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BCNET

The Need for Desktop Transformation:

Desktop and Application Management Beyond VDI

Agenda

- Microserve & BCNet
- Workplace Transformation
- UniDesk Presentation

Introductions

Microserve & UniDesk

- Sylvain Jacob — Sr. Sales Executive
- Ray Rai — Unidesk Technical Consultant

Microserve & BCNet

- Microserve signed a MSA with BCNet's as the provider of all personal computers, laptops, notebooks and tablets
  - DELL
  - HP
  - Lenovo
  - Apple
  - Microsoft
  - Acer
- Largest independent BC owned & operated IT solution provider
  - $98M Revenue (FY2015)
  - 275 employees
  - Business In Vancouver 2015 Fastest Growing Companies (#40)
  - CDN 2014 Top Solution Providers in Canada (#19)

The Need for Desktop Transformation

- Users are demanding the ability to work,
  - Anywhere anytime
  - Access to any application on any device
  - Easy of use, simplicity – good user experience
- CIO and the business want,
  - Strategic alignment of IT and the business
    - Enable mobility, distributed workforce, device agnostic
  - Lower costs
  - Operational excellence
- IT requires,
  - Security
  - Control and Management of information
  - Operational efficiencies

The Need for Desktop Transformation

- Windows Desktops
  - Physical vs Virtual
    - Goal is to reduce costs – CapEx and OpEx
    - Improve User Experience
    - Extend Applications – support/enable remote users
  - Image Management
    - Updates and Change Management
    - Gold image ….. x12 or 20 … image sprawl
- Physical Client Management vs Virtual
  - Both are very challenging
- Focus should be on the Application
  - Application Management and Delivery

Work Place Transformation

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- The Technology – User Centric Computing
  - **Unified Work Space**
    - Manage Traditional Applications and Modern SaaS Applications
  - Any Device, Any Application, Any Where, Any Time
    - Complete device independence
  - Stronger Security and Better user experience
    - Identity Management
    - Cloud Access Security Broker
    - Universal Directory (AD or LDAP Integration)
  - Single Sign On
    - Single set of credentials providing access to applications on prem, in the cloud on any device
  - Provisioning
    - Automate user on boarding with cloud applications
    - Automated de-provisioning

Work Place Transformation

- The very nature of the workplace is changing fast. Work is getting done from multiple locations, on a range of mobile devices, wherever people are.

- By enabling a social and smart enterprise, you can ensure an open yet connected environment in which shared knowledge and data is always accessible, helping to increase business agility and velocity

- The role of technology in enabling change addresses the ways businesses can transform
  - Advanced collaboration that enables distributed mobile workers to solve problems and share information easily and without barriers
  - Productivity achieved by simplifying workflows and freeing workers from the burdens of computing

The Need for Desktop Transformation

- Windows Desktop vs Unified Workspace
  - Application aggregation
  - Support for any application source
    - Legacy Apps, Citrix, Vmware VDI, MS RDS, Virtualized and SaaS
  - Browser based
    - Device independence
    - Enables mobility, distributed work force
    - Anywhere, anytime, any application
  - Secured access and Control for IT
  - Ease of use for users
    - Application catalogue
    - Single Sign on
    - BYOD

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Ray Rai
unidesk Consultant

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The New Standard in Windows App Management

All Apps | Any Cloud | Managed Once

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IDC Analyze the Future

"… support for Microsoft VDI lets customers **eliminate third-party connection broker and hypervisor software license fees.**"

250,000 apps layered

Inventor of app layering

Gartner

"… Unidesk offers the **most mature layering** technology."

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Unidesk separates Windows apps from infrastructure so they are managed once, freeing IT to enhance mobility, reduce costs, and improve service.

1,400 Customers

Founded 2008

Based in Boston, MA USA

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About Unidesk

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Broad customer adoption

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Some of our BC & Canadian EDU customers

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CITRIX®

CITRIX READY

Microsoft

Windows Server 2012 Certified

Windows Server 2012 R2 Certified

Microsoft Azure Certified

Microsoft Partner Gold Data Center

Microsoft Enterprise Cloud Alliance

vmware®

vmware PARTNER TECHNOLOGY ALLIANCE

AppSense

ATLANTIS

CISCO

DELL

EMC²

GRIDSTORE

Hewlett Pack Enterprise

imprivata

nimble storage

NUTANIX

PURESTORAGE

RES software

tegile

TINTRÍ

Our ecosystem partners

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Legacy Application Management is Complex and Costly

- 3-40 hours to package 1 application
- Tier 2/3 IT skill sets required
- 30% of apps (+/-) cannot be virtualized
- Multiple gold images to patch
- Application isolation issues
- Different tools needed for different platforms
  - Citrix XenApp / RDSH
  - VDI
  - Cloud

