



# **HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure**

The VDI cloud service that's under your control



## **The workplace, as we know it, has been irrevocably changed**

Organizations with a heavy reliance on physical locations are being left behind by those who have the flexibility to interact digitally. They must reinvent the workplace and adapt their strategy around a persistent move to hybrid work and need a way to enable and secure a distributed workforce. To ensure high levels of productivity and business continuity, organizations must support remote workers with high availability, no downtime, and constant access to necessary applications and data.

Virtual Desktop Infrastructure ([VDI](#)) is the technical enabler to support such workplace transformation. Desktops and applications are hosted in a remote server instead of laptops and can be accessed by users at any time, from anywhere, and through any device, on demand. This ease of access must not introduce risk from untrusted devices and must maintain business continuity and compliance. IT must be able to prevent users from downloading sensitive data or uploading unauthorized software. Virtual desktops eliminate the risk of data loss if the endpoint is lost or stolen. Data is streamed over an encrypted connection and never cached on the device. With VDI, IT can control access to external storage devices to prevent users from downloading sensitive data or uploading unauthorized software.

### **VDI implementation models**

A VDI solution can be built in-house and on-premises, thus ensuring security, compliance, and performance, but it requires huge investments, is challenging to manage and scale, and pulls IT resources out of the core business. Or a public cloud offer may be adopted, which avoids huge investments, provides access to a rich set of VDI options, and ensures burst and quick scaling. But this may not be a viable option for many organizations, due to egress cost, latency issues when the corporate data center is to be linked, security and compliance, and performance of graphics-intensive or heavy data query applications.

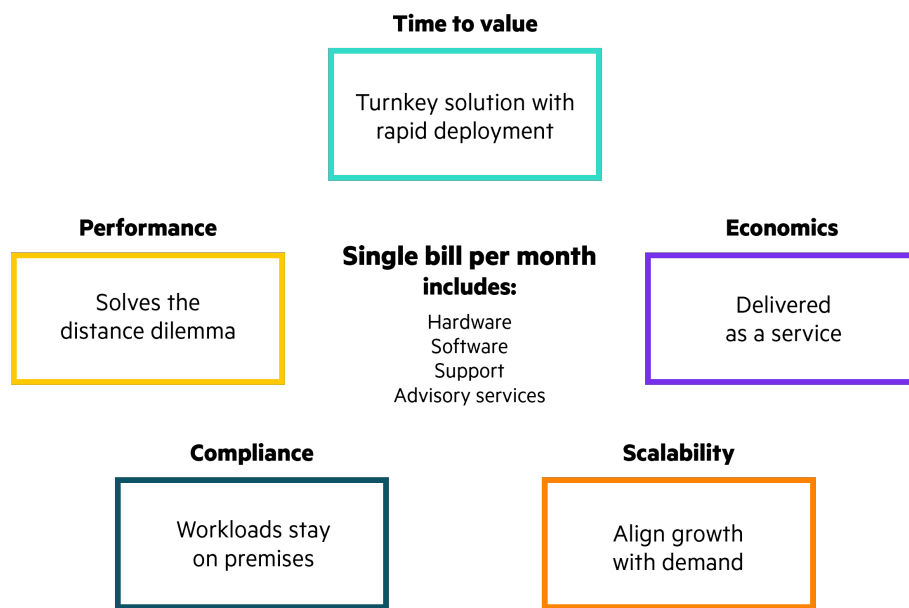
Hewlett Packard Enterprise has the right offer that combines the benefits and overcomes the issues of the two options described earlier: HPE GreenLake for VDI.

### **HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure**

HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure is the answer to those who want to get the benefits of the cloud model but are reluctant to move data outside of the data center because of concerns about data sovereignty, privacy, security, performance, and egress costs. HPE GreenLake for VDI is an as-a-service solution that delivers the security, performance, and compliance benefits of an on-premises VDI solution with the simplicity and flexibility of the cloud.

