

Save up to 30% on desktop management

How more efficient management of the
desktop environment can deliver cost savings



Industry analysts estimate the cost of running a well-managed desktop to be \$230 per desktop annually. Managing an entire desktop fleet therefore represents a significant slice of an organisation's IT budget. The good news is that you can cut up to 30% of the costs on your desktop infrastructure while at the same time advancing its maturity through a structured management approach.

Are you struggling to manage your desktop and laptop fleets?

Most organisations typically have large numbers of distributed devices with varied network connectivity requirements in their environments. Some organisations do not even know the exact number of devices in their environment, which adds further complexity to desktop management.

Today's information workers also require different applications and customisations based on business requirements and user specific roles. At the same time, desktop applications may need to be updated frequently. And the larger your organisation, the more PCs you need to update and maintain.

This task is oftentimes onerous for members of the IT team who typically spend significant time deploying, upgrading, supporting and terminating applications and maintaining corporate images. Furthermore, every time you deploy new applications, upgrades or patches, or a system crashes, information workers lose productivity and sometimes even valuable data.



The solution: automate

The answer to these challenges lies in implementing appropriate infrastructure processes and systems. For example, incorporating common, repeatable processes to build, deploy and manage PCs, or central management conducted by authorised personnel.

What's more, using common and interchangeable tools for configuration, provisioning and systems management can also improve service levels. That said, implementing best practice processes isn't easy and process automation requires proactive planning.

Manage efficiently and save

Implementing systems and processes to achieve a standardised, automated desktop infrastructure enables you to lower your overall cost of ownership. Cost reductions of up to 30% can be realised through the deployment and updating of devices. For example, with automated technologies it typically takes an estimated 30 minutes to deploy an SOE image to multiple PCs, rather than several hours, or up to 90 minutes to deploy a workstation.

Don't be fooled into taking short cuts

Virtual Desktop Infrastructures (VDIs) have emerged as a key enabler to reduce the cost of managing the desktop infrastructure. A word of caution, however, is that only organisations with a large percentage of traditional office workers, as opposed to remote workers, will benefit from a VDI. The actual cost of deploying a thin client strategy for a subset of traditional workers sometimes ends up costing more than just running a well-managed, flat desktop estate.

The desktop is viewed as the gateway to the IT infrastructure. End users' experiences in accessing services on their desktops play a key role in the successful rollout of any IT project. It therefore makes sense to work with a Microsoft partner, such as Dimension Data, to ensure that your systems management infrastructure is consolidated and migrated seamlessly, without any negative impact on end users' productivity.

Dimension Data adopts a structured approach to desktop life cycle management minimises the operational effort and costs associated with deploying, managing and supporting distributed desktop computing environments. The processes and tools incorporated in our Dynamic Systems portfolio are designed to reduce management costs of your PC life cycle – from cradle to grave.

Cost reductions of up to 30% can be realised through the **deployment** and **updating of devices**.

Case in point

Lewisham Council cuts software deployment time by 75% with tailored solution from Dimension Data.

The company

Lewisham is an inner city London borough covering approximately 14 square miles of South-east London. It is responsible for providing a range of services to over 248,000 residents.

The challenge

Lewisham Council was concerned about the cost and resources it was expending in deploying software to its different locations. It required a single tool to allow the automatic distribution of business-critical software to 4,000 office users spread across 120 locations in the borough. Its IT outsource provisioning partner, SunGard, recommended Dimension Data to design and implement a solution.

The solution

Dimension Data proposed Microsoft System Center Configuration Manager 2007 and a customised version of its own Dynamic Desktop Deployment solution (which forms part of their Dynamic Systems automated services-based solutions). This allows the Council to build new PCs and deploy new copies of both Microsoft and other vendors' applications, cost effectively and with minimal effort.

Value added

Lewisham Council now has the ability to deploy software virtually to all its machines. The business benefits flowing from this are significant: time to deploy software has been reduced by 75%, which has meant a reduction in the borough's IT spend. Thanks to a better-managed PC estate, the organisations' users are now more productive and able to focus on their core purpose – delivering essential services to the residents of London in a swift and responsive manner.

About Dimension Data

Dimension Data is an IT solutions and services provider that helps clients to plan, build, support and manage their IT infrastructures. We combine our skills in networking, IP, security, operating environments, data centre and contact centre technologies with capabilities in consulting, integration and managed services to create customised solutions that support and accelerate your business goals.

Over two decades of experience across enterprise and commercial segments, allows us to deliver services that enable you to improve efficiencies and move ahead of your competitors.

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