The problem

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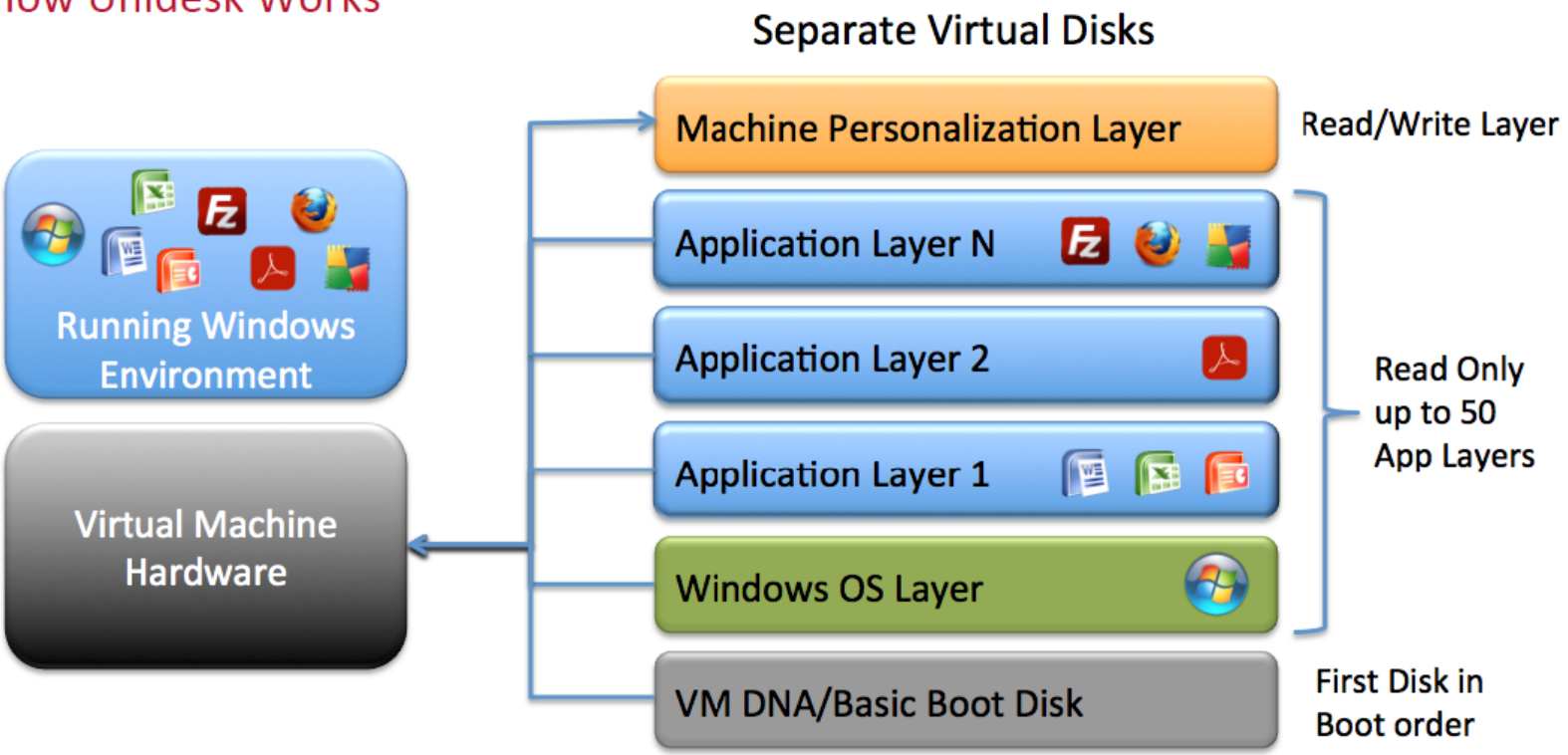
How Unidesk Works



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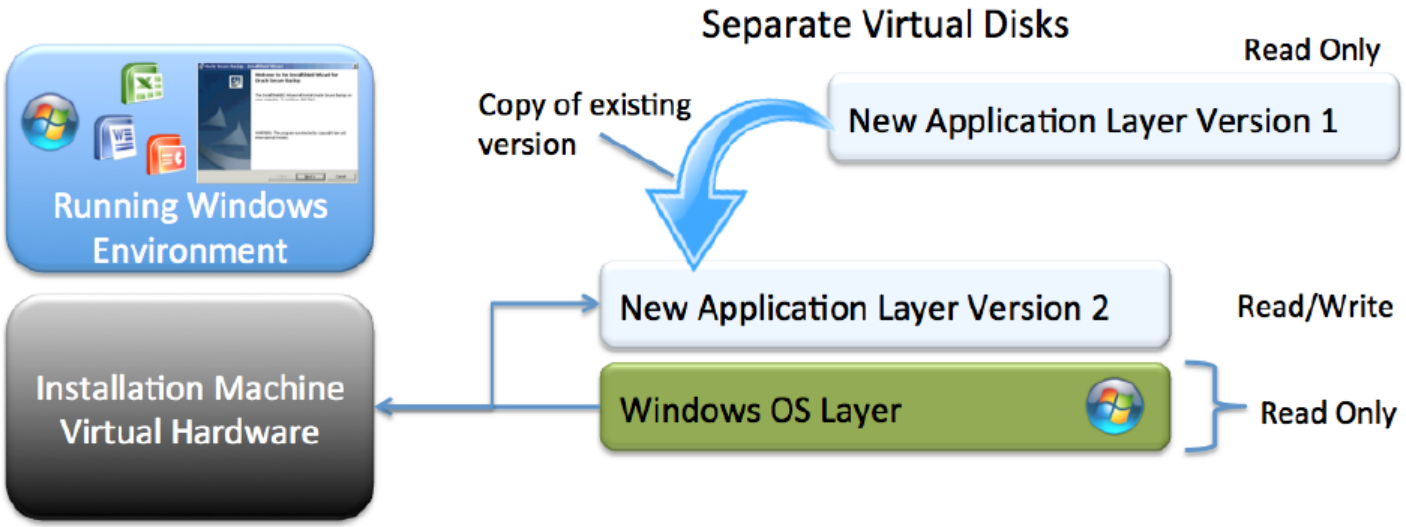
Versioning (updating) an application layer



