

ESG SHOWCASE

Key Considerations for Enabling Remote Work and Recovery Plans with VDI

Date: June 2020 Author: Mark Bowker, Senior Analyst

ABSTRACT: Businesses had aggressive virtual desktop infrastructure (VDI) expansion plans prior to COVID-19 that aligned with IT's overall priority to deliver a secure and consistent user experience. The response to remote work has highlighted the benefits of VDI and created a new surge for companies to rethink their digital workspace strategies. Recent ESG research validates the success of VDI and shows how companies like Hewlett Packard Enterprise can map to these strategies to help make the current response and long-term future of work a success.

VDI Is Helping to Create the Core of Digital Workspaces

IT and business leaders are seeking ways to implement VDI for immediate use as they respond to and accommodate remote work in the wake of coronavirus work-from-home requirements. They are considering many different strategies and building out longer term plans to support future remote work scenarios. VDI is helping organizations to maintain consistent secure access to the applications and data end-users require to work. Some companies were fortunate enough to already have business continuity plans in place that included VDI and were able to quickly enable remote work, while other companies had to discover how to enable remote access to a productive digital workspace.

Creating the Best Match for Various End-user Types

The value of VDI can be utilized across a variety of workstyles, use cases, and user types. As organizations begin a VDI project, it is important they identify the critical user types and workloads they will be enabling. User types include task workers, knowledge workers, power users, developers and front-line workers. When VDI is successfully deployed to these user types, businesses will then often springboard VDI into additional groups of users to take advantage of simplified IT management, improved security, and a consistent user experience.

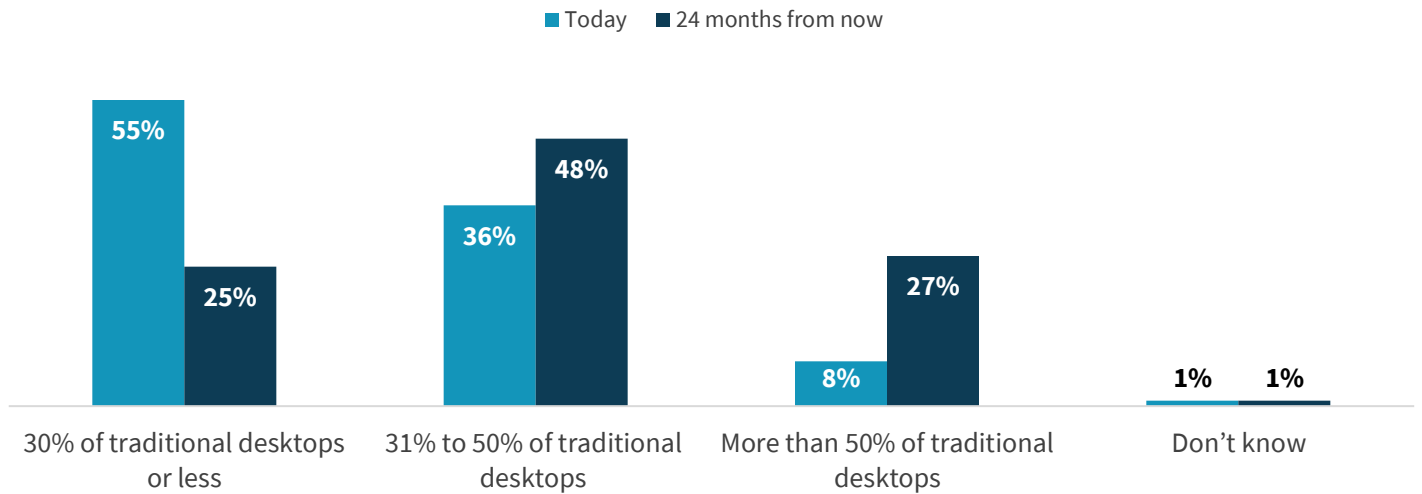
Current Implementations Inspire Aggressive Expansion Plans

Historically, businesses have successfully deployed VDI for specific use cases. Once the initial success of VDI is realized, IT professionals have identified areas of expansion into additional business organizations and new use cases. ESG research recently discovered that, prior to work-from-home mandates, businesses had aggressive plans to expand upon the success of VDI. As shown in Figure 1, few (8%) organizations had VDI currently deployed to more than 50% of their organizations, but this number is expected to more than triple among current users over the next two years.¹

¹ Source: ESG Research, *Are Desktops Doomed?: Trends in Digital Workspaces, VDI, and DaaS*, March 2020.

