

Desktop as a service (DaaS)

# Achieve workplace flexibility with DaaS

Empowering remote and hybrid workers without compromising on performance or security



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# Executive summary

## The traditional desktop deployment model doesn't scale

With many employees working wherever they are, with whichever device they have available, the traditional desktop deployment model doesn't scale. Administrators can't install software on every device, manage the updates and upgrades and ensure the highest security standards.

The answer is desktop as a service (DaaS) on IBM Cloud®. It enables administrators to consistently deploy the applications their people need with the same tools, controls and privacy as using the on-premises data center. Remote users can access their applications using almost any device, with the same level of performance and security as using the applications on premises.

DaaS gives users the flexibility to work anywhere. Chief technology officers (CTOs) appreciate how much quicker it is to provision devices securely, and how the cloud brings scalability and helps manage costs.

Chief information security officers (CISOs) benefit because if a device is stolen, no data is lost. Nothing is stored on it.

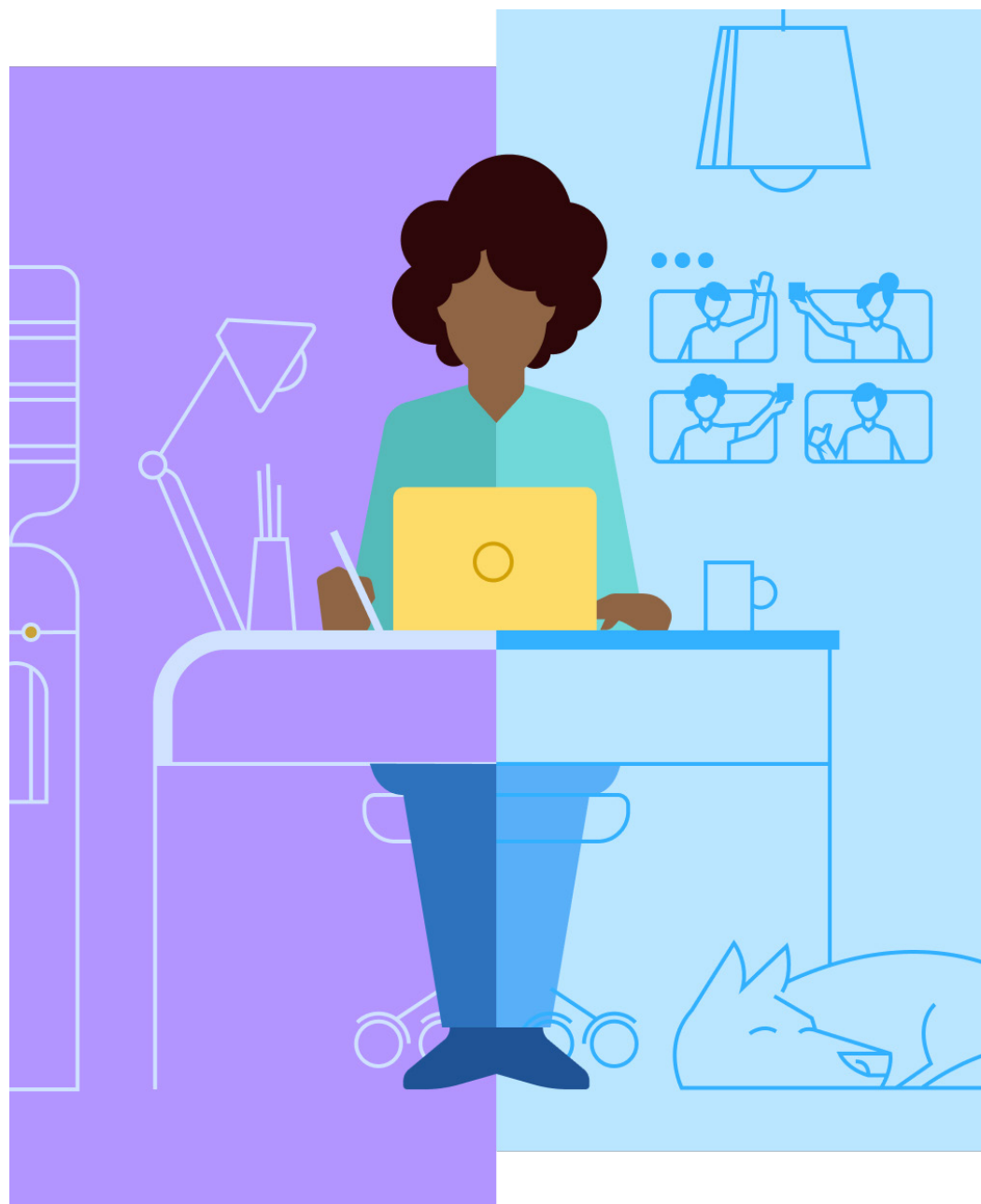
Top use cases for DaaS include virtual hot-desking in call centers, improved security in financial services and shorter testing cycles in software development.