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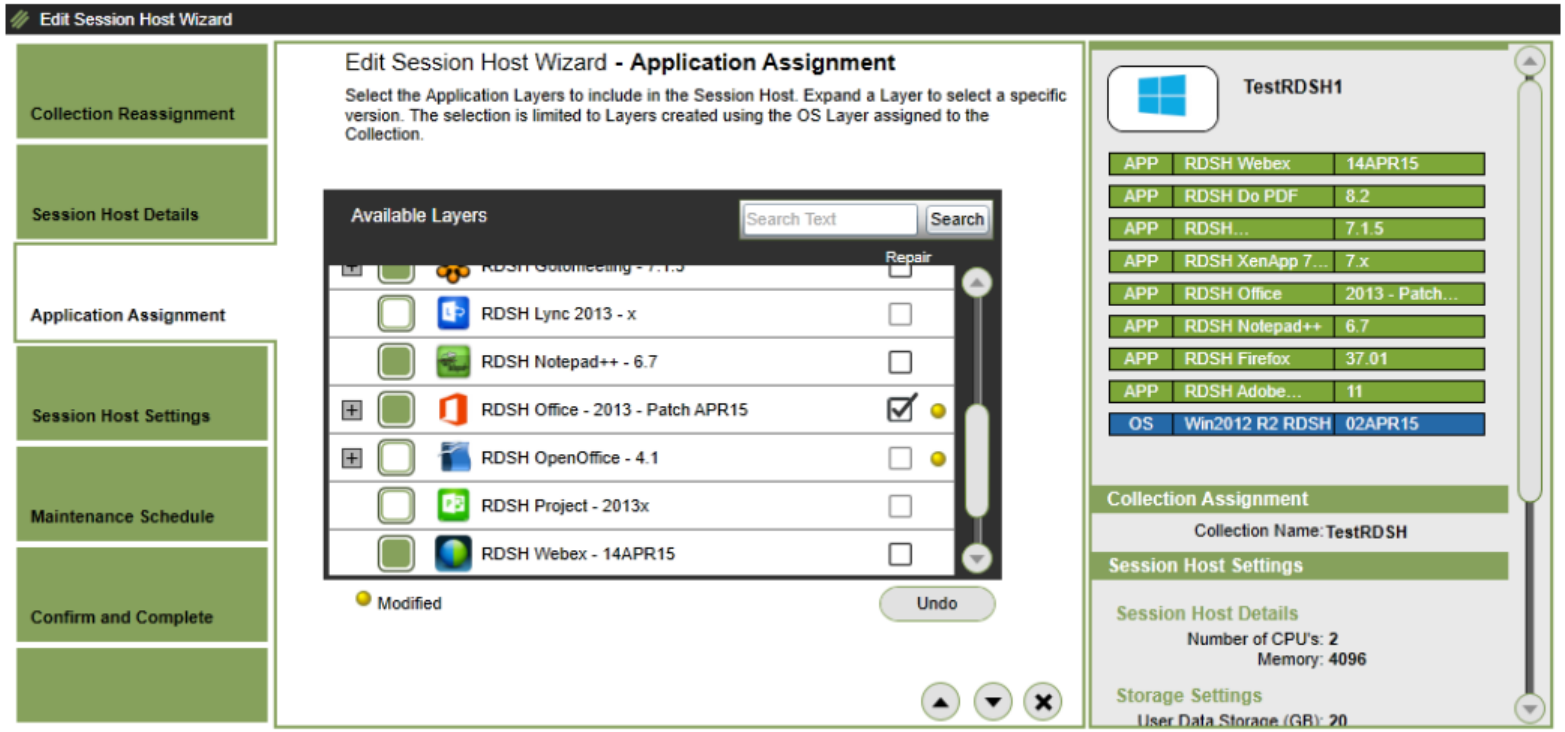
Application Layer Repair



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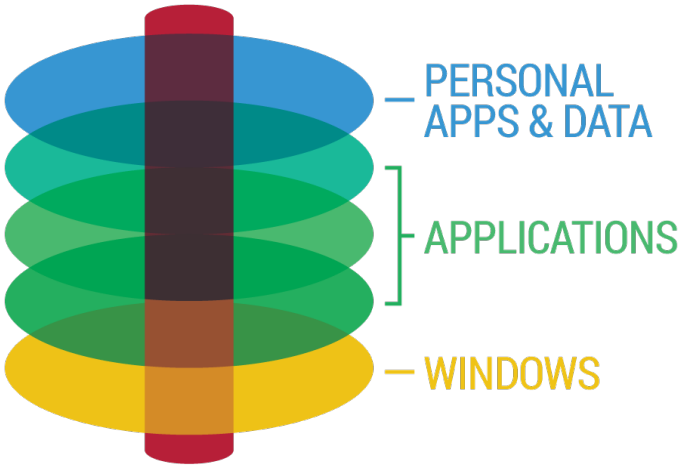

1. Out-of-band layering
2. Elastic layering

1

OS & App to Manage

99%+

App Compatibility

80%

Faster Packaging

All

Hypervisors, EUC Platforms & Clouds

Unidesk Application Layering

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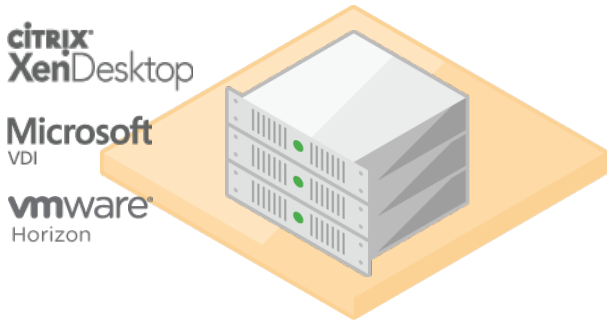

