BUSINESS CHALLENGE
Healthcare providers today are facing increasing challenges in managing their client infrastructure. From operating system image creation and lifecycle management, to application compatibility, packaging, and distribution, to enforcing PHI and PII compliance measures, these challenges are proving to IT groups that traditional forms of maintaining this infrastructure just aren’t doing the job in a cost-effective manner. The answer to many of these questions is determining how to inject virtualization into their client provisioning and management strategies.

The term Virtual Desktop Infrastructure (VDI) has become a common term that is meant to encompass some or all of these components. EMC® Consulting provides capabilities to help healthcare customers manage this challenge across a number of technologies that ultimately all tie together:

- **Operating system virtualization**—Operating systems can exist in several possible states and are appropriate only for certain types of workers and workloads. These could be virtual or physical instances of an operating system which could exist in either a data center or on client hardware.

- **Application virtualization**—Once the mechanism for delivering an operating system to each group of users has been determined, the next challenge is how to optimize application delivery and management. Again, these applications may be physically installed onto operating systems using traditional methods, or application virtualization can be leveraged.

- **Management and security**—There are many security and management concerns that also must be addressed in a client virtualization initiative—whether using one, some, or even all of the technologies above, including security and patch management, client security policy, and asset and configuration management.

SERVICE DESCRIPTION
This EMC Consulting service focuses on understanding the needs of a healthcare organization, assessing the current usage profile of selected clinical and business users for viability of VDI solutions, and developing a business justification for the further development of a VDI initiative. Rather than focusing on a pure total-cost-of-ownership (TCO) analysis of the model, EMC concentrates on real-world analysis of usage and looks at the overall benefits and challenges to an organization.

This service consists of two primary activities: client virtualization assessment and VDI business justification. The client virtualization assessment uses automated tools to gather specific information regarding the workloads of targeted client machines. Rather than relying on estimates or averages, EMC assesses the real-world implementation of current users. This effort consists of establishing the measurement tools, a duration of data collection based on
an appropriate timeline determined at the start of the engagement, and the collection/analysis of the data. The intent is to capture data that is typical for the user workload, which may fluctuate daily, weekly, or monthly based on job function, clinical, and business application.

To build the business justification deliverable, EMC Consulting will leverage existing information from previous engagements as well as market research data. Through interviews with the organization, EMC Consulting will complete a financial model of a VDI initiative to address the key areas of focus. As a result of these interviews, along with the data gathered, EMC Consulting will prepare a report that details the overall findings specific for the user populations and workloads that may benefit from a virtualization initiative. Topics that will be covered include:

- Cost analysis, including initial implementation, software and hardware, ongoing implementation, and support
- Benefit analysis, which may include outsourcing, help desk, and contractor savings as well as cost avoidance benefits for PC purchases, office space, and support staff
- Additional benefits that may be difficult to quantify include improved security, management, productivity, disaster recovery/business continuity, or decreased risk

SUMMARY OF BENEFITS

The EMC Consulting VDI Assessment and Business Justification for Healthcare service ensures that your organization is prepared to realize the advantages of deploying a virtual desktop infrastructure. Specifically, this service will provide:

- Real-world assessment results from actual users and actual desktop systems
- Business justification for VDI that identifies:
  - Cost savings available as a result of implementing VDI
  - Advantages outside of cost savings from implementing VDI

EMC CONSULTING

As part of the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting transforms information into business results. Our consultants bring a unique mix of industry, business, and technology expertise to solve today’s toughest challenges. We use field-tested tools, proven methodologies, best practices, and industry standards to minimize risk and optimize time-to-value in our engagements. We also provide a full range of consulting, design, implementation, and support services.