IBM has partnered with Dizzion, Inc., and Citrix Systems, Inc., to help you accelerate and automate the deployment of DaaS on our enterprise-grade cloud infrastructure.

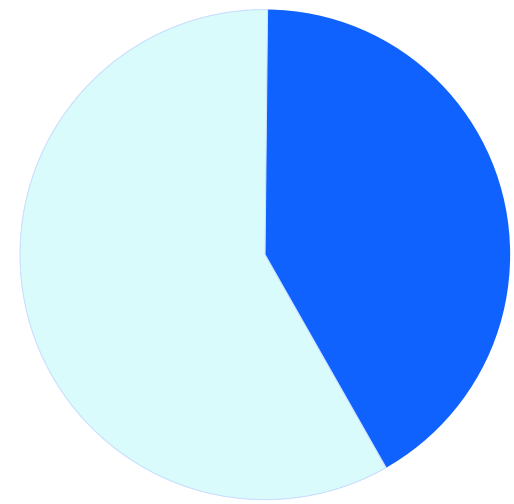
IBM Cloud provides a fully automated cloud platform comprising the latest hardware and software—it's performant, secure, compliant, resilient and provides a competitive TCO.

# 80%

of virtual desktops will be delivered from the cloud by 2024.<sup>1</sup>

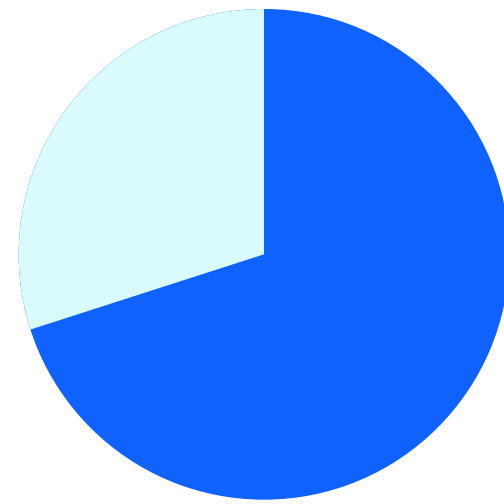


## Introduction— Empowering the remote and hybrid workforce



# 42%

of US employees said they work from home at least 10% of the time, and...



# 70%

of them said they wanted to go to work on a company site at most 3 days per week<sup>2</sup>

We live in a connected world where people can work anywhere and everywhere, using whichever device is most convenient at the time. That might be a laptop on a plane, a phone in the park or a desktop at home.

This isn't just for urgent deadlines or business travel. Routine remote working is commonplace today. 42% of US employees surveyed by Gallup said they were hybrid workers, working from home at least 10% of the time.<sup>2</sup> 70% of them said they wanted to go to their organization's workplace at most 3 days per week.<sup>2</sup>

Even when in the workplace, people don't want to be tied to a desk. In hospitals, for example, employees need to be able to log on at the nearest station to access or update records.

With such a diversity of devices and work locations, the traditional desktop deployment model doesn't scale well. It takes a huge amount of time and money for administrators to install software on every device, manage the updates and upgrades and ensure the highest security standards.

How can organizations enable their hybrid and remote workforce, without compromising on performance or security?

In this guide, we'll introduce desktop as a service (DaaS) on IBM Cloud. DaaS on IBM Cloud enables you to consistently deploy the applications your people need with the same tools, controls and privacy as using your on-premises data center. DaaS on IBM Cloud enables remote users to access these applications on any device, anytime, anywhere—managed your way and deployed cost-effectively. Moreover, you achieve the same level of performance and security as deploying the applications on premises.

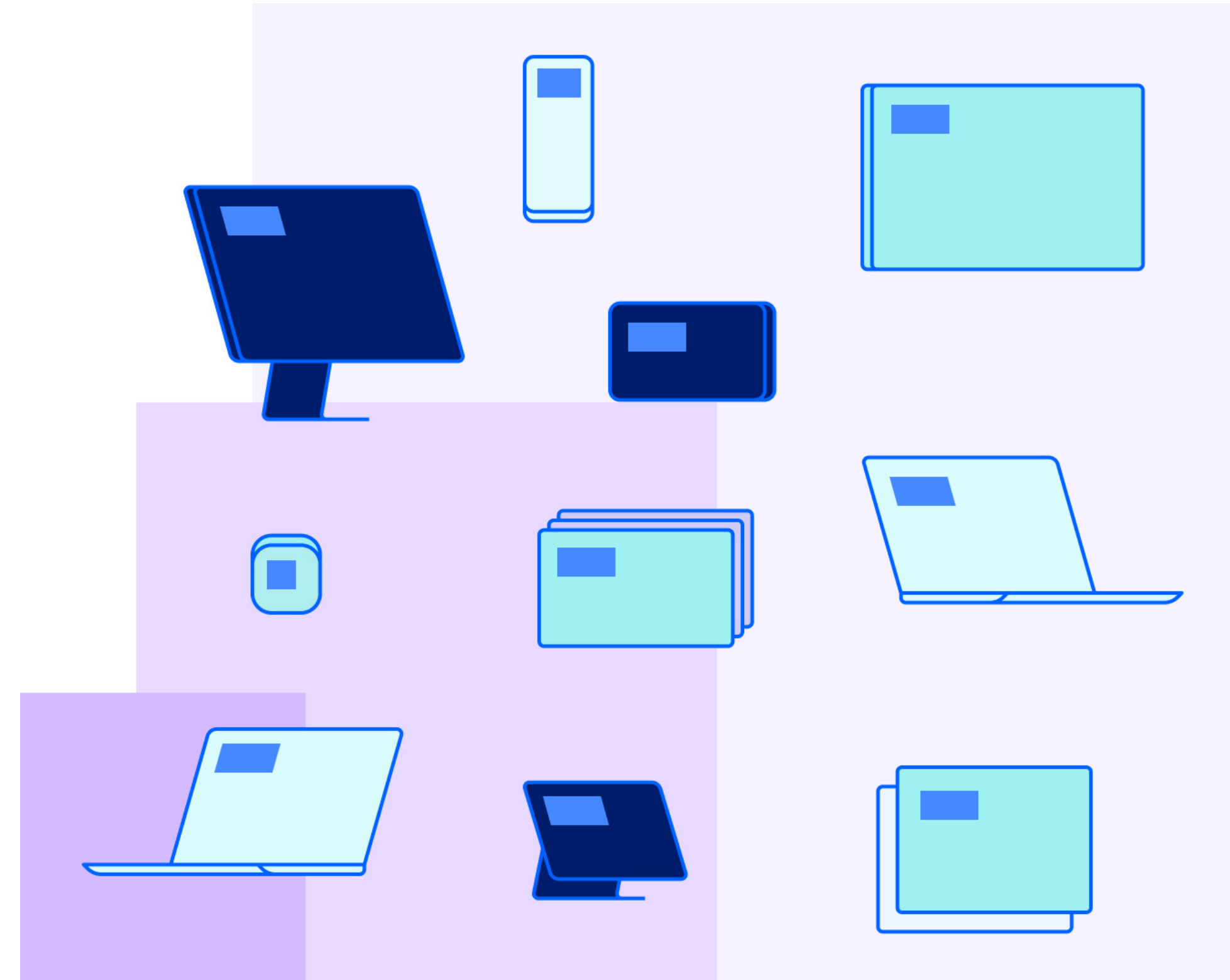
# Serving desktops from the cloud

## DaaS enables you to deliver virtual desktop environments and applications from the cloud

Many organizations are already using virtual desktop infrastructure (VDI) to deliver desktops from their own data centers.

One of the strengths of the cloud is its ability to scale up and down quickly, right-sizing resources and costs in response to the demand for desktops at any given time. An organization using VDI, for example, can burst into the cloud when more staff come on board for the holiday season, instead of investing in additional on-premises infrastructure. For organizations yet to deploy any virtual desktops, the cloud is a natural starting point, providing resilience, scalability and security.

With IBM Cloud, you have control over where your data is stored so that you can meet regulatory requirements for data sovereignty. No one else can access your data—not even IBM. We offer the highest level of encryption-key-management protection through the FIPS 140-2 Level 4-certified hardware security module (HSM).



## The benefits of DaaS for...

### Improved security and compliance for chief information security officers (CISOs)

“If an employee’s laptop is stolen with sensitive company data on it, that’s a nightmare. With DaaS, data is not stored on the device at all. It’s protected in the cloud as long as authentication controls are in place. And if a machine does go missing, the employee can continue working on any other device.

“DaaS simplifies compliance, too. We can work with an ISO-compliant and HIPAA-compliant data center.”

### Easier technology management for chief technology officers (CTOs)

“Our administrators don’t spend time loading software onto every machine anymore. We can connect the user’s device to a virtual desktop in minutes.

“Nor do the admins have to maintain the infrastructure, because IBM Cloud takes care of that for us.

“The pay-as-you-go model for DaaS enables us to add and remove users easily, and we avoid the huge cost of buying or operating the compute, storage and network infrastructure.”

### A powerful, flexible user experience

“I can securely access my applications, files and desktop preferences at home or while traveling. It works on pretty much anything: my desktop, laptop, tablet and smartphone.”<sup>3</sup>

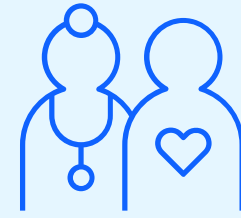


“Our administrators don’t spend time loading software onto every machine anymore. We can connect the user’s device to a virtual desktop in minutes.”



## Use cases for DaaS

In addition to enabling more flexible work arrangements across a wide range of industries, DaaS has proven valuable in some specific use cases.



### **Easier patient care in hospitals**

Doctors and nurses can access and update patient notes from any examination room or computer station. Data and applications are stored in a HIPAA-certified cloud, instead of on a device where a loss could result in a catastrophic data breach.



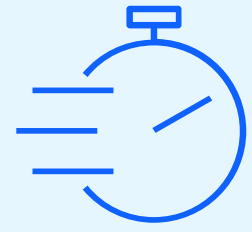
### **Improved security and customer service in financial services**

DaaS enables institutions to improve business continuity, disaster recovery and regulatory compliance. At the same time, the ability to deploy new desktops quickly means you can scale up at peak times to improve customer service. Security and controls are built into IBM Cloud to enable financial institutions to automate security and compliance.



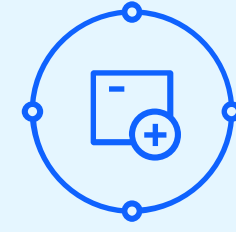
### **Virtual hot-desking in call centers and for shift work**

In call centers or where employees work part-time or shift-work schedules, DaaS enables them to share a virtual desktop. They still have unique login credentials and their own desktop and application preferences, but they can share a virtual instance. This reduces the total number of virtual desktops in use and helps drive down costs.



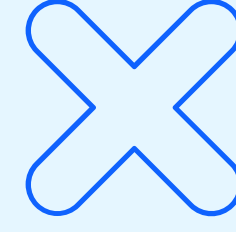
### Shorter testing cycles in software development

For software developers, DaaS makes it easier to use different machine configurations for testing purposes. There's no need to manage multiple devices or multiple operating system installations on a device.



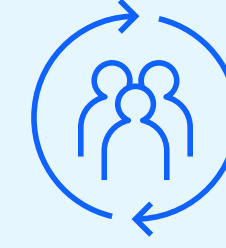
### Anywhere-access in education

Students and teachers can connect to their work from any computer in a staff room, library, computer lab or dorm room by linking to their virtual desktop.



### Easier decommissioning when employees leave

While DaaS speeds up onboarding, it also helps when employees leave. For companies that have seasonal or contract workers, it can be valuable to be able to retire a desktop in minutes without needing to wipe and reconfigure a device.



### Easier onboarding when companies are acquired

Using DaaS, you can quickly add many employees to your organization's network without having to deploy new devices. Employees in the acquired company can use their existing hardware to access their new virtual desktops.



# DaaS deployment options



## Dizzion DaaS on IBM Cloud

Dizzion provides managed services for DaaS, based on the VMware Horizon DaaS solution running on IBM Cloud. Dizzion DaaS on IBM Cloud offers a complete managed service for clients lacking resources and skills, without locking them in to a cloud service provider (CSP). Dizzion deploys an optimized architecture automatically, thereby avoiding the guesswork of infrastructure planning.

You can choose from 46 IBM Cloud data center locations worldwide and get consistent performance and reliability across all of them with a 99.99% service-level agreement (SLA). Dizzion can manage desktop compliance for PCI-DSS, HIPAA, GDPR and SOC for you.

The solution supports challenging use cases such as streaming voice and video, compliant personal devices and media-intensive workloads.

With real-time user analytics and monitoring and all-inclusive pricing, the service is easy to consume—without surprises.

## Client success: US insurance company



A US insurance brokerage was dissatisfied with the DaaS solution it had been using for several years, especially voice and video performance. Following a demonstration, the company chose Dizzion DaaS on IBM Cloud, which has excellent performance for voice and video conferencing using Zoom and Microsoft Teams. By switching to the new platform, the brokerage aimed to improve user satisfaction and reduce the burden on the help desk team.

## Citrix DaaS for IBM Cloud

Citrix DaaS for IBM Cloud offers an all-on-premises or hybrid cloud solution, runs on virtual instances to make scaling easier and enables you to operate in hybrid mode from a single pane of glass.

If you're already using Citrix for VDI, you can maximize your existing Citrix investment as you adopt DaaS—without retooling, reskilling or refactoring. Citrix DaaS helps you to burst, expand or migrate into the cloud, without locking you in to a CSP.

By bringing the scale of IBM Cloud to your virtual desktop solution, you can improve performance and resolve any support issues in your current VDI implementation. The cloud enables you to rapidly scale, getting your employees up and running on their new desktops within minutes.

Working with Citrix enables streamlined compliance and security audits for PCI-DSS, HIPAA, GDPR and SOC. You can improve security and performance by running workloads on Citrix Hypervisor in a dedicated, single-tenant environment.

Citrix DaaS is also ideal for organizations that want to implement and manage their own DaaS solution, as opposed to buying a managed solution.



## Client success: A distribution company



A distribution company had to immediately migrate from Zoom to Microsoft Teams for collaboration, and needed to give the global development team access to Microsoft Office 365 as a result. There was limited budget for capital expenditure. Using Citrix DaaS for IBM Cloud, the client successfully migrated 3,500 desktops to the cloud in less than a month. There is additional capacity for 4,500 seasonal workers. The company pays for what it uses and continues to use on-premises virtual desktops with a hybrid model.

## Conclusion

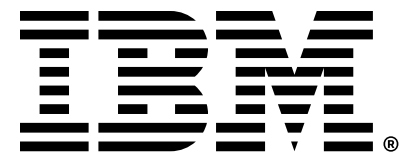
More than half of over 10,000 employees surveyed globally have used personal devices and software to work from home,<sup>4</sup> which presents significant challenges for IT management. With new flexible work arrangements and a need for the workforce to be able to access data and applications everywhere, IT decision makers need a plan for providing secure virtual desktops.

IBM Cloud is certified for two leading DaaS solutions: Citrix DaaS and Dizzion DaaS. They provide a secure, resilient, scalable way to give users access to their applications, data and desktop preferences from nearly any device. In workplaces such as universities or hospitals, users can log on to any of the communal devices to access their data and do their work.

DaaS also greatly simplifies the workload for IT administrators. Desktops can be provisioned and decommissioned in minutes, with no need to touch the user's device. No data is stored on the device, so the risk of data loss is dramatically cut. Let IBM help you begin your DaaS adoption.

[Schedule a consultation →](#)





1. [Why COVID-19 Drove an Increase in DaaS](#), Gartner, 16 February 2021.
2. [The Future of Hybrid Work: 5 Key Questions Answered with Data](#), Gallup, 15 March 2022.
3. Disclaimer: Not all smartphones are supported.
4. [Over half of employees using own devices and software to work from home](#), Techradar citing Gartner data, 27 April 2021.

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