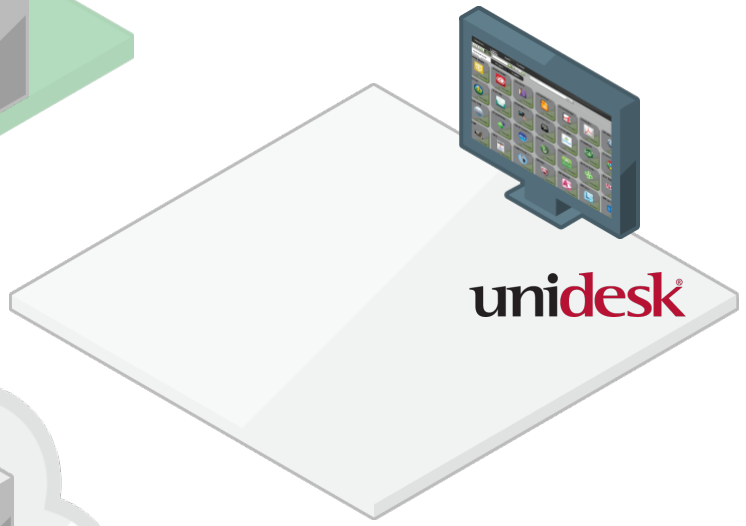

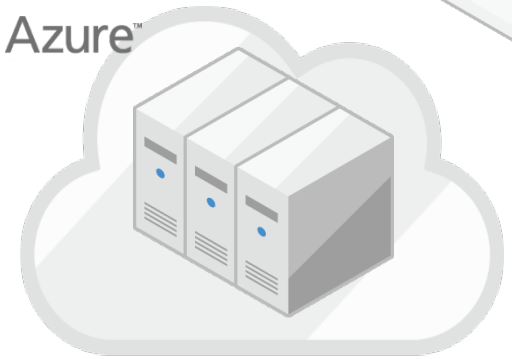

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App & image management simplicity

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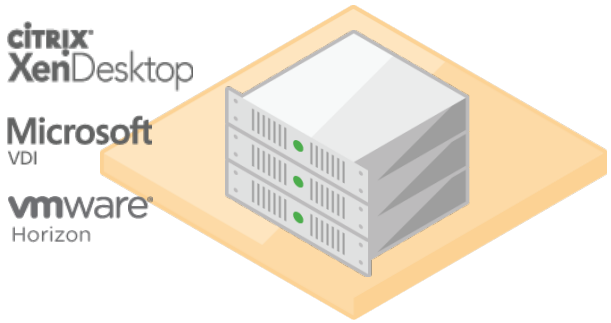
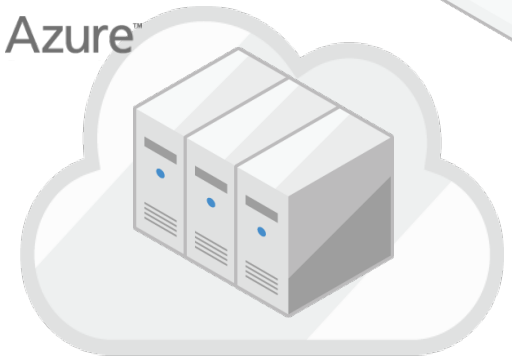


Layers



Package apps separate from infrastructure

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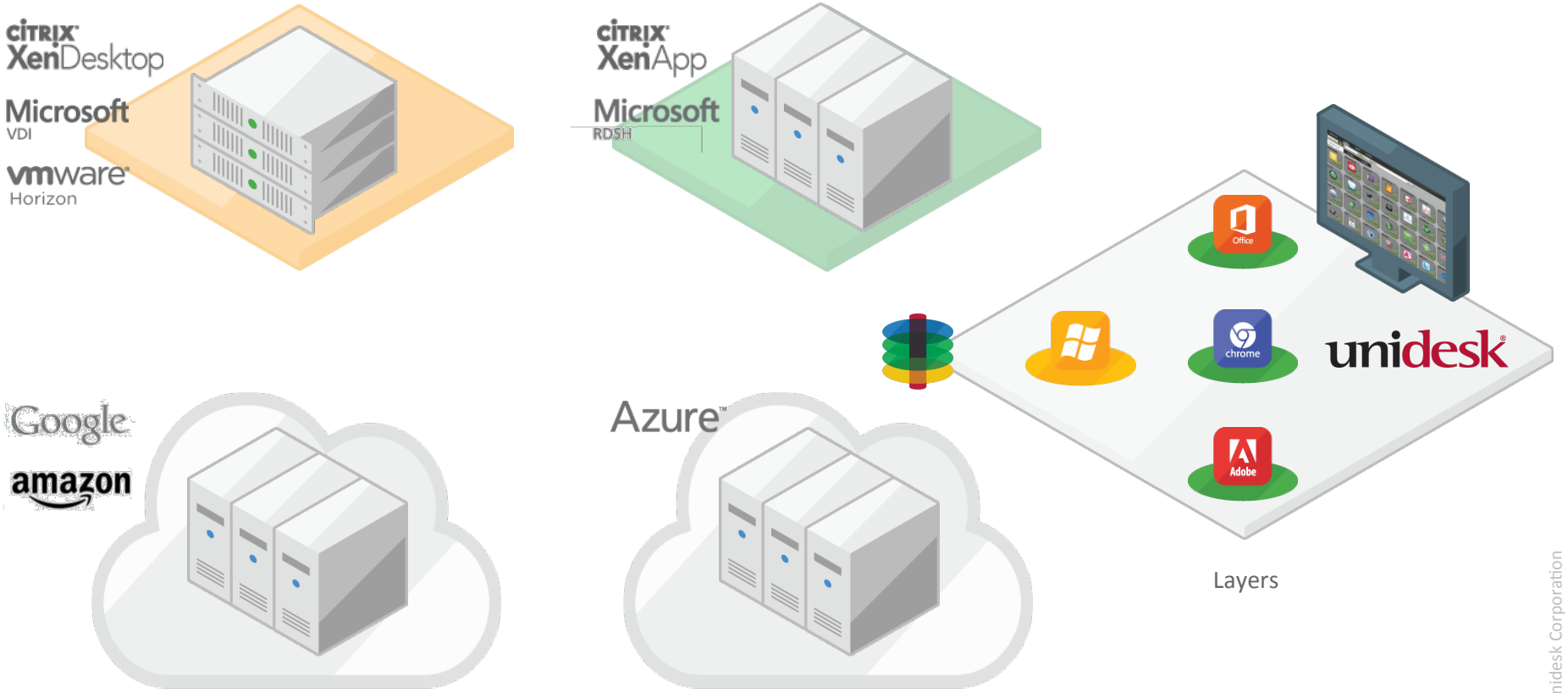

