HYVE
MANAGED HOSTING

RESHAPING THE FUTURE OF REMOTE WORK

Empower your workforce to work anywhere, anytime, from any device with DaaS & VDI

The shift to remote working

Business-critical applications and data are the technological lifeblood running through any business. Whether it is communicating with customers, processing orders, or handling sensitive financial information, employees rely on ease-of-access to their desktops to do their jobs efficiently.

Not so long ago, a corporate desktop in an office was all you needed to quickly onboard employees, but as we move through an era of digital transformation, this is no longer the case. COVID-19 has opened the eyes of both business owners and employees across the globe, showcasing the need to include remote work as an integral part of their business continuity plan.

Whilst most IT managers envision city-wide power outages, natural disasters and office-closing accidents when designing business continuity plans, today's disruptions to business pose an entirely different threat. The pandemic has presented a much slower challenge of managing a domino-like effect of disruption, with the threat global rather than regional, and primarily centred around humans, rather than technology or the environment.

What started as temporary disruption from the pandemic is almost certainly becoming a permanent way of working for some, with the ability to step away from a traditional in-house desktop and continue business operations on-the-go no longer a nice-to-have, but an expectation. If you want to keep up with your industry's growing productivity requirements, it's time to evolve into a secure digital workspace.

The new normal

We work closely with our clients

- The number of UK workers who have moved into remote-working has increased by nearly a quarter of a million over a decade
- Remote work makes staff happier, with 55% of commuters in the UK reporting increased stress levels due to their commute
- 70% of workers feel that offering flexible working makes a job more attractive to them

Demystifying remote access

When the pandemic hit, companies across the globe raced to provide their employees with remote access, and now that most have managed the transition, it looks like working from home, in some capacity, is here to stay. In fact, according to Gartner, 74% of companies plan to permanently shift more previously on-site employees to remote positions post-COVID-19.

User expectations of their desktop environment

Device independence

Users want the ability to use familiar, trusted consumer devices - such as tablets, smartphones or personal laptops, rather than being tied to corporate property.

The two terms are frequently used interchangeably, but whilst both options are cloud-hosted desktops and serve a very similar function, there is a difference.

Location independence

Today's employees expect to work anywhere, at any time - whether it's in a coffee shop, at home, on the train, or in an airport - so they need access to something on-demand.

User self-service

Nobody wants to wait for an extremely busy IT support team to come to their desk or take their physical machine for application access, problem remediation, security patches or other support issues.

Customizable desktop design

Users have become accustomed to desktop designs that reflect their personal tastes, rather than being forced to have their desktops conform to a standard company appearance.

With businesses now recognising the potential to reduce costs, increase productivity, and improve employee satisfaction, IT teams need to evolve to accommodate an expanding mobile workforce without compromising on security.

End-user computing

Virtual desktop solutions securely connect employees across multiple locations to files and applications within the office environment. When it comes to looking for virtual desktops, businesses will typically choose between two of the primary technologies in the end-user computing stack – Desktop as a Service (DaaS) and Virtual Desktop Infrastructure (VDI).

The two terms are frequently used interchangeably, but whilst both options are cloud-hosted desktops and serve a very similar function, there is a difference.

Virtual Desktop Infrastructure (VDI)

Empower end-users with better experiences

Physical desktop computer infrastructures no longer make sense for the corporate world. Not only are they expensive, maintenance-heavy, and pose security concerns, they are also simply unable to support the evolving business landscape.

What is VDI?

Rather than being tied to individual PCs in your office, VDI uses virtualisation to enable authorised users to access business-critical applications and data, from anywhere, at any time, on any device.

VDI centrally stores your data on virtual machines (VM) within a cloud-based cluster of servers. These virtual desktops can be served:

- On-site – offering full control over hardware, software and data
- Through a cloud-based platform in a data centre

What is virtualisation?

Virtualisation software allows an application or desktop operating system (OS) to securely run in the data centre, rather than on a local device like a laptop.

According to TechGenix, over 75% of organisations utilise some form of virtualisation.

The virtualisation software runs the workload on a server and presents the users with a virtual instance of the app or OS on their device. Multiple users can access the same virtual application, which can be easily updated with the latest versions and settings, eliminating the need for installing software on every laptop or PC.

How does VDI work?

VDI uses a single-tenant model, meaning it is deployed to cater to one user with no shared resources. A user could cover an entire business with 500 desktops, making VDI a popular choice for larger businesses with resource-intensive requirements.

1. Your service provider handles the setup, migration, and management for you
2. Similar to how a browser accesses a web server over a network, VDI users can access their apps and desktops from any device using an HTML browser or simple app
3. When a user logs in to the VDI client software on any device, a connection broker analyses and accepts the request before sending the user to their desktop
4. The virtual desktop has everything employees need, and can travel with them as devices and locations may change throughout the day
5. VDI management software is used by the administrator to manage and create desktop pools, set up policies and provision new desktops

What are the benefits of VDI?

User flexibility

Whatever device they use, their desktop looks exactly the same as they left it, with all their apps, content and communications intact.

Routine upgrades and installations can be completed without any user intervention whatsoever, which means user productivity is not disturbed.

Security

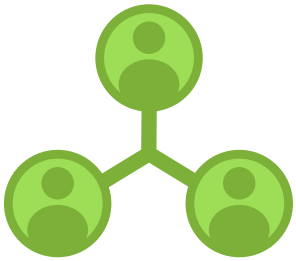
VDI removes the possible security risks of multiple lost, stolen or compromised end-user devices by moving the data away from a local machine and into the controlled and managed environment of a data centre.

Some businesses prefer in-house VDI as you can take control of every aspect, but this poses its own set of security risks.

Energy savings

Traditional desktops consume a lot of power, generate a lot of heat and tend to be quite noisy.

Opting for VDI can immediately result in a significant savings on your energy bills, with reduced power and cooling required.



Simplified desktop management

Desktops are centrally hosted, executed, and managed, allowing IT admins to manage them without having to travel to endpoints for maintenance and support.

New users are able to be onboarded much faster than having to set up physical hardware in the office, and similarly, if a user leaves the company, they can be removed just as quickly. This can be useful for many modern businesses – especially those with large seasonal workforces.

Cost savings

From reduced overheads by allowing employees to work remotely or in virtual offices, to saving on energy and hardware, VDI can save you money.

Plus, as the processing is server-based, comparatively expensive or cutting-edge hardware is not necessary.

User experience

Other than a few login differentiations, desktop virtualization looks and feels just like a traditional desktop experience.

When logging in, each user sees their personal desktop just as they normally would, up to and including preferred settings.

Control

With VDI management, you can set and provide users with different levels of granted security access.

Users can access their desktop on any hardware device without concern of what they should or should not have permission to access.

Compliance

Storage needs are reduced and with a single command centre for all desktop management, and with VDI systems centralised in the data centre, complying with regulations is also much easier.

Who is best suited to VDI?

Businesses who are highly regulated or have a need for compliant environments may be suited to a VDI solution as the resources are solely dedicated to each machine.

For larger enterprises (over 20 users) who want more control over their infrastructure, or need to meet more stringent compliance measures, VDI could be the most suitable choice.

While some companies have recognised the value of VDI, it has often been described as an “iceberg of complexity”, which requires specialised skills to design, deploy and operate well. Having an on-site VDI solution requires a team of in-house, trained experts to maintain and manage the infrastructure, which can be costly, and for some, unrealistic.

So what is the alternative?

Desktop-as-a-Service (DaaS)

Delivering apps and desktops on-demand to any user, anywhere

Whilst today's employees need to be able to work from any location, on any device, giving them always-on access to data and applications can quickly eat away at your resources, and requires in-house infrastructure expertise. That's where DaaS comes in.

What is DaaS?

DaaS is a fully managed virtual desktop solution, hosted on cloud infrastructure that is secure and redundant by design, rather than on-premise. It delivers the benefits of VDI, whilst passing the burden of infrastructure management to a third party provider - leaving your IT team free to focus on other projects.

The cloud service provider hosts your desktops in their secure data centre, and the desktops are "rented" out on a consumption-based subscription model, making it easy to scale up or down on-demand.

How does DaaS work?

One of the main selling points of DaaS is that the infrastructure is not your problem. The service provider takes on the headache of building and operating VMs and the virtualisation infrastructure for your user desktops.

Essentially, a DaaS provider builds a huge VDI environment and rents virtual desktops out to customers. Customers choose how many desktops they want in a particular month, and they are only billed for this number of desktops.

Using multi-tenant hosting, resources are shared on a cloud platform, meaning various users are hosted under the same cloud environment. Under this structure, users still have access to their personal settings, applications and data. Companies no longer have to purchase or manage the server, handle the technical implementation or make the capital investment, yet they still enjoy the security and compliance benefits of a centrally controlled environment.

> ***"DaaS is VDI that's someone else's problem."***
>
> **Kenneth Oestreich, Citrix**

What are the benefits of DaaS?

Responsibility

Putting the weight of maintenance and management on the provider frees up time within IT departments to focus on more meaningful tasks.

Providers offer services such as setting up the infrastructure, storing and backing up data as part of a cloud service, handling security, installing applications, and applying upgrades.

With IT teams already stretched thin, it helps to have a ready-to-go solution like DaaS to support employees. According to Gartner, 62% of small businesses are already using cloud-based services because they are easier to access, more secure, and reliable.

DaaS is also a great fit for organisations that are looking to hire additional staff quickly or for those who are overstaffed and want to scale back to smaller numbers.

Boost security

DaaS provides a safe access point for users, and significantly simplifies security for IT.

If a device is lost, stolen or compromised, your sensitive data stays safely stored in the cloud, rather than on the device.

Like many cloud solution providers, DaaS providers handle security on their end as the servers belong to them. Such measures include multi-factor authentication, data encryption, and intrusion detection to ensure total security of your data.

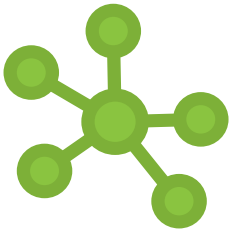
Productivity

Collaboration and communication are simplified with virtual workspaces as employees have access to the tools and resources they need to work together and interact in a productive team setting - without long lag times.

IT professionals can also save time by applying updates to a central image and propagating those changes to all virtual desktops using that single image - freeing up more time to focus on more important projects.

With DaaS, employees can avoid navigating through inconvenient VPN connections that impede access and lengthen login times.

Clients can also reduce rent payments and other overhead costs significantly by keeping hardware and employees offsite.



Flexibility

DaaS gives end-users the flexibility to work from anywhere, anytime, and on any device without the cost and complexity of traditional VDI infrastructure.

Workers are no longer tethered to traditional desktops, and remote or seasonal employees are able to access the necessary applications and services they need to perform their job functions.

DaaS is also a great fit for organisations that are looking to hire additional staff quickly or for those who are overstaffed and want to scale back to smaller numbers.

Cost savings

With a simple consumption-based subscription model, you only pay for what you use on a per-desktop billing model.

There's no need to devote capital expenses to the data centre, or to expensive hardware that sits idle. According to IDC, DaaS reduces hardware capital expenditure by 56% annually.

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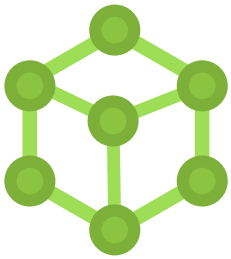

Compliance

Organisations that handle sensitive client information are required to comply with government regulations on how that data is stored and handled. Violating these standards can result in hefty fines.

DaaS providers will be familiar with many of these standards and can offer an environment that is already fully compliant.

Centralised management

DaaS allows you to centrally manage and deliver apps to your workforce with one simple interface, making the life of the IT team easier.

IT organizations can confidently and securely package, deploy, and maintain a productive user environment for multiple users without the time-consuming task of manually configuring each physical desktop.

Risk reduction

In a traditional desktop setting, device failure can be catastrophic. If any important data or progress is lost due to a device breakdown, it can take significant time and labour to recover or recreate the work that was lost.

A DaaS setting makes losing data very difficult since information is stored and backed up on external servers. Once the failed device has been replaced, the user can continue working exactly where they left off with no additional setup time in between.

Who is best suited to DaaS?

Businesses migrate to DaaS primarily to cater to the expectations of a modern workforce and improve business continuity. DaaS is used by organizations of all sizes, with large or small budgets, in every industry - but those with small or non-existent IT teams will reap the rewards of a managed service the most.

For smaller businesses (under 20 users), DaaS might be the most suitable solution, as you get all the benefits of desktop virtualisation without having to worry about the underlying infrastructure.

For businesses using traditional on-premise desktops, opting for a DaaS solution offers a wealth of advantages to enable your business to stay secure and operational. Some use cases for DaaS include temporary or expanding workforces, running an 'always on' business, or operating during an adverse event (such as COVID-19).

The next step in user mobility

Achieving the agile desktop

VDI and DaaS share many similarities. The functionality and remote access to your desktop is essentially the same, but the responsibility of infrastructure, management and billing are different. One is not necessarily better than the other, but how do you know which is right for your business?

VDI or DaaS?

VDI and DaaS solutions make end-users more flexible, increase productivity, reduce the risk of data loss, and make IT operations more efficient. Deciding between the two depends entirely on your individual business needs - such as the size of your organisation and what the virtual desktop will be used for.

It's important to ask whether you have the resources and expertise to run VDI, or if you would be better off consuming your virtual desktops and applications "as-a-service".

Watch our YouTube video explaining the key differences between VDI and DaaS.

A few considerations

- **Identify your business needs**
  Think about how many users will require access, your security requirements, and your budget.
- **Assess your usage**
  Assess your current desktop usage, such as which applications are required and how resource-intensive your business is.
- **Ask the provider the right questions**
  When you've narrowed down the options, discuss your preferred solution with your provider using our 6 questions to ask your hosting provider checklist.

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