# Virtualisation—VMware View

## The Challenge

More and more healthcare organisations are transforming their IT infrastructure with virtualization, replacing traditional computers with virtual machines that can be cost-effectively and rapidly provisioned and securely managed. VMware View enables IT organisations to extend the well accepted benefits of virtualization into the desktop estate but unlike server projects that are limited to the data centre, desktop virtualization projects are user facing and proliferate across an organisation. Reluctance among staff to release control of their desktop to IT can inhibit the adoption of desktop virtualization, depriving Trusts from reaping the technology's many benefits. This translates to a requirement for increased stakeholder involvement during the planning stage and greater consultation when assessing the solutions validity.

## Our Approach

BDS Solutions offers tailored end-to-end consulting services and a short project execution timeline designed to ensure each Trust delivers an appropriate virtual desktop the first time whilst avoiding potential hazards. We are uniquely positioned to blend in-depth virtualization experience and our insight into the specific client side requirements of NHS organisations developed during practical experience of conventional desktop deployments. BDS Solutions are both VMware Enterprise Partners with a Desktop Virtualisation competency and Microsoft Gold Partners accredited to deliver Desktop Deployment Planning Services for Windows XP and Windows 7. This unified approach ensures our customers are best positioned to understand and capitalize on a combination of market leading VMware virtualization technology and the latest Microsoft desktop Operating Systems.

## The Benefits

Developed in response to demand from our healthcare customers nationwide, the BDS Solutions VMware View Pilot Services helps determine the best way to implement custom desktop virtualization solutions that meet your organization's individual needs, including simulated or actual device and connectivity conditions. VMware View Pilot Services employ VMware best practices and real-world virtualisation expertise to design and deploy small-scale implementations of VMware View to validate its ability to solve specific business challenges. This professional services offering allows customers to evaluate desktop virtualisation capabilities and fine-tune success criteria prior to a larger-scale deployment, minimising risk, transferring knowledge, building confidence among end users and demonstrating the benefits of desktop vurtualisation. The prime objective is to measure end-user satisfaction thereby demonstrating viability and advantages of deploying VMware View across the estate.

> "VMware View has been a game changer for clinicians."
>
> **IT Manager**
>
> **University Hospitals of Morecambe Bay NHS Foundation Trust**

For more information please contact BDS Solutions on **01884 33440** or visit **bds-solutions.co.uk**

# VMware View—The Desktop Dilemma

The client computer represents an essential component of the IT infrastructure providing an interface between staff and the data centre. Whilst demand for IT services has increased radically, the fundamental approach for delivering applications to end users has not changed for healthcare organisations in the last two decades.

The traditional desktop environment often creates tension between IT and users due to a conflicting set of priorities. The IT function has a responsibility to consolidate, secure and control the desktop environment whilst the business demands access to applications and data from any device, any location, at any time. Balancing these needs can equate to an increasingly complex infrastructure, security risks, increased support calls, and higher IT costs. For NHS organisations that manage thousands of desktops, these problems happen all too frequently.

**Freedom**

**IT Requirements**
Security
Consolidation
Manageability
Business Continuity
Green IT

Persona
Applications
Operating System

**User Requirements**
Any Device
Any Location
Any Time
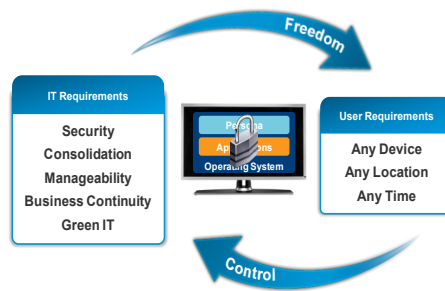
**Control**

An alternative approach is now available for commissioning and support client computing which reconciles the contradicting needs of user experience, flexibility and mobility versus cost efficiencies, security and control. VMware View provides the opportunity to decouple desktop software from the physical devices. The operating system, applications and persona are moved from the physical endpoint to the data centre, where they can be centrally secured, updated and supported.

The next stage is to detach the software components, including operating system, applications and persona, using VMware ThinApp application virtualisation. This way each can be managed independently and combined dynamically to provide a custom line-of-business specific desktop experience.

The agility and security enabled by VMware View desktop virtualisation allows IT to accelerate the business, offering staff new usage models including a follow-me-desktop for clinicians, remote working and offline operation for community based staff and secure access from employee owned hardware including tablet devices and home PC's.

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BDS Solutions is a technology partner for NHS organisations throughout the country. BDS deliver, develop and support Microsoft, VMware, Citrix and Dell products together with associated 3rd party and in-house developed security and management software. BDS Solutions is ISO9001:2008 accredited, IGSoC compliant and provides dedicated service desk support for NHS organisations via N3.