AT A GLANCE

The VMware® View™ Business Process Desktop solution enables customers looking to outsource or offshore business processes to effectively scale their business on demand, streamline and centralize desktop management and provide end users with a standardized and secure desktop experience across the LAN and WAN. Data is replicated and centrally backed up, to further ensure high availability and drive higher SLAs across remote locations.

KEY BENEFITS

• Reduce operating costs by centralizing and streamlining desktop management and support

• Provide uninterrupted uptime across remote locations to drive higher SLAs

• Rapidly scale to accommodate changing needs or new client contracts

• Enhance data security and compliance by centralizing data in the datacenter

Business Process Outsourcing – A Growing Trend

The use of outsourcing is expanding rapidly and today's business process outsourcing (BPO) buyers and providers are increasingly looking for ways to increase revenues, decrease costs, and bolster worker productivity. But for IT organizations, attaining these goals can be challenging. Traditional PC environments are often locally managed which is costly and resource intensive. Data stored locally on endpoints poses a greater security risk for the business and can, in the event of a security breach, jeopardize the reputation of the BPO. Remote access across the WAN is costly and if not sized correctly can often impede productivity and worker performance.

In order to achieve business objectives and remain competitive, BPO IT organizations need to rethink how services are delivered to end users, how data is secured, and how technology platforms are rolled out and integrated.

VMware has a solution. By virtualizing desktops and hosting them on VMware vSphere™, a key component of VMware View, and using this tested architectural design, organizations can now centralize desktop management and provide unparalleled desktop and application access across the LAN and WAN. With the Business Process Desktop, processes are automated and efficient, data is secure, and the total cost of ownership is reduced by as much as 50%. And because this solution ties unified communications from the leading vendors such as Avaya, Cisco, and Mitel to PCs, end users are free to access their data and applications from a VoIP softphone across devices and locations, improving worker access and driving higher levels of productivity.
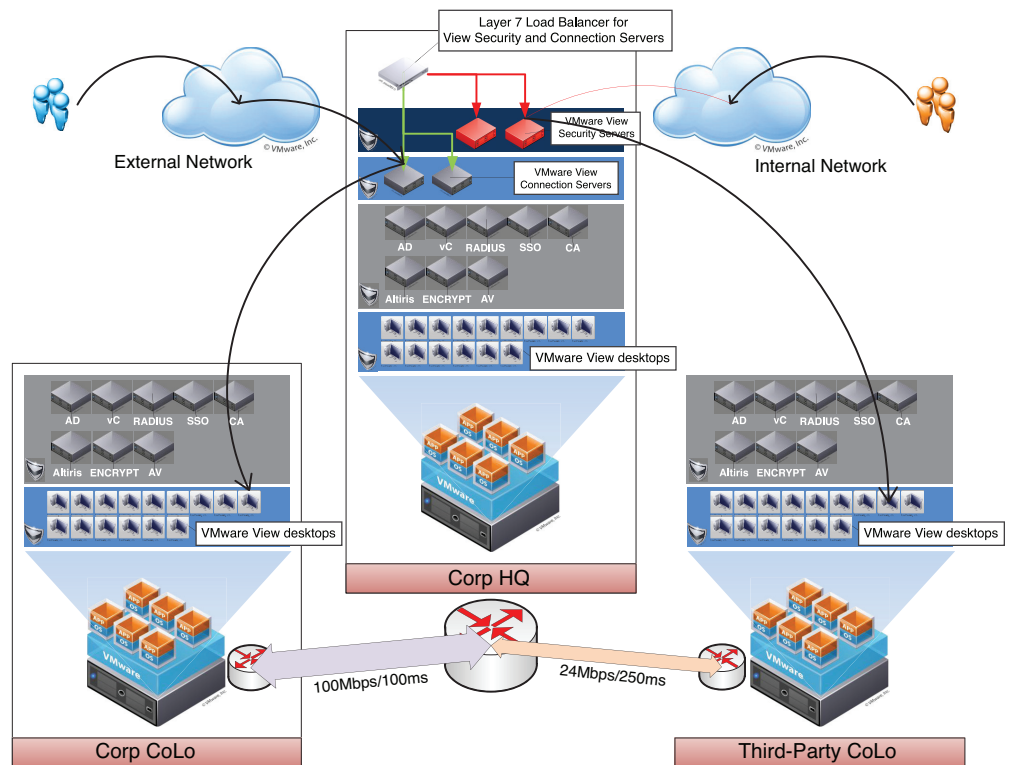

Figure 1: Business Process Desktop Architecture

The VMware Business Process Desktop solution architecture provides a streamlined, cost-effective way for IT to support business process outsourcing by improving user access, centralizing desktop management, enhancing data security, and maximizing employee uptime.

