NetApp Virtual Desktop Managed Service

Outsource your virtual desktop environment with NetApp's industry leading Desktop-as-a-Service (DaaS) managed solution built in industry-leading enterprise cloud infrastructure

■ NetApp

VDI is complex…

Business are finding that the virtual desktop infrastructure (VDI) management, with tasks such as provisioning, security, and orchestration, can be time consuming, hard, and complex. Research from industry analyst firm ESG found that 93% of current or planned VDI users needed leverage third-party services in order to deploy and optimize their VDI environments[1].

The Virtual Desktop Lifecycle Challenge

The virtual desktop lifecycle challenge goes beyond daily management. It is amplified by today's market realities:

• The current and long-term global environment where a remote workforce is the new normal

• The proliferation of mobile desktops and devices globally where employees can work anytime, anywhere, on any device, and expect always-on access

• The procurement, deployment, management, security and risk mitigation for on-premises environments is hard to configure, manage, and very costly

The minimum acceptable bar for virtual desktop deployments is that they must be robust, secure, flexible, and accessible from anywhere, anytime, and on any device. This often requires investment in virtual desktop infrastructure, additional storage and/or cloud capacity, and highly trained IT staff for the management and orchestration from the environment through to the endpoint device.

DaaS solutions are today's typical approach to supporting virtual desktops in a managed service model. Typically, DaaS options are often limited in scope and scale, built on the 'lowest common denominator' technology found in PC platforms. Imagine a better approach to DaaS that integrates the industry's leading cloud data services and management tools. That is DaaS at scale.
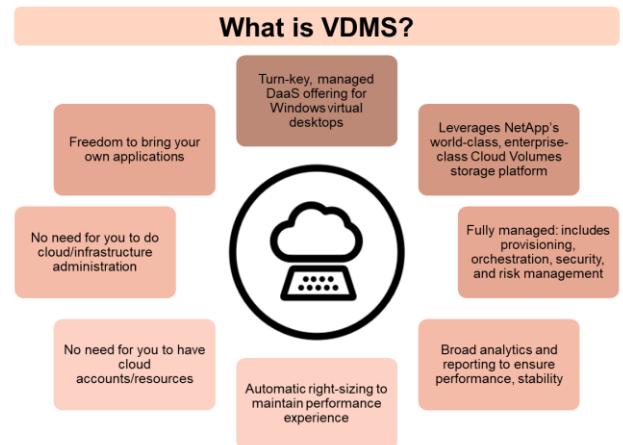
NetApp Virtual Desktop Managed Services: DaaS with Cloud Data services

NetApp Virtual Desktop Managed Service (VDMS) is a turnkey. managed solution for your end-to-end VDI needs. It is a powered by NetApp's Virtual Desktop Service (VDS), our VDI global control plane for virtual desktop management that functions as an extension of the cloud.

Now businesses have an option to reduce the complexity of VDI provisioning, orchestration, and management by outsourcing these functions to NetApp. VDMS does not require additional IT staff nor incremental cloud investment to operate. All it takes to get world-class, cloud-driven modern workplace solutions is to subscribe to VDMS for a simple monthly per user fee.

VDMS goes beyond traditional DaaS solutions by:

• Leveraging *NetApp Cloud Volumes family* to optimize your virtual desktop/user performance and availability, protecting against the negative effects of boot storms, login storms, and resource contention

• *Integrating with NetApp SaaS Backup for Microsoft 365*

What is VDMS?

- Turn-key, managed DaaS offering for Windows virtual desktops
- Freedom to bring your own applications
- Leverages NetApp's world-class, enterprise-class Cloud Volumes storage platform
- No need for you to do cloud/infrastructure administration
- Fully managed: includes provisioning, orchestration, security, and risk management
- No need for you to have cloud accounts/resources
- Automatic right-sizing to maintain performance experience
- Broad analytics and reporting to ensure performance, stability

offering a secure solution, protecting users' data against an array of threats, including user error, insider threat, administrative error, application corruption and ransomware threats.

• *NetApp Cloud Insights* for complete visibility into your VDMS usage and application

Additional VDMS options include dedicating virtual machine creation and increased virtual Graphics Processing Units (vGPU) capacity for graphically intensive workloads.

Simplify the Virtual Desktop Lifecycle

Workforce time-to-productivity, in a secure environment, is increasingly critical for any sized business. VDMS spans all phases of the virtual desktop lifecycle. It functions as your complete end-to-end VDI environment, encompassing provisioning, deployment, scale, optimization, and on-going application management.

The benefits in outsourcing your VDI to NetApp VDMS are compelling. It begins with reducing design time, process, and time involved orchestrating and configuring through a manual configuration of virtual desktops. VDMS also reduces your risk of errors in a business climate driven by speed, agility, and rapidly changing workforce. Your operation can save considerable costs, as no incremental cloud, nor staffing investments are required to use VDMS. VDMS requires a monthly flat fee per user.
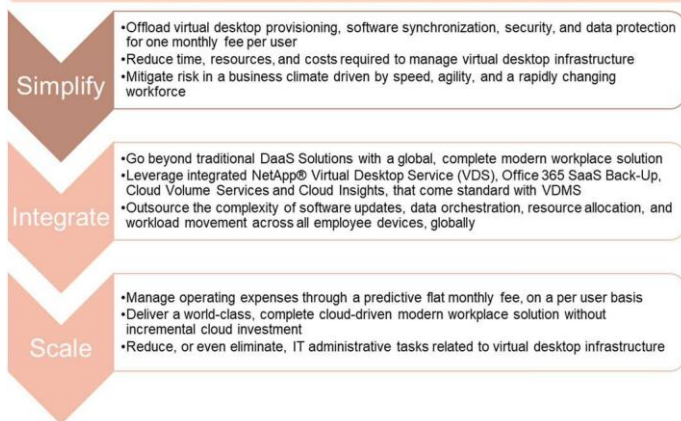
Outsourcing your virtual desktop services to NetApp through VDMS incorporates key services including:

