

2008



[THE IVISION OPTIMIZED DESKTOP]

This is an approach to providing a scalable, streamlined, and sustainable desktop computing foundation for businesses. The iVision Optimized Desktop establishes a common toolset to manage desktops and remote application access platforms. Additionally, this solution increases service levels, decrease costs, enables agility for mergers & acquisitions while achieving a secure computing platform to manage the global company from 2008 and beyond...

iVision Optimized Desktop



Background

In today's highly demanding business environment, it is a challenge to have a well-managed desktop that provides a stable and robust user experience without incurring exorbitant costs. A solution that is architected and optimized with a combination of the right document management, messaging, practice applications and operational tools provides an organization with a substantial competitive advantage, while reducing costs and streamlining operations. Traditionally, companies have employed a mixture of desktop / laptop (Windows XP) and server-based computing solutions to deliver application services to staff and employees both on the company's network and while traveling. This model is changing...

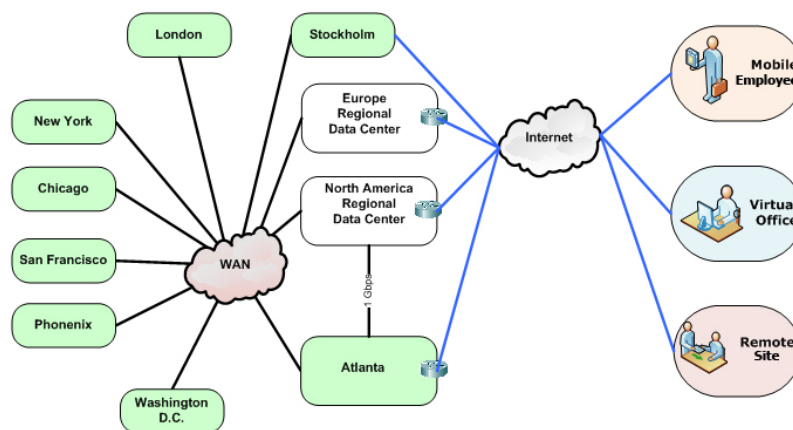


Figure 1 – Global Business

Challenges with business desktop environments today:

- ✓ Complexity: The combination of corporate culture, with a multitude of technologies, people, and processes make desktop management a major issue for companies
- ✓ User Experience: User experience consistency is a challenge
- ✓ Support: High ratio of Support Staff to Desktops in today's model
- ✓ Cost: Total Cost of Ownership for a conventional and loosely-managed desktop environment represents a significant and growing expense to business organizations
- ✓ Desktop Security: Data is NOT secure using a conventional desktop approach
- ✓ Business Continuity: Providing a stable BC/DR environment to support firm requirements is a challenge
- ✓ Desktop Lifecycle: After 3 years, hardware becomes problematic and performance declines, resulting in a poor user experience and budget pressure
- ✓ Asset Management: Businesses continually overspend on hardware and software due to inefficient management
- ✓ Provisioning: Significant time to properly provision a desktop for new users is very prevalent.

Business Challenges with Server Based Computing (i.e. Citrix or Terminal Server) model today:

- ✓ Service Desk: Trouble Tickets for remote application and desktop support are high for most companies
- ✓ Operations: Sever based computing environments incur higher supports costs to resolve issues due to the need to leverage second and third level support
- ✓ User experience: Performance is inconsistent and user experience is NOT unified between desktops and remote application access platforms



Overview

The iVision Optimized Desktop is a collection of software toolsets, processes, best practices and technical guidance. It provides an extensible platform to lower total cost of ownership, improve service levels, and allow companies to focus on their business, delivering an end-to-end lifecycle management solution for personal computing environments.

The iVision Optimized Desktop uses iVision’s extensive experience in architecting desktop environments for businesses, coupled with the latest technologies and best practices from Microsoft, VMware, ITIL and third party vendors. It offers a modular architecture that allows the right solution to be selected to manage an organization’s common computing environment as well as their remote application access platform from a common software distribution foundation. This includes providing a core operating system build the can be extended to physical workstations and/or moved into the firm “*Virtual Desktop Cloud*” to achieve remote application access, cost recovery, and business continuity objectives for the organization.

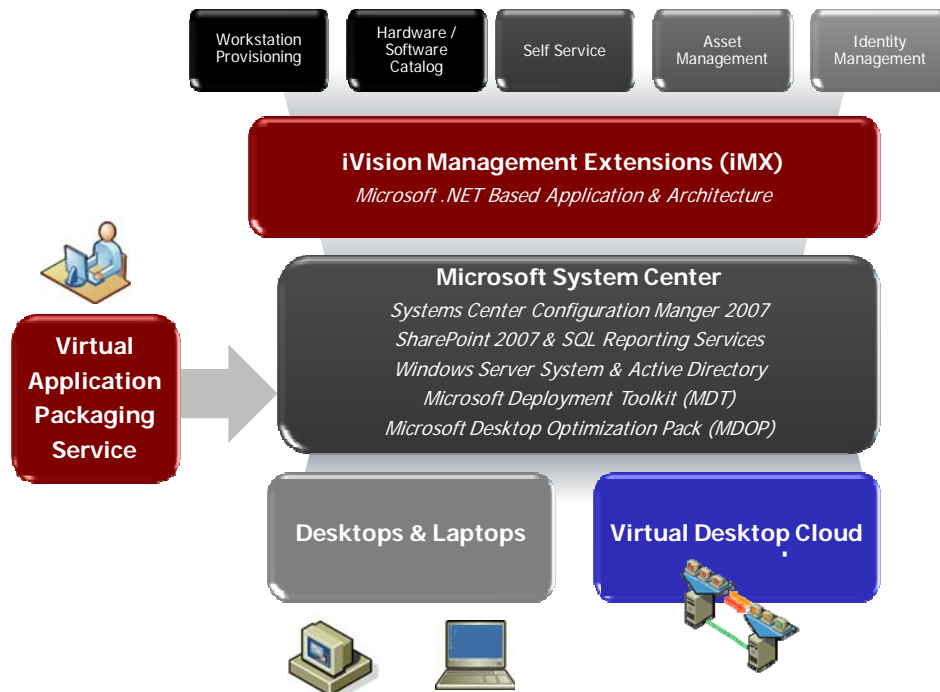


Figure 2 - iVision Optimized Desktop Ecosystem

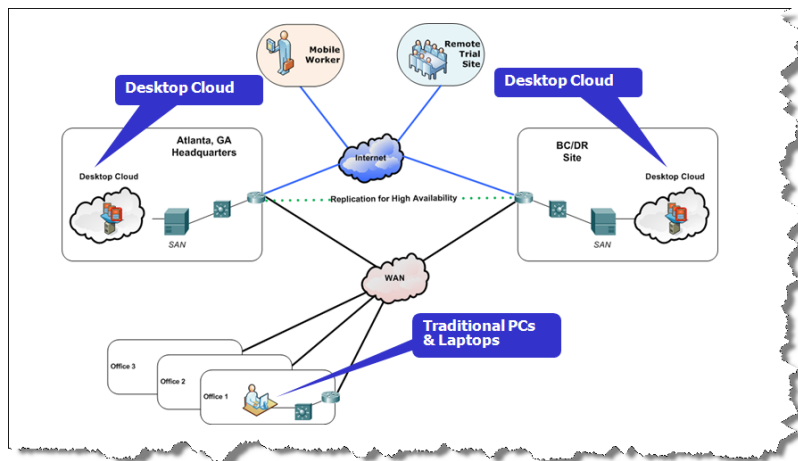


Figure 3 - iVision Optimized Desktop Solution Concept



Benefits Summary

The iVision Optimized Desktop results in the following benefits:

Business

- ✓ **Management:** A common software distribution and desktop management toolset for both the desktop and remote application access platform provides operational efficiencies, lowers complexity and lowers cost of administration
- ✓ **Reduced costs:** Reduction in administration & support costs
- ✓ **Agility:** Improved agility for desktop management and the ability to provide services to a dynamic workforce (contract employees, partners, etc...)
- ✓ **Asset Intelligence:** Enhanced Asset Intelligence through a “user or location centric” view of assets
- ✓ **Identity Management:** Establishes an authoritative source for user attributes (i.e. HRIS) and ensure Active Directory is always up to date based on the user’s HRIS status
- ✓ **Green:** Allows deployment of thin client technology to extend desktop lifecycle from 3-4 years to 5-8 years leveraging thin terminals while reducing energy costs (by up to 80% per PC), waste and CO₂ emissions.

Employees & Staff:

- ✓ **User Experience:** Improved and consistent user experience
- ✓ **Increased Security, Availability & Performance:** Better options for security, availability and performance for end users
- ✓ **Flexibility:** Provides a traditional computing solution and/or virtual desktop that provides a common user experience
- ✓ **Enhanced Productivity:** Provide a better computing experience that enhances employee productivity

Information Technology:

- ✓ Standardization: Single Core build for the enterprise that is extensible and achieves standardization globally
- ✓ Operations: Proven desktop change and configuration management platform
- ✓ Better Support toolset: Advanced toolsets to support and manage users to a supported standard managed by a centrally published software / hardware catalog
- ✓ Automation: Self Service for Hardware / Software requests can be completed in minutes and reduce the time and costs to complete entitlements
- ✓ Application Management: With iVision’s Managed Service for **Application Packaging** you have access to over 200-plus pre-packaged applications to release new software at a fraction of the time and cost. With 3 tiers of service you can choose the right service level that meets your business objectives.



Components of the iVision Optimized Desktop

The components of the iVision Optimized Desktop for Businesses include:

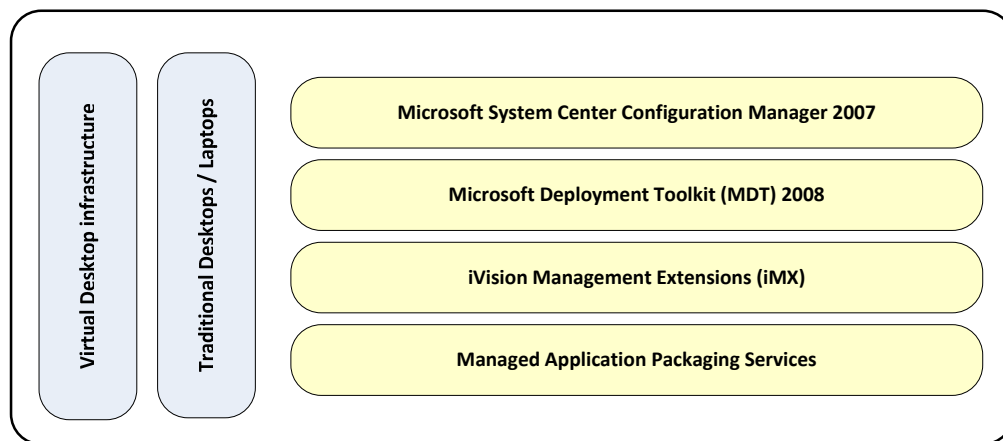


Figure 4 - iVision Optimized Desktop Components



The iVision Advantage

iVision, a thought leader in consulting, managed services and products has the focus and technical skills to implement solutions that have sustained value by enabling your company to reduce costs, increase service levels, increase security and support innovation. Our solutions are currently being leveraged by Fortune 500 Companies, Am Law 50 Law Firms, and International Businesses alike.



Contact us today to discuss how we can help your company with your Optimized Desktop initiative.

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