Figure 1. Current and Planned VDI Usage among Current VDI Users

Of all traditional desktops in your organization’s environment, approximately what percentage are VDI instances? What percentage do you expect to be VDI instances in 24 months? (Percent of respondents, N=189)



Source: Enterprise Strategy Group

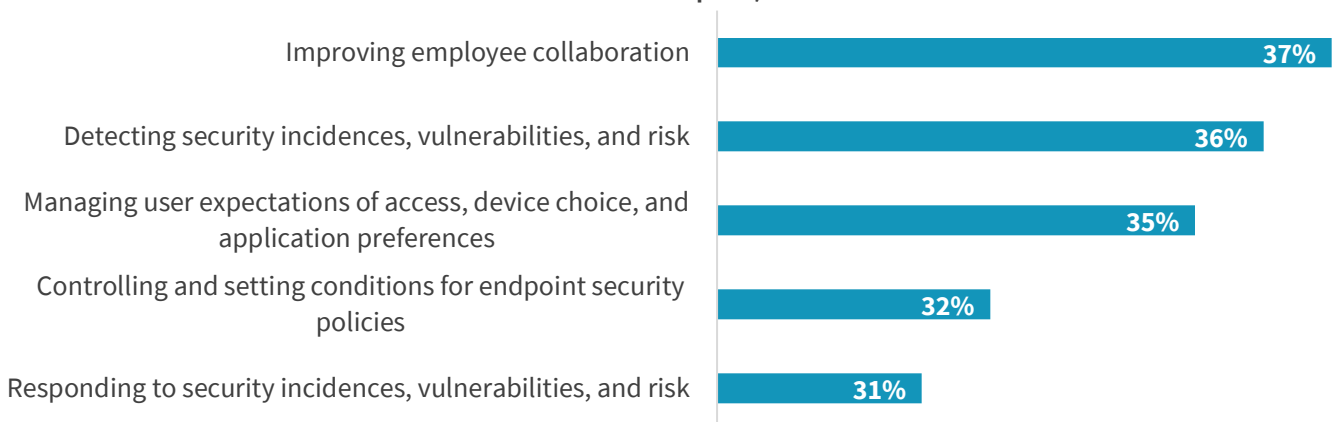
The current increase in remote work has likely further accelerated organizations’ VDI usage and long-term plans. Businesses with a VDI footprint already in place were able to scale the environment to meet the new demand and enable remote workers to gain secure access to their corporate workspaces.

The Majority of Organizations Consider Security Critical to Digital Workspaces

Security is a paramount requirement of a digital workspace strategy. In fact, 53% of organizations view security as a critical factor and the top purchase decision criterion for their desktop operating system strategies, followed by 45% who consider security an important factor. Additionally, three of the top five workspace delivery priorities reported by ESG research respondents involved security (see Figure 2).

Figure 2. Top Five Workspace Delivery Priorities

What are your organization’s biggest priorities when it comes to delivering applications, data, and desktops/devices? (Percent of respondents, N=354, multiple responses accepted)



