Accenture Virtual Desktop Infrastructure Services

Businesses historically manage IT desktops based on need, not strategy or design. As the numbers of desktops escalate, desktops become segmented and often inconsistent in terms of software or hardware configurations. This lack of consistency makes it difficult to automate functions or even apply new software to legacy applications. A virtual desktop can untangle the layers of complexity in traditional infrastructure, while also delivering business benefits.

Virtual desktop infrastructure creates a scalable multi-user environment by decoupling the layers within the traditional desktop stack. Employers gain the power and flexibility to manage and deliver applications independently, and employees are empowered to access their user profile, applications and operating system using the device of their choosing—tablet, laptop or smart phone.

Go virtual, and never go back
A streamlined virtual desktop infrastructure offers a number of benefits that enhance security for the business, while providing greater control at the user endpoint.

Virtual desktop infrastructure is:
Flexible – The user desktop is decoupled from the device to allow access from any device, anywhere, as long as network connectivity is available.
Scalable – Companies can improve utilization of computing resources by quickly provisioning or de-provisioning desktops for users and external contractors.
Secure – Corporate data is stored in one location, rather than on individual machines, so 100 percent of the user's actions occur within the data center and are encrypted.

Accessible – Self-service and applications-on-demand make it easier for employees to accomplish their work, and it facilitates desktop administration and hardware support for companies.
Economical – By centralizing and streamlining desktop management, companies can reduce operating expenses. For example, 5-15%.

Accenture – a frontrunner in virtual desktop
Accenture is a leader in virtual desktop solutions. We bring deep experience in implementation, and also expertise with virtual desktop infrastructure technology. This powerful blend of experience and technical know-how enables us to aggressively mobilize skills and execute programs in a short timeframe.

Bring Your Own Device
Desktop virtualization enables companies to offer a “Bring Your Own Device” program. Virtual desktop is fast becoming the dominant technology that allows employees to choose from a wide range of devices—tablets, laptops and smart phones—and encounter a uniform experience across the devices.
“The virtual desktop infrastructure service improves the end-user computing experience by driving flexibility, mobility and reduced costs for our clients.”

Michael Schmaltz
Senior Executive
Accenture Technology Consulting

Implementation

Accenture quickly moves clients from idea to execution by leveraging our end-to-end suite of consulting and management services for desktop and application virtualization. We begin by helping clients build a compelling business case for virtual desktop. From there, we bring to bear our years of experience implementing next-generation virtualization solutions. In fact, we have developed a distinct framework for creating virtual desktop strategies tailored to meet our clients’ needs.

Virtual desktop experience

Accenture brings a robust knowledge base from our years of experience remediating business applications, such as supply chain or financial applications, and certifying them for a virtual desktop environment. Through this, we have learned that a “one-size-fits-all” approach does not work for virtual desktop solution deployment. Instead, we evaluate the best fit for each client’s user segmentation. We examine applications, peripheral requirements, usage patterns and other key aspects of each user group to determine compatibility. With that information, we develop a library of evaluated applications to accelerate the waterfall evaluation process.

Powerful alliances

Accenture gets the job done right the first time because we are working closely with leading vendors. We draw from their strategy and architecture experience and expertise in the field, and apply it to help our clients achieve virtual desktop success.

Our partners include:

- Cisco – In February 2009, Cisco and Accenture expanded their global strategic relationship to form an innovative virtual organization with a cross-company approach to sales, marketing and customer engagement.
- Citrix – Accenture and Citrix work together to make organizations and people more productive through secure, on-demand access to business information from anywhere, using any device.
- Microsoft – For almost a decade, Accenture and Microsoft have teamed to deliver business and technology solutions on the Microsoft platform—quickly and at scale. Our deep experience and our relationship with Microsoft includes Avanade—an Accenture majority-owned business dedicated to helping organizations maximize their Microsoft investments.
- VMware – Accenture formed a joint initiative with VMware to provide value by leveraging the capabilities of both firms to introduce customized offerings that help clients significantly reduce IT complexity and enable more flexible, agile service delivery. These offerings include virtualization solutions that address the barriers, triggers and capabilities needed to deliver virtualized data center infrastructure.
“Fueled by continuous advancements in mobile technologies, web computing and internet accessibility, demand for Accenture’s virtualized enterprise services is at an all-time high. We’re helping clients not only think about their infrastructure but also change the way applications are developed, hosted and maintained so they have access to information and the ability to make decisions anytime, anywhere.”

Bob Hersch
Accenture
Industry Technology Officer – Products

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 259,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.

For more information on building a virtual desktop infrastructure for your organization, please contact:

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Achieving virtual desktop success

Best Buy is a primary example of the benefits a virtual desktop infrastructure can deliver. Best Buy worked with Accenture to design and deliver a Bring Your Own Device (BYOD) program built to serve thousands of users. This program is enabling employees and contract workers to access corporate data in a secure way from a variety of devices and locations.

“Accenture’s virtual desktop services helped us bring an idea to implementation,” said Michael McDonald, Senior Director and Virtual Desktop Program Sponsor, Best Buy. “We were able to successfully design, build and deploy the infrastructure within seven months.”

The project is transforming the end user PC infrastructure and migrating these users into a desktop-as-a-service infrastructure built around industry-standard Citrix and AppSense products. With automated provisioning services, Best Buy can quickly and efficiently provide desktop and application services with a predictable user experience. The program is enabling Best Buy to focus on its long-term goal of creating a flexible, next-generation desktop environment that reduces support costs and enables the company to centrally manage application and desktop delivery as well as increase employees’ mobility.