

# Considering outsourcing desktop management? You have choices.

*Keep your hardware, but free up your IT resources with MSP assistance, virtualize the desktop on-premise or put everything in the cloud.*



Desktop management falls under the category of systems management (includes network and database management). A company's IT department manages all computers within the organization and oversees all devices including desktop computers with installing and maintaining hardware and software, spam filtering, administering user permissions and handles security-related tasks like patch management, combating and preventing viruses and spyware, and controlling applications.

There are options to alleviate IT. Improve employee collaboration and productivity with desktop management, VDI and DaaS.

## Desktop Management Services:

Utilize third-party software and/or outsourcing to an MSP. An MSP that handles managed desktop services covers a variety of things including: administration of desktops and applications, optimizing IT system efficiency and proposing new tools. Desktop Managed Services is proactive management, administration, operations, and monitoring of a company's information technology via device and desktop assets.

### Typically an MSP will provide:

- 24/7 management and technical support
- Configure and manage Anti-Virus solutions
- Monitor desktop (i.e. disk space utilization, software inventory)
- Provide status of anti-virus and pattern files
- User data management
- Asset management and support
- End User support, issue resolution with remote control assistance
- Desktop operating system patching
- Software inventory and management



Often times an MSP bundles desktop management with server management and additional benefits. They can help procure new hardware, dispose provision software, diagnose and work problems.

## Virtual Desktop Infrastructure (VDI):

VDI is the virtualization of a host desktop operating system onto a central server that displays to remote devices. Users access full desktop capabilities on machines that don't need to have robust processing, storage and computing as the majority of that happens on the back-end. VDI is costly and requires IT professionals to develop and customize desktops and maintain deployment with updates and management of data traffic.

Something to consider is network connectivity as well. Because without a strong connection, VDI won't perform well. But, VDI affords a company both security and control.

If you outsource VDI to an MSP, they handle:

- Securing access to apps and data from all devices
- Data storage requirements, maintenance and management
- Nightly and off-site backups
- 24x7 Monitoring and management
- 24x7 phone, email and trouble ticket support
- Management and tracking of patches and upgrades for specific software
- Anti-virus detection and protection
- Load balancing and redundancy
- Management of latency issues
- Monthly reporting on key metrics



Pending the MSP, you could receive ancillary benefits like the usage of MSP's other core functionalities like storage solutions, vendor management, cloud hosting services among others.

## Desktop as a Service (DaaS):

Similar to VDI in that it is deploying an operating system to remote devices, unlike VDI, DaaS uses cloud-based desktop hosting instead of an on-premise data center. Most cost-effective, DaaS provides VDI capabilities with a subscription-based pricing model. It's easier to deploy without much IT support as there is no building of desktops in-house and the vendor handles connectivity, issue resolution and management. IT can still retain admin access/control over user accounts. Additionally, DaaS can easily adjust according to the number of virtualized desktops needed/changing.

Why do company IT departments like VDI or DaaS? A user's crashed computer can quickly be back up and running by IT. It's as simple as moving them to another computer or replacing their computer altogether. The logon into the new device with their existing credentials and all their information and desktop layout remains intact. No more hard drives to recover, no lost data and minimal loss of productivity.

### Recommended Providers:



### Vendors handle:

- A centralized location for management and distribution of operations
- Virtualization experts to handle entire ecosystem
- Central files storage and risk reduction of data loss
- BC and DR options for faster desktop recovery if disaster should occur
- Manages and renders high-resolutions graphics-intensive apps from any device
- Security options for compliance and data protection
- Flexibility and agility to end-points and applications across locations and devices
- Web-based portal for self service
- Built-in AV and malware protection

Additional features from Providers could include Microsoft Office applications and security services for specific compliance requirements.