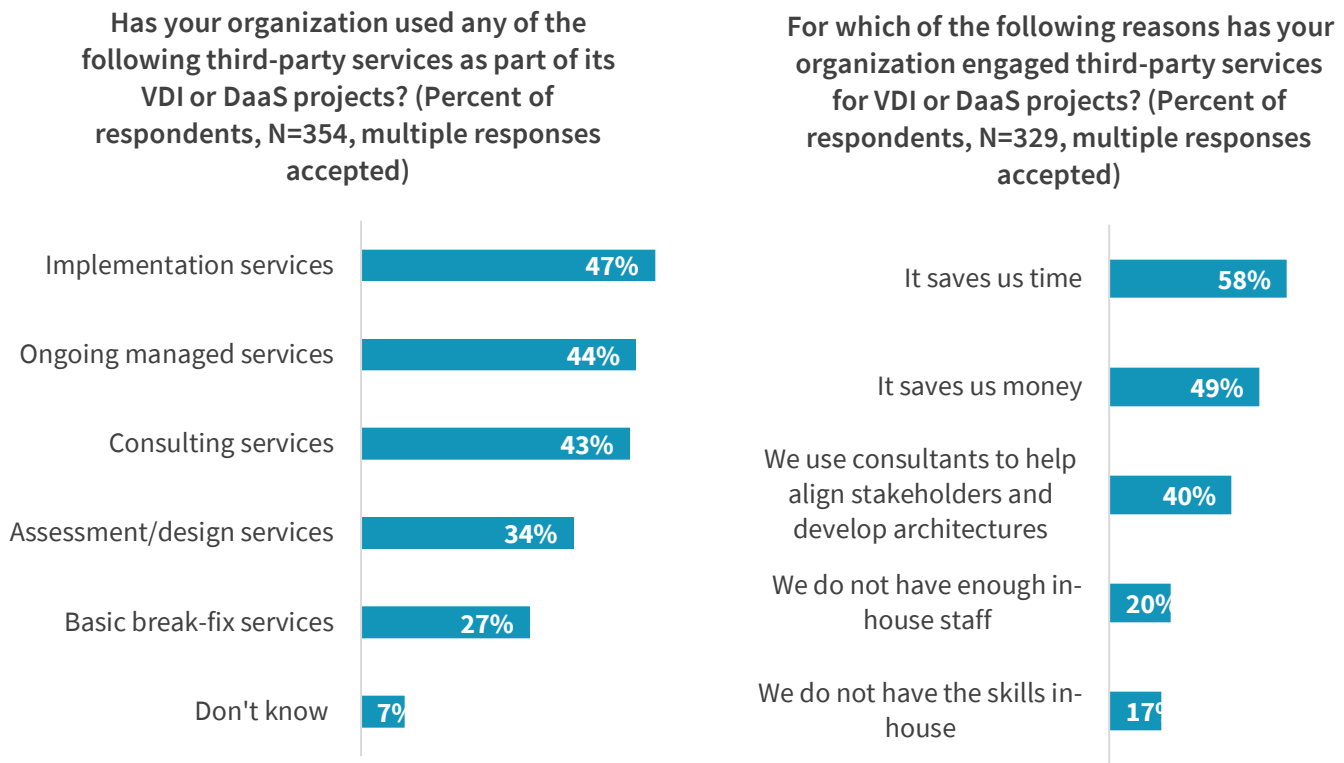
Source: Enterprise Strategy Group

Detecting and responding to security incidents is top of mind for IT professionals who want to stay out in front of the multiple attack vectors that could impact their users or have a major impact to their overall business. Digital workspace strategies that help protect users and empower IT to tune security policies for the end-user environment enable these organizations to respond faster and with a higher degree of confidence.

Professional Services and Consulting Help Organizations Achieve Success

As organizations evaluate how they are executing on current work-from-home scenarios and plan how they will enable future support for remote work, they often lean in for help. They leverage the knowledge and experience of third-party services to help make implementations a success, simplify the IT process, and ensure a high-quality end-user experience. As shown in Figure 3, organizations trust third-party services to help with implementation, ongoing managed services, and consulting services, with the goal of saving time and money.

Figure 3. Third-party Services Used to Support VDI and DaaS Deployments for Time and Cost Savings



Source: Enterprise Strategy Group

Services and consulting teams help businesses avoid common pitfalls and can quickly match technology requirements to the preferred consumption model. For example, some IT organizations may choose to own and manage the entire technology and delivery stack for VDI and DaaS, while others may want to consume digital workspaces as a service. Third-party services can help with this decision process and provide companies with the ideal match for their business.

The Bigger Truth

Back-to-work strategies are top of mind for businesses, and VDI has the potential to play a significant role in helping enable flexibility for their employees to work remotely. VDI has helped solve unique use cases for many years and is ready to underpin strategies as companies rebuild flexibility into how and where employees will work. The workplace of the future will be underpinned by VDI technology that helps IT deploy and manage an optimal end-user experience.

Hewlett Packard Enterprise is an example of a company with a comprehensive [VDI solution portfolio](#) to help companies enable their employees to work remotely. HPE brings experience and expertise through HPE Pointnext Services, offering transform, operate, and consume services to help you design and implement a VDI environment right-sized for your organization. With a complete technology and partner portfolio, HPE has solutions available to support a variety of user types and applications, from edge to cloud. HPE also provides a choice in consumption through as-a-service delivery with HPE GreenLake. With HPE GreenLake VDI-as-a-service, IT can offload operation and management and seamlessly scale as need increases. As businesses rebuild remote work strategies, HPE can play an important role in the success of creating the workplace of the future by helping businesses with a choice of consumption models and services.

All trademark names are property of their respective companies. Information contained in this publication has been obtained by sources The Enterprise Strategy Group (ESG) considers to be reliable but is not warranted by ESG. This publication may contain opinions of ESG, which are subject to change. This publication is copyrighted by The Enterprise Strategy Group, Inc. Any reproduction or redistribution of this publication, in whole or in part, whether in hard-copy format, electronically, or otherwise to persons not authorized to receive it, without the express consent of The Enterprise Strategy Group, Inc., is in violation of U.S. copyright law and will be subject to an action for civil damages and, if applicable, criminal prosecution. Should you have any questions, please contact ESG Client Relations at 508.482.0188.



Enterprise Strategy Group is an IT analyst, research, validation, and strategy firm that provides market intelligence and actionable insight to the global IT community.



www.esg-global.com



contact@esg-global.com



508.482.0188