By leveraging stateful desktops with persona management, the Business Process Desktop ensures end users can carry their persona with them across sessions and devices for a more personalized desktop

experience. This also allows IT to leverage the same desktop infrastructure for workers sharing desktops and endpoints across shifts.

The VMware View Business Process Desktop with PCoIP additionally delivers end users a seamless experience across the LAN and WAN—and supports end users who need unified communications as part of their daily workspace. Integration with unified communications solutions from leading vendors like Avaya, Mitel, and Cisco further ensures that end users can easily access their VoIP softphone across devices to drive greater levels of productivity.

End user access via Radius two-factor authentication is secured via the VMware View security server or SSL. vShield™ products together with VMware View and leading security vendor solutions, allow IT to offload AV and provide high levels of isolation between resource pools and networks. This allows IT to apply policies across VMs and pools of users.

With the VMware View Business Process Desktop, data can be easily replicated across data centers to ensure greater business continuity and to maximize end-user uptime.

Solution Elements

The VMware View Business Process Desktop is a validated solution architecture offered by VMware and VMware Ready partners. It is purpose built to meet the needs of business process outsourcing buyers and providers looking to increase revenues, decrease costs, and bolster worker productivity.

Key solution elements include:

VMware View
The cornerstone of the View Business Process Desktop solution, VMware View modernizes desktops and applications by moving them to the cloud and delivering them as a managed service. With View, IT has the ability to grant or deny access to desktops, data and applications according to endpoint device configuration, network location and user identity.

View with persona management further makes it possible for end users to work from virtually any location using any qualified device to access their personal desktops. The user's familiar desktop appears across devices and locations with everything in the right place; with all authorized applications, files, and data available; and with everything functioning as expected.

Unified Communications
Unified communications solutions from market leaders such as Cisco, Avaya, and Mitel are fully integrated with the Business Process Desktop to provide end users with quick, easy access to a VoIP softphone across devices and locations. This provides end users with greater mobility and enhanced access while reducing IT infrastructure costs.
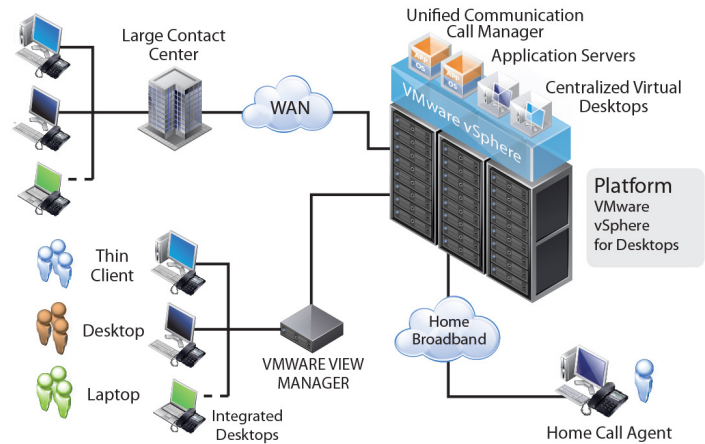

Figure 2: Unified Communications with View

VMware vShield
The vShield suite of products, including VMware vShield App and VMware vShield Edge™, enables IT to effectively firewall virtual machines and partition networks and resource pools. With vShield App, IT can apply rules to virtual machines based on IP addresses as well as business or application requirements. vShield Edge permits segmentation of resource pools and enables IT to provide a common set of services to virtual machines that reside within a defined perimeter. In addition, VMware vShield Endpoint™ provides anti-malware and deep packet inspection. This enables IT to enhance endpoint performance across the desktop environment by offloading antivirus scanning to the hypervisor, eliminating the need to install complex agents inside individual virtual machines.

Summary

The Business Process Desktop from VMware is a managed solution optimized for IT organizations looking to more simply and cost effectively support business process outsourcing. It integrates technology and solutions from VMware and our partner ecosystem. The solution leverages VMware View, unified communications, and vShield components to drive collaboration, manage IT infrastructure, and better protect data across locations.

Together, VMware and our partners drive higher levels of productivity, mitigate risks, and lower costs by improving end-user access across the WAN and LAN, while allowing IT to more simply and effectively manage users and secure corporate data.

Learn More about the Business Process Desktop

For additional information about how the Business Process Desktop solution is built and validated, read the Business Process Desktop Reference Validation document available on vmware.com.