

# VIRTUALIZATION REVOLUTION

## CSC VIRTUAL DESKTOP SERVICES



CSC  
NORTH AMERICAN  
PUBLIC SECTOR



### Benefits:

- Securely and centrally manage desktops, operating systems, applications, data, and regulatory compliance
- Provide users with access to their agency desktops from anywhere — via a variety of networked devices — and without compromising security
- Easily incorporate virtual desktop services into your disaster recovery and contingency operations planning
- Extend the life of desktop devices or replace with cost-effective thin clients
- Take in stride any changing business requirements, desktop deployment, and upgrades
- Improve business continuity
- Provision new offices rapidly and cost effectively

### Why CSC?

- Seven years experience implementing virtual desktop environments, including the largest UK implementation of Citrix XenApp (Presentation Server), which includes 26,000 concurrent seats for part of the UK's National Health Service
- We manage more than one million traditional desktops for our clients
- We have proven solutions using the best capabilities of our strategic partners, to provide superior performance and scalability at an exceptional price
- Trusted industry partner
- Serving U.S. government for more than 50 years
- Only Tier 1 infrastructure solutions provider with carrier legacy (> 100 years)
- 92,000 employees
- Global reach
- Certified: ISO, CMMI, ITIL, and Six Sigma
- Industry-recognized leader in green IT

*Delivering end user computing services has traditionally been one of the most resource-intensive areas of IT, often requiring hands-on support and machine-by-machine deployment of new applications, operating systems, and software updates. Increasing dispersal of organizations and growing concern about data loss have made the task even more challenging. What if you could deliver desktops with all the security and efficiency of thin-client computing, but still give users the freedom to work with their familiar, rich, personalized desktops — from wherever they are?*

*While virtual desktop technologies have evolved and matured, using them to their best advantage still requires the interplay of many elements. In CSC Virtual Desktop Services, we have combined the advanced technologies of select partners with our expertise in designing, implementing, and managing data center and desktop environments.*

### Operational Challenges

How do you reduce the cost and complexity of desktop provision and management, especially in dispersed and mixed end user environments?

Do you struggle to:

- Address legislative and regulatory requirements such as telework and the Federal Desktop Core Configuration?
- Prevent data leaks resulting from the loss or theft of PCs, laptops, and other devices?
- Help employees work from anywhere, without compromising security?
- Extend the life of aging hardware and minimize the cost of new hardware?
- Keep operating systems updated and applications patched?
- Back up and restore desktop data?
- Control access to systems for employees, contractors, and partners?

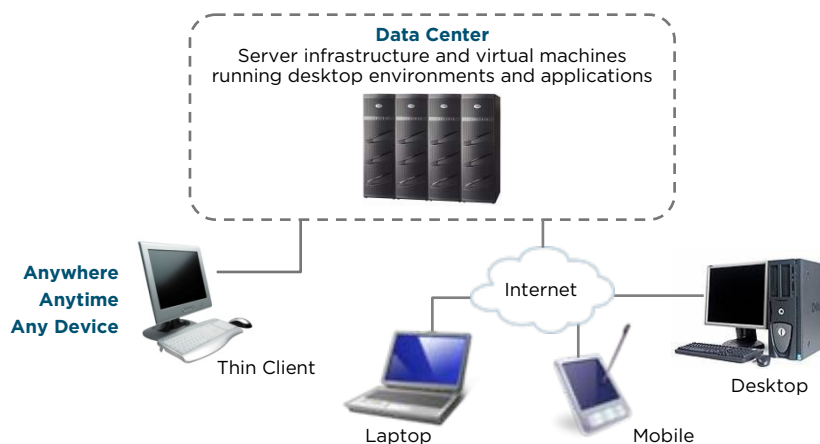
CSC Virtual Desktop Services will provide you with a proven solution to each of these concerns.

### Managing Risk, Compliance, and Security

With CSC Virtual Desktop Services, you will find that regulatory compliance, data protection, business continuity, disaster recovery, and information governance are easier to manage. As the data center is the most secure and controllable part of your IT infrastructure, operating systems and applications that run from it are easier to secure and control. As such, it is also easier to design, implement, and enforce policies and regulations. CSC Virtual Desktop Services also improves security by streamlining the delivery and application of software updates and patches. This ensures that operating system and application vulnerabilities are mitigated quickly, without resource-intensive monitoring and reapplication.

### Office in a Box

With our offering, rolling out desktops and applications to new users is done centrally and quickly. You can readily give applications access to hundreds of new or acquired staff — even a customized legacy application or a tailored engineering or development system. CSC Virtual Desktop Services will transform your response to agency change and expansion.



IT Infrastructure Solutions  
15000 Conference Center Dr.  
Chantilly, Virginia 20151  
1.703.818.4300  
[www.csc.com/itis](http://www.csc.com/itis)

### **Make Collaboration Easier**

CSC Virtual Desktop Services open up many possibilities for collaboration with industry and public sector partners. When collaborating in development, delivery of services, or other processes or functions, you can rapidly and securely grant your partner direct access to required applications. Instead of having to develop special interfaces, manage application delivery and licensing issues, or support non-agency desktop environments, partners can be given tailored desktop environments. With these environments you can grant your partners access to only the systems that you choose to — just as you would with an employee or internal contractor. You retain control of your applications and data, enabling collaboration across agency boundaries more quickly and cost effectively.

### **Postpone Hardware Obsolescence**

As processing requirements move to the data center, you can extend the useful life of your organization's workstations, PCs and laptops. You can even replace them with cost-effective, energy-efficient thin clients as part of your agency's green IT initiative.

### **Respond More Dynamically**

With CSC Virtual Desktop Services, you can respond quickly to frequent or unpredictable operational requirements. Instead of having to deploy and manage full desktop environments and applications on individual end user devices, changes can be consolidated and made in the data center.

If you are facing an upgrade to the next version of Windows, CSC Virtual Desktop Services allow you to upgrade with ease. You can avoid desk-side visits and permit simultaneous OS environments using resource-efficient virtualization technologies. This allows some users to be on different operating systems or application versions. Users can have virtual access to the relevant desktops: as many as each user needs, all accessible remotely through a single physical device.

### **Be Ready to Roll**

We've done the hard work of assessing the best options and combining them to create ready-to-roll, agency-scale solutions: from specialized virtual server systems to desktop appliances; from virtualized storage to software for application delivery; and from tools for managing thousands of users to secure remote access technologies.

### **Have Thin-Client Computing Without the Limitations**

Our solutions deliver device-independent desktops that are accessible from anywhere. For example, a user could use a home computer to access a corporate desktop — complete with all their personal preferences. With the right setup, the user can even access the same resources from locked-down machines, such as those in public spaces, leaving no trace on the host device. All that is needed are a keyboard, mouse, monitor, and network access. Operating systems, applications, and user settings are delivered to the user's device on demand.

These virtual desktops:

- Operate as effectively as a native desktop over any network, including the Internet
- Suit everyone, from knowledge workers who require feature-rich, personalizable environments to task workers with less sophisticated application and data access requirements
- Enable developers and testers to have multiple desktops at their fingertips

### **Choice of Services**

Our Virtual Desktop Services portfolio includes two service offerings:

CSC Dynamic Desktop is based on advanced Citrix virtual desktop software, especially its communication protocol and connection broker technology. Users can access their desktop by logging on from a Web page.

CSC Anywhere Desktop uses Sun servers, software, and Sun Ray desktop appliances. Users simply plug in a smart card to access their desktop from any Sun Ray station. With each, we offer end-to-end expertise — from strategy development and solution design to implementation and ongoing management and support.

### **FIND OUT MORE**

Whatever your current IT strategy, CSC Virtual Desktop Services can be a cost-effective and time-saving addition. We'd be happy to discuss your situation in more detail, and present a live demonstration.