EMC END-USER COMPUTING FOR THE FEDERAL GOVERNMENT

EMC end-user computing for the federal government

BUSINESS CHALLENGE

The mobile, distributed workforce in the federal government is challenging the traditional methods for securing and managing user devices and client infrastructure. With an increasing number of teleworkers, outsourcing partners, and contractors connecting to resources from outside government facilities, agencies and commands are finding it difficult to ensure security, regulatory compliance, and current patches.

The variety of hardware models that exists due to complicated PC refresh cycles exacerbates support problems related to PC hardware variances. Data breaches caused by lost or stolen machines result in significant risk and cost to correct. The result is that deployment, support, and security of these desktop, tablet, and mobile device hardware profiles have resulted in inefficient IT processes, such as manual deployment of physical PCs, multiple agency images, extended testing cycles for patch deployments, and multiple layers of complex software to ensure proper levels of security. The solution for many of these issues is to plan, design, and implement a holistic, virtualized, end-user computing strategy.

SERVICE DESCRIPTION

EMC® Global Services helps government customers build the business case, define a strategy, and then design, implement, and optimize a virtualized end-user computing environment. This holistic approach provides a secure, easy-to-manage, highly available end-user compute environment that is flexible enough to meet the needs of the business. Our experts have all the necessary skills to ensure a successful plan, design, and implementation, spanning device deployment, security, systems management, and storage optimization for the cloud.

The key to enabling this transformation is the abstraction of the user experience and applications from the operating system and the device with the packaging of apps for dynamic delivery and self-service consumption. EMC’s user-centered approach involves first understanding the users, their mobility and security needs, as well as the apps and data they require to perform their roles. We then design and build an end-user environment to provide the appropriate services.

- **Characterize Users**: We use a combination of automated platforms and interviews to gather detailed information about end users, including the devices they use, the applications they access, the bandwidth they require, their performance characteristics, and other key data points that are critical to

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**ESSENTIALS**

- Moving computing resources back into the data center makes them significantly easier to manage and improves efficiency of both technology and personnel resource utilization
- Centralizing end-user computing and device management streamlines IT processes and results in the single largest cost savings from virtualized end-user computing deployments
- Using VMware technology with EMC’s End-User Computing Solution enables users to instantly access their personalized desktops—including data, applications, and settings—from anywhere, without suffering the lag times of earlier technologies
- A virtualized end-user computing environment can be combined with RSA Security to provide a more secure environment
understanding real end-user productivity. With this data we can then define the right services for them.

- **Create an end-user app catalog**: In addition to characterizing your users, transforming to a dynamic desktop environment also requires gaining control of your apps. We capture knowledge about your application usage, dependencies, and compatibility. We identify what needs to be rationalized, create proposed standards, and develop a normalized list of apps. We then correlate applications by usage type, align them to user classes, and map usage to specific users and devices within the organization. These standards make up your application catalog and form the basis for what can be made available in the app store.

- **Design and build a well-managed architecture**: Once the users and apps are understood, we identify the level of resources required. We’ll determine if any applications or workloads would not work well in a virtualized environment. We’ll perform endpoint infrastructure capability and capacity analysis in order to design the end-user services, automation, and foundational services, such as security, print, and systems management. We’ll install and configure the virtualization, automation, and management software, migrate the enterprise users, and communicate the results to you.

**MISSION AND ORGANIZATION BENEFITS**

Implementing a virtualized end-user computing environment can significantly reduce costs and provide your organization with the ability to use the device of choice. Moving computing resources into the data center makes them significantly easier to manage, eliminates data breaches caused by lost or stolen machines, and improves efficiency of both technology and personnel resource utilization.

Centralizing end-user computing and device management streamlines IT processes and results in the single largest cost savings from virtualized end-user computing deployments. Faster time to provision machines also enables user transitions from an agency consolidation to happen in days rather than weeks.

You will be able to provide a superior user experience over any network with VMware technology and EMC’s End-User Computing Solution, as users will be able to instantly access their personalized desktops—including data, applications, and settings—from anywhere, without suffering the lag times of earlier technologies.

**ABOUT EMC GLOBAL SERVICES**

EMC Global Services accelerates the software-defined enterprise through world-class technical expertise and service capabilities that deliver well-run hybrid clouds, big data solutions, empower ITaaS providers, and enable new digital-era applications. Our 16,000+ services experts worldwide, plus global network of partners, have the skills, knowledge, and experience organizations need to get the maximum value from their EMC technology investments—with an unending commitment to an exceptional total customer experience through service excellence.

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**CONTACT US**

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller—or visit us at [www.emc.com](http://www.emc.com).