This flex solution created for Virtual Desktop Infrastructure (VDI) offers organizations with on-site, remote, or mobile workers a unique, secure, as-a-service option to keep their workloads on-premises, scale simply, and pay-per-use, per-month while helping ensure the organization stays compliant.





**Figure 1.** The HPE GreenLake for VDI advantages

## A closer look

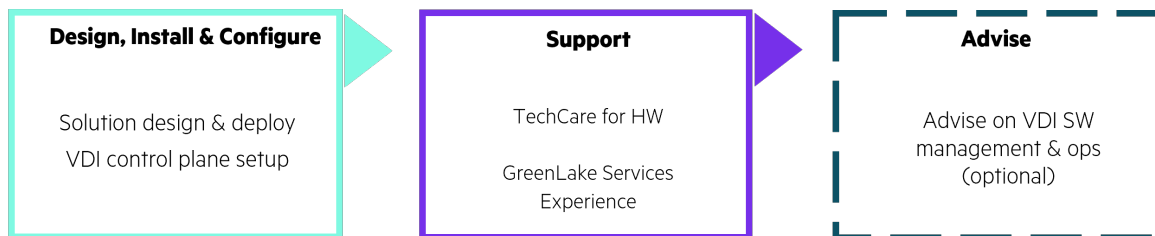
This solution offers virtual desktop configurations tailored for different user workloads—from task workers using shared resources to users needing dedicated nodes of CPU and GPU compute and memory.

This solution VDI solution consists of the following elements, under a single contract, single invoice, and with HPE as the single point of contact, paid monthly on a pay-per-use basis:

- The hardware platform optimized for your specific blend of user profiles and configured and installed by HPE at your premises or in colocation for your full control and reduced latency
- Graphic acceleration, powered by NVIDIA®, if needed
- The blend of VDI-tailored advisory, and support services of your choice

HPE has defined a set of services specifically tailored to the VDI use case. Some of them are required to help ensure solution consistency; others are optional to give you the freedom to decide which services can be delegated to HPE vs. the ones you want to implement directly or through your third-party providers.





**Figure 2.** HPE GreenLake for VDI services

## Design, install and configure

This service includes design, installation, and configuration at your premise (or at a colocation) of the solution. As part of the service, your own VMware vSphere® and vCenter, and the Citrix CVAD/Citrix DaaS or Omnissa Horizon® licenses will be installed and configured, the Citrix or Omnissa Horizon VDI control plane will be set up and HPE will support you in the build of the first golden images (one per user profile) so that your new VDI environment will be quickly productive.

A key task is to identify your specific mix of user profiles, around which the whole architecture will be built. Each user profile requires different service levels and performance. By building the architecture based on the assessment of the different user profiles, HPE helps ensure that the solution engineered for your specific user profile mix delivers the performance needed at the right cost. User profiles analyzed include the following:

- Task users, who typically use a small number of low compute-intensity applications
- Knowledge workers, who predominantly use office productivity applications and browsing
- Power users, who need more intensive use of office applications, have mid-level graphics requirements or development platforms. These users get VDI with higher processing power that can be NVIDIA GPU assisted and delivered in a persistent or non-persistent model
- Engineering professionals, who need intensive graphic requirements for CAD-type applications or financial multiscreen. They benefit from NVIDIA GPU-assisted compute
- Traders, FSI users who use multiple high-resolution monitors with applications displaying real-time financial data

See the [HPE VDI Startup service data sheet](#) for further details.

A VDI Technical Advisory service is optionally provided, to help you in the operations of the Citrix or Omnissa Horizon Software. If you require, a VDI Technical Advisor will take care of:

- Monitoring patches/upgrades of the VDI SW adopted in your HPE GreenLake for VDI solution and advising you on which patches to install
- Helping you on issues related to the VDI SW components

## Support

Support includes break-fix, enhanced incident management and the HPE GreenLake Service Experience account management services.

Support, operational, and administrative activities are designed to be delivered remotely. However, to meet certain operational requirements, some activities may be provided by HPE resources located on-site within your premises.

## Advise

If requested by the customer, a VDI SME will be appointed to help the customer in the management and operations of the VDI SW components. Activities in scope include:

- Monitor patches/upgrades of the VDI SW adopted for the customer's solution
- Support the customer on issues related to the VDI SW components (Citrix CVAD / DaaS / Omnissa Horizon, NVIDIA)





## **HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure customer experience**

This solution for VDI customers get access to the outstanding service support provided by HPE, delivered through an effective support organization and a well-structured governance process, continually improved in several years of experience with customers.

### **Effective support organization**

An account team is assigned to every customer, to support the overall services being provided. This team acts as your advocate and single point of contact for both operational and technical needs, coordinating the delivery of all features of the HPE GreenLake Service Experience.

## **Get full control over your HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure service through the HPE GreenLake platform**

The HPE GreenLake platform is the one place where your HPE GreenLake experience comes together. Included as part of your HPE GreenLake services, the platform delivers the right insights and capabilities for CIOs/CFOs, IT professionals, Line of Business owners, DevOps, and HPE partners. The platform is where you will:

- Manage compute, storage, and networking devices, saving time with intent-based provisioning and automated onboarding
- Manage workloads, with self-service access for end users to provision virtual, containerized, and bare metal resources
- Automate routine tasks using a consistent set of APIs and CLIs, freeing your staff for more valuable work
- Make business decisions, with powerful analytics on your usage, capacity, and cost including showback





## Why HPE GreenLake?

- **HPE leadership on VDI**—HPE has deep experience in VDI with the widest range of architectural options to meet complex VDI needs. HPE offers a best-of-breed ecosystem with options to meet your requirements for Citrix, VMware®, Omnissa, and NVIDIA.
- **Comprehensive support from a support services leader**<sup>1</sup>—HPE helps you comprehensively run your environment, add workloads, and simplify operations with skilled resources with the ability to choose as rich a support experience as desired.
- **Cloud model with the benefits of on-premises**—HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure is the answer to your need for a cloud financial model with the benefits of the on-premises. You get the necessary VDI software, hardware, and operational and support services deployed in your data center or colocation and receive a monthly bill based on usage.
- **Single vendor for the entire solution**—One contract, one invoice, single point of contact for the entire solution (except VMware vSphere and vCenter and Citrix/Omnissa Horizon licenses procured by the customer directly).
- **Cloud-like flexibility**—HPE GreenLake for VDI has cloud-like flexibility to scale, aligning growth with demand through a pay-per-use\* consumption model while meeting on-premises security and performance and compliance regulations.
- **Higher levels of customization**—Our VDI environment enables organizations to customize scaling and spinning up desktops, persistent desktop options, capacity planning and utilization for cost control, and solutions to help ensure mobile worker productivity.
- **Secure by design**—HPE GreenLake Flex Solution built for Virtual Desktop Infrastructure is more secure than VPN because a laptop at home means anything can happen, and data copied from the enterprise can go anywhere. Our solution is immediately secure, so your data is protected. Also, in case a user's device is stolen or broken, you can seamlessly keep working from another device, without losing any data or putting it at risk to be shared. Moreover, the HPE design leverages your existing Demilitarized Zone (DMZ), helping ensure that your security policies are maintained.
- **Complexity of the VDI transformation taken by HPE**—Several organizations may be struggling with aging VDI infrastructure and a lack of VDI infrastructure expertise to effectively manage the complexity of an upgrade. HPE GreenLake for VDI helps you by making those changes cost-effectively while taking on that complexity for you and managing the solution up to the level you desire, freeing up IT resources for other critical activities.

<sup>1</sup> IDC MarketScape: Worldwide Support Services 2022 Vendor Assessment, IDC, 2022

\* May be subject to minimums or reserve capacity may apply





- **VDI solution tailored to your needs**—With HPE as a partner, organizations have access to the largest architectural options with fully comprehensive support and management, all from the industry leader in VDI. HPE GreenLake for VