

# SUCCESS STORY: VMWARE VIEW INFRASTRUCTURE IMPLEMENTATION

## CHALLENGE

To support dynamic and evolving needs of the agency's mission, the department's office was surpassing the capabilities of its IT infrastructure. Like many organizations, it was plagued with desktop/laptop sprawl and limited physical storage space, which compromised efficiency and complicated management, compliance provisioning and security.

Addressing these issues became a priority with the need to quickly add 100 software developers in just two months to implement a high priority initiative. Any infrastructure improvements needed to be seamless, without affecting ongoing projects and even improving the speed and efficiency of the delivery of new developer tools. Because all of the agencies initiatives contain sensitive data, any proposed solutions had to include a robust security solution.

## SOLUTION

The agency selected Iron Bow Technologies to deploy VMware View as the platform for a virtual desktop infrastructure that would simplify management, fortify security, lower costs and accommodate quick and seamless growth.

VMware View delivers a solid desktop experience to users without the administrative burden or costs associated with maintaining a physical desktop. Using a mixture of existing technologies, View enables users to log into a server-based Windows desktop session via a Web browser or Java client running on thin or fat client hardware. The virtual desktop promises users the same familiar Windows experience, while giving administrators central management and greater control.

Iron Bow provided the thin clients, which were deployed by the agency. Then the agency planned, tested and implemented 60 virtual desktops, building in the capability to scale up to 200 desktops. Iron Bow worked with the agency's business team to define and automate the workflow process; set up rules, rights and permissions; and train the developers. The entire project was completed within two months, quickly enough to meet the agencies immediate growth requirement.

## RESULTS

As of 2009, the agency was running upwards of 200 virtual desktops in their location, which have been enthusiastically received by users. With the following results, the solution has increased the agencies desktop deployment agility, improved security and enhanced overall desktop efficiency:

- Power costs have been reduced 72% with the new thin client architecture
- Simplified, centralized management speeds software patches and upgrades and lowers support costs by eliminating the need to provide service at the physical desktop
- Refresh needs have been slowed and costs reduced since thin client lifespan far exceeds traditional PCs
- Desktop provisioning now takes fifteen minutes for a new desktop or five minutes to re-image a corrupted desktop, where it used to take three to four hours
- Sensitive data is more effectively protected in a centrally maintained highly secure data center as opposed to residing on the hard drives of physical desktops or laptops