• *Complimentary* onboard processes

• *Comprehensive* training

• *Development* of your VDMS action plan

• *Collaboration* with your business on VDMS action plan execution

• *Customer* support included for ongoing questions or issue resolution

VDMS is focused on your modern workplace success. It begins with our complimentary, comprehensive training and onboarding process.

Our NetApp VDMS team will partner with you to create the live sessions and the information needed, so that VDMS users understand how to get the most out of the investment. Topics

VDMS Delivers Business Outcomes

Simplify
- Offload virtual desktop provisioning, software synchronization, security, and data protection for one monthly fee per user
- Reduce time, resources, and costs required to manage virtual desktop infrastructure
- Mitigate risk in a business climate driven by speed, agility, and a rapidly changing workforce

Integrate
- Go beyond traditional DaaS Solutions with a global, complete modern workplace solution
- Leverage integrated NetApp® Virtual Desktop Service (VDS), Office 365 SaaS Back-Up, Cloud Volume Services and Cloud Insights, that come standard with VDMS
- Outsource the complexity of software updates, data orchestration, resource allocation, and workload movement across all employee devices, globally

Scale
- Manage operating expenses through a predictive flat monthly fee, on a per user basis
- Deliver a world-class, complete cloud-driven modern workplace solution without incremental cloud investment
- Reduce, or even eliminate, IT administrative tasks related to virtual desktop infrastructure

covered can span administration, monitoring, anti-virus, security, and troubleshooting. Your VDMS instance also includes dedicated Customer Support to address additional questions or concerns.

Enterprise-Class Cloud Storage

Virtual desktop environments are no longer limited to a few. lower-level users in an enterprise. Businesses are evolving their VDI usage to 'tier one' levels as a primary tool for end user computing (EUC). This means that literally thousands of users can be concentrated into a single cloud workspace – bringing the problems of 'scale' never seen in the EUC contest. Microsoft 365 is an example of what has become an enterprise class EUC workload that businesses rely on – and it will need the 'always on' infrastructure that was once the domain of SAP, Oracle, etc.

Most other DaaS offerings are built on commodity components with software-defined storage (SDS), in traditional or HCI infrastructure. Those commodity-based were not built for thousands of enterprise users accessing petabytes of data 24x7 – the new reality.

VDMS leverages NetApp's Cloud Volumes family of enterprise-class cloud storage, enabling environments to scale incrementally or in large rapid migration. Cloud Volumes can support this level of scale, while delivering exceptional performance and productivity. And it can do so in a moment's notice, not requiring long procurement, deployment, and orchestration of SDS environments.

Backup Mission-Critical, Microsoft 365 data

According to 451 Research, 52% of users do not backup their SaaS data because they think their SaaS provider or Hyperscaler does it for them. While Microsoft 365 provides resilience against disaster, protecting against user-induced data loss scenarios such as insider threats, administrative error, ransomware, or applications run amok are the user's responsibility. Imaging losing all your mission-critical

data, including Exchange, SharePoint, or OneDrive for Business content because it was not backed up in your DaaS or, even, VDI environments. Maybe backup was not included in your DaaS contract. Could you recover.

VDMS includes SaaS Backup for Microsoft 365 environments as a standard component of the offering. There are no hidden fees to have this mission-critical data protected. SaaS Backup automatically schedules all your M365 backups, protecting you and your business from a variety of threats and errors.

Integrate Cloud Data Service Capabilities with DaaS

VDMS goes beyond traditional DaaS solutions. It is a complete modern workspace managed solution that integrates a comprehensive portfolio of NetApp Public Cloud Service assets on top of DaaS capabilities.

Now your software updates, data orchestration, resource allocation, workload movement can be managed by VDMS centrally and seamlessly. We recognize that pervasive security is a business investment "to operate. Embedded security within the VDMS solution spans user identity, anti-virus protection, multiple factor device authentication, server authentication, data files, databases, storage, profiles, as well as unique configurations across both individuals, departments, and organizations.

Scale Capacity in a "Pay-as-You-Grow" Model

VDMS empowers your business to scale modern workspace resource in alignment with your cost structure. As a managed service, VDMS is a predictable operating expense that is driven by the number of users.

Imagine a world-class, complete modern workspace solution for a single monthly user fee. Imagine freeing up your IT resources from VDI towards mission-critical tasks. VDMS brings the power of VDI and cloud-managed services to your business in a unified solution.

About NetApp

In a world full of generalists, NetApp is a specialist. We are focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people— anytime, anywhere.
www.netapp.com

1 The Enterprise Strategy Group, Inc. (ESG), "Are Desktops Doomed? Trends in Digital Workspaces, VDI and DaaS", May 2020

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