Combine layers as needed for different users

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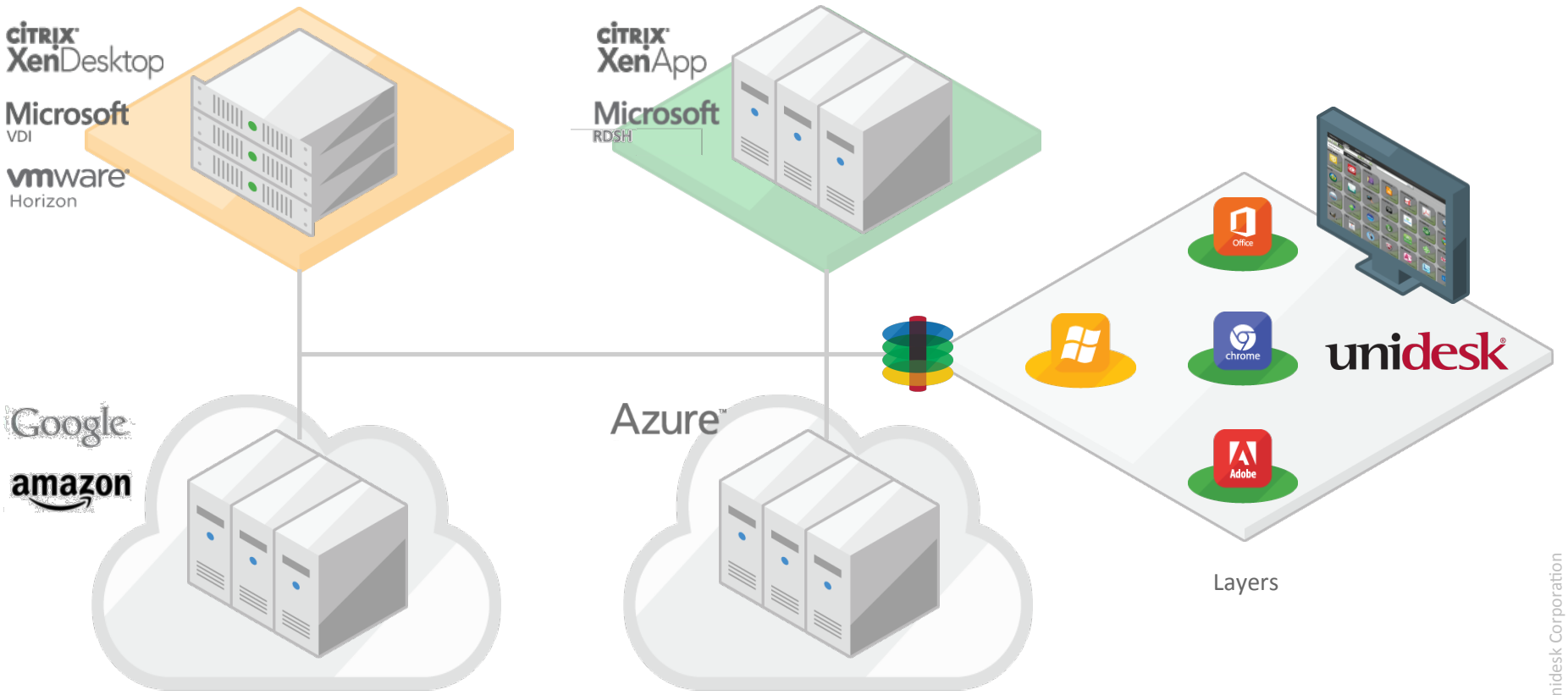

Deliver layers anywhere

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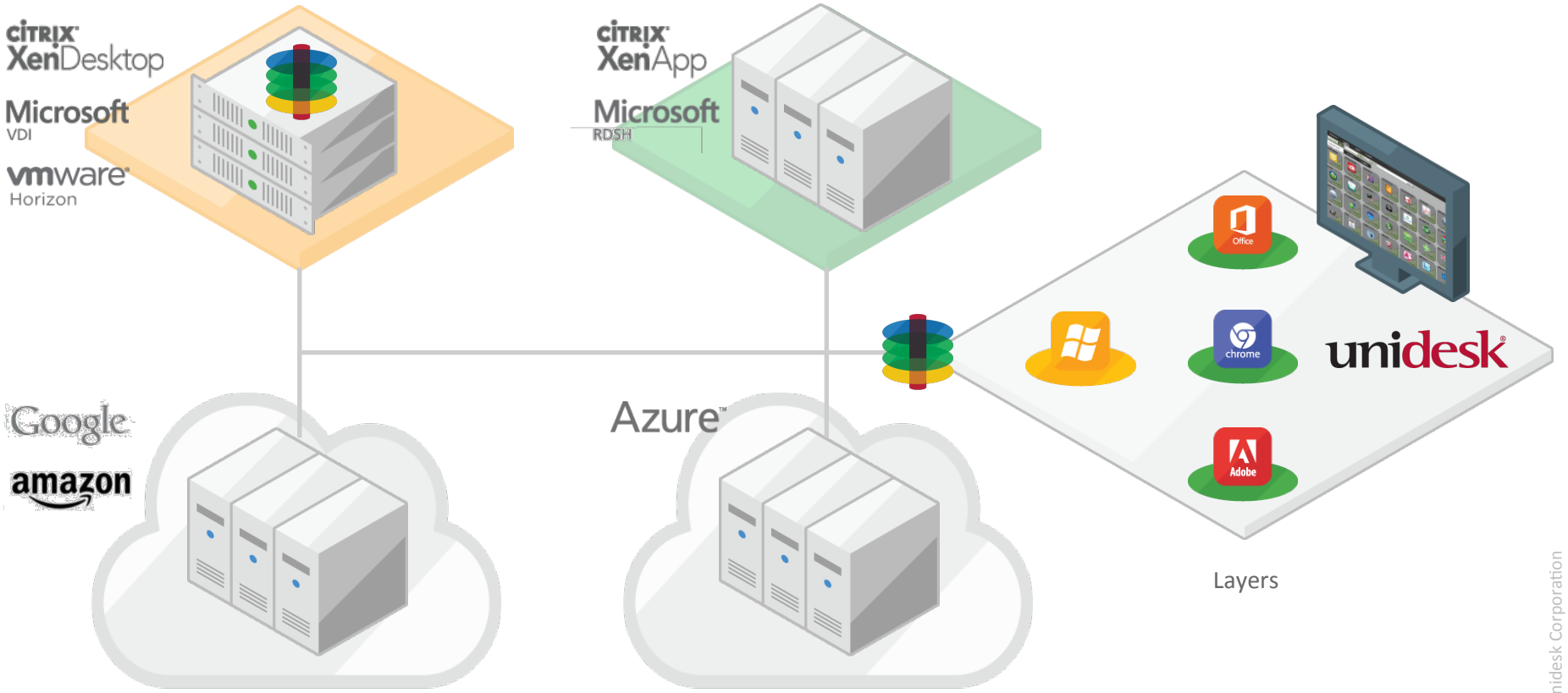

Deliver layers anywhere

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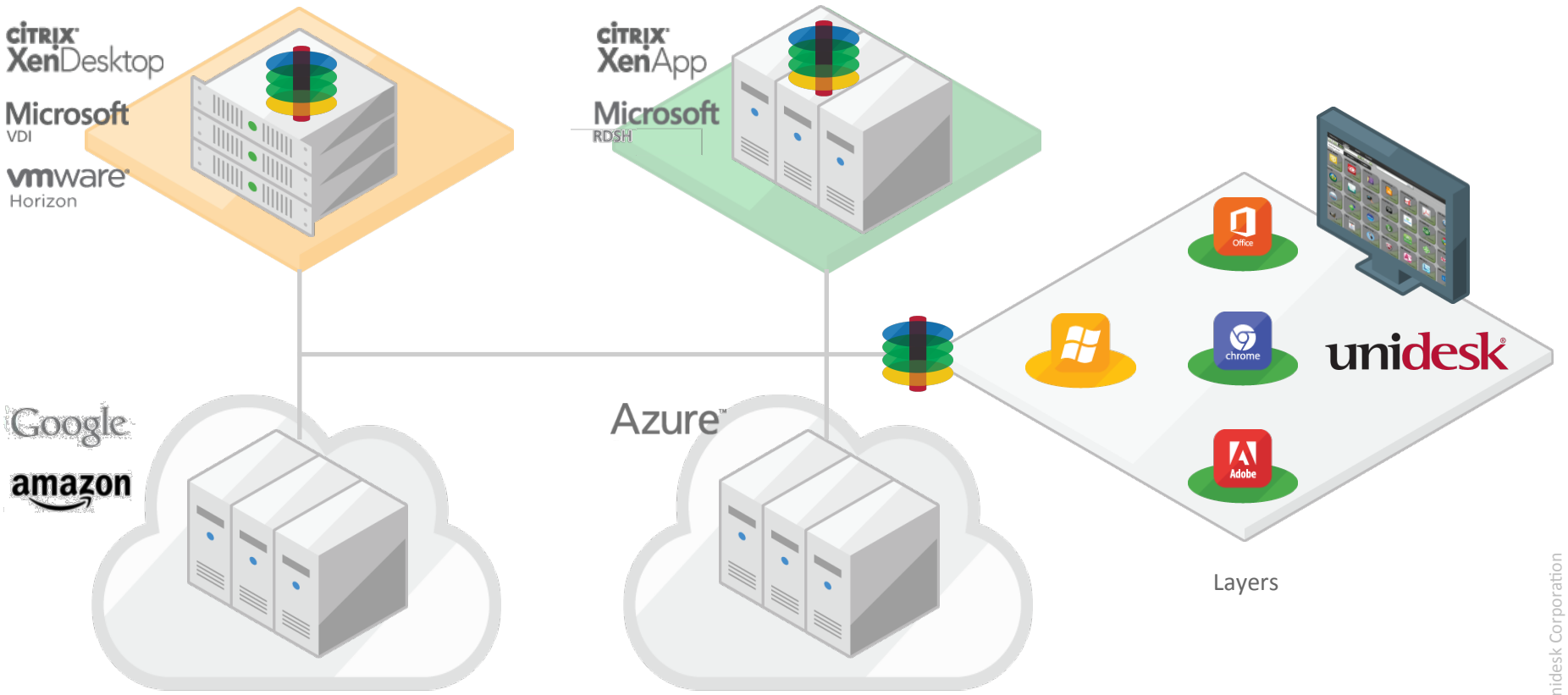

Maximize enterprise agility and flexibility

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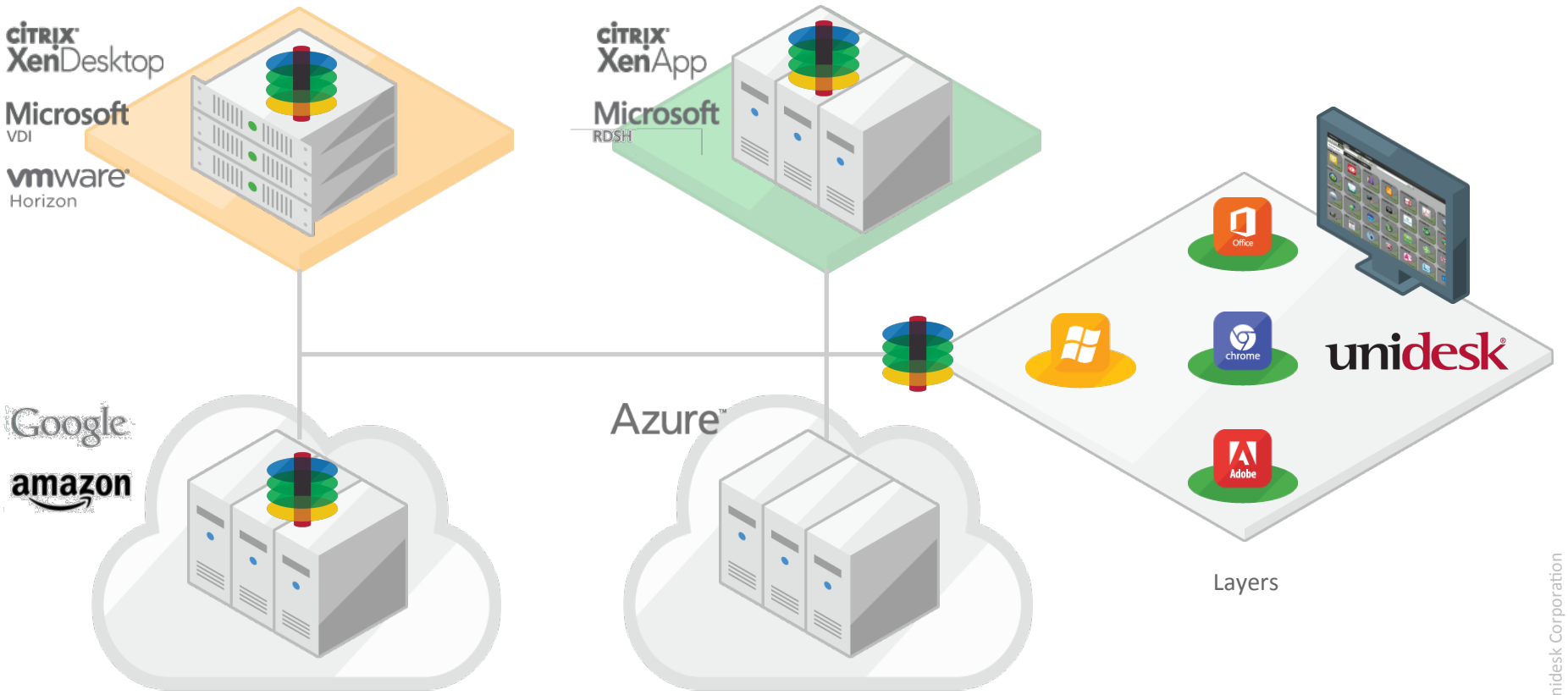

Maximize enterprise agility and flexibility

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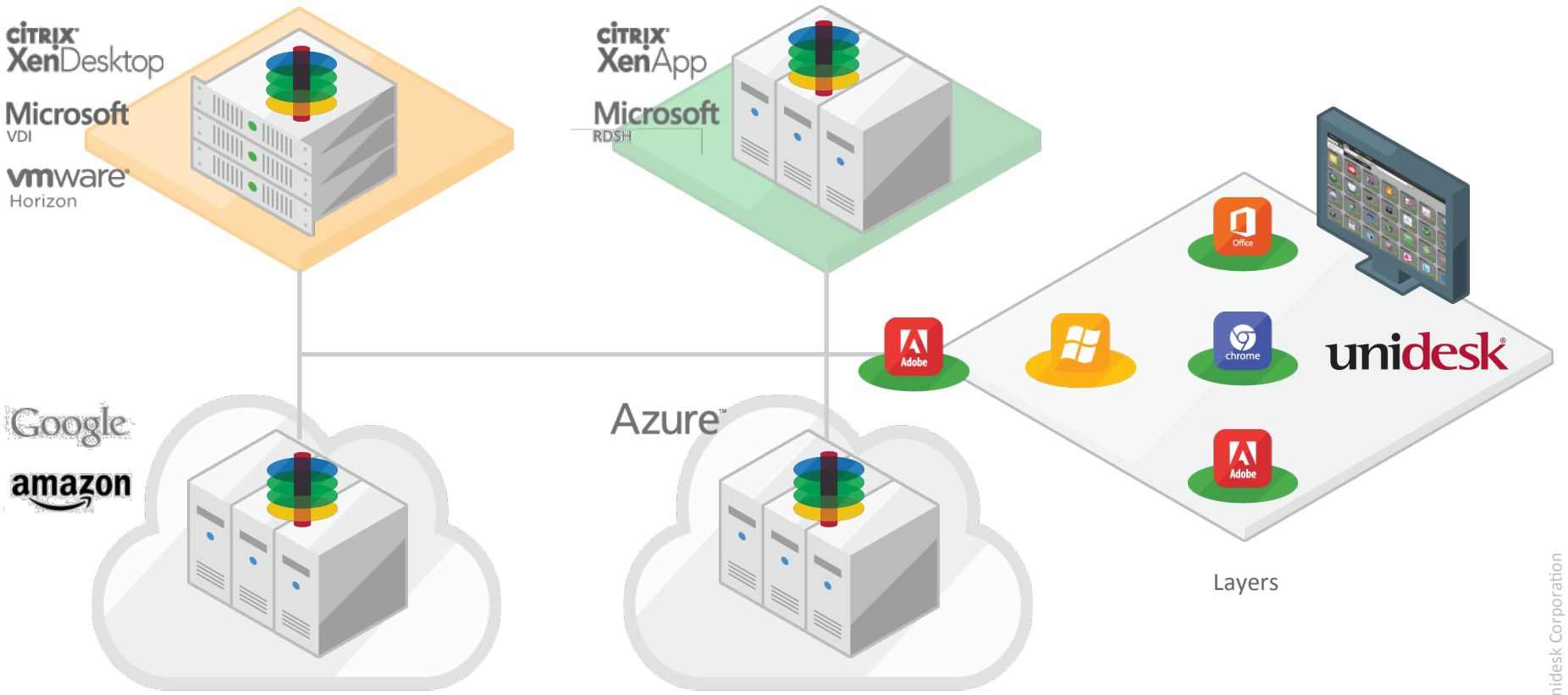

Coming soon: Elastic Layering™

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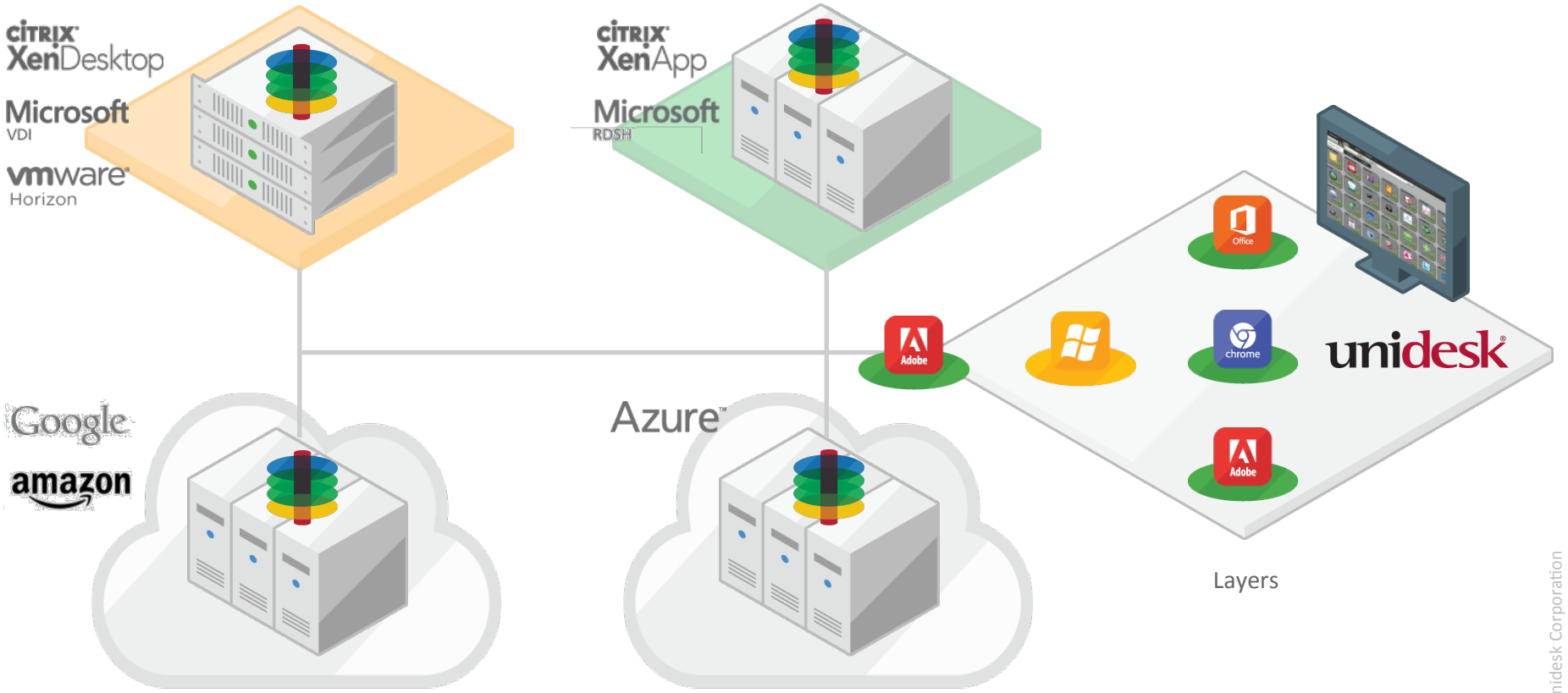

Coming soon: Session Containers™

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What Unidesk Means To Your Business

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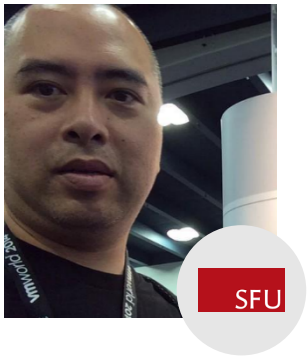

Bob Yuen
System Administrator
Simon Fraser Univ.

"We have 1 Windows OS layer to manage, and every application is another layer. Our desktops are a combination of the Lego blocks of these layers, and I don't have to create a whole new image just to add an application that someone needs. We've been able to achieve the install-once, patch-once efficiency that has previously been a myth, even as we've scaled from 100 desktops to over 2,300."

App Management

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End User Computing

vmware® Horizon

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Reduce app management costs up to 80%

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The New Standard in Windows App Management

All Apps | Any Cloud | Managed Once

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2. Visit SFU's datacenter to see Unidesk in action
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4. Learn more: www.unidesk.com
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Next steps

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