users and administrators of UDS Enterprise, prior to successfully migrating, shared with us both their experiences and challenges and collaborated with us creating a series of policies and good practices, which helped us fulfill their expectations with their virtual desktop projects.

We highly recommend analyzing the current environment and conducting a proof of concept, not only to guarantee the support of the end user, but also to check the advantages and functionalities that UDS Enterprise makes available to the organizations, providing value to both the IT department and the end users of the technology. The process that will allow you to successfully implement a desktop virtualization project is defined below.



### **PHASE 1: Analyzing the current situation**

Before downloading a UDS Enterprise trial version, we recommend to evaluate the requirements of the end user workplace environment and determine what are the needs and the advantages that UDS Enterprise could provide to the organization.

This is vital to carrying out these projects successfully. The work done during this initial phase will allow you to accurately define the most suitable parameters so that you can shape the solution that you need.

In the following sections, we briefly discuss the steps to be followed during the analysis process. These steps are:

- Defining business requirements
- End user needs. Cultural change
- Analyzing the existing environment

#### **Defining business requirements**

Any project of this type always starts thanks to certain business needs to be covered or improved (costs, response times, service quality, etc.). If, during the initial phase of the project these needs aren't clearly detected, it's very likely that the project won't be driven forward within the organization and, therefore, it becomes tough to obtain the resources required to carry it out. In order to prevent this from happening, it's advisable to detect the business needs that could be covered by adopting a virtual desktop solution.

#### **End user needs. Cultural change**

It would be important to compile the performance parameters of the user workstation environment. It's also essential to group those parameters according to each one of the identified user profiles. For example, application start-up times, session start-up times, accessibility... these are important parameters when demonstrating improvements in the end platform.

On the other hand, it's necessary to take into account the cultural change that using virtual desktops means for the end user: these desktops have a series of policies and rules that are accepted by the IT department but may be a change in the way users interact with their desktops.



### Analyzing the existing environment

This step determines the viability of the project and helps you to visualize the current state of the environment and what the final desired state will be, which allows you to design a manageable project. This analysis involves different elements of the IT infrastructure to determine the viability of the project. Once the analysis has been completed, you can safely get started on a pilot.

During this phase, we recommend to take the following premises into account:

- **Knowledge of the project team:** We advise defining the knowledge necessary to undertake each one of the project stages. There are UDS Enterprise resources available that can help training the members of the IT department involved in the project (manuals, white papers, training, support queries, etc.) There is also a network of UDS Enterprise Gold Partners who can help the team involved in the project by providing specialized experience
- **Evaluation of the user workstation environment:** We recommend analyzing how the users, applications and infrastructure elements interact with each other in order to define the best candidates for virtualization. We'd also like to emphasize the cultural change that results from adopting this type of technology in order to detect possible complications and plan ahead for possible resolutions. For help during this process, you can turn to any of the listed resources from the previous point

### PHASE 2: Making a pilot

All projects that end successfully get started with a pilot test before undergoing production. This pilot allows the IT department to design, test and optimize a prototype of the environment.

During the pilot, the IT department must take into account the requirements and needs of the environment, the business and the end users. The tests and adjustments during the pilot stage are crucial to recreating how virtual desktops operate in real environments.

This time is the ideal moment to bring all the technical and common business issues to light so that they can be fixed. For a pilot to be successful, collaboration between the team involved and the end user is vital.

Before carrying out the pilot, we recommend clearly identifying the solution use case, the desired functionality and the advantages and key milestones during implementation.



### Technical considerations

The performance of virtual desktops in a datacenter and the profile of the staff who are going to use this technology are completely different to what is normal in server environment operations, where the use thereof is completely procedural. Just as predictions exist about the use of these resources, these platforms are operated exclusively by qualified technicians.

In a virtual desktop environment, technical users (the administrators) and non-technical users (users of the desktop) coexist, so the procedures are not easy to implement and usage predictions might be inexact. There is a possibility that an erratic behavior will affect the infrastructure that supports the virtual desktops to a greater or lesser extent.

Aspects such as the server architecture and storage, template design, network and applications can be affected by this type of behavior, and a good virtual desktop platform design must consider all of these components as a whole.

Virtual Cable provides consulting, installation and configuration services that cover practically all of the implementation phases of a virtual desktop platform with UDS Enterprise, from planning and design to production.

### Business considerations

When changes are made to something that has become the norm, it's important to inform the users about the new work model and take the necessary time to make sure the end users feel involved in this process of change. We recommend finding out what the users' expectations are and involve them in the design, testing and optimization of the environment.

### Optimizing the pilot

Most of the changes that help optimize the performance of the entire platform should be made during the pilot phase. It's necessary to monitor the performance of the environment, compile information from the users involved in the pilot and adjust the different elements that make up the platform until achieving the desired performance.



### PHASE 3: Deployment

Once the pilot phase has been completed, the steps necessary to get it up and running will be defined. This phase completes the implementation of the solution, with the goal of including the remaining end users in the new virtual desktop environment.

Depending on how meticulous you've been during the pilot phase, the move into production shouldn't be as laborious as the previous stage, since you simply have to scale the capacity of the pilot architectural elements according to the final environmental requirements.

The templates for deploying the users will be created from the previous phase, with minimal modifications being required. Alternatively, new templates based on the models defined during the pilot phase can be created.

#### Deployment

During this scaling phase, it is still necessary to monitor and optimize the implemented environment. Prior to or during the commissioning, we recommend training users on the use of new platform.

It will be necessary to make small adjustments in the platform created concerning policies, profiles, etc... as you approach the final deployment.

#### Commissioning the new platform

Once the new environment has been implemented, you must document the architecture, operation and elements thereof, as well as all of the processes and possible contingency plans for the technical support staff to carry out in order to guarantee that the results achieved during the pilot are maintained during production.

### Support and professional services

Virtual Cable commercializes UDS Enterprise through a subscription model based on the number of users, including product support and updates.

Additionally, Virtual Cable professional services to install and configure UDS Enterprise.

For further information visit [www.udsenderprise.com](http://www.udsenderprise.com) or email us at [info@udsenderprise.com](mailto:info@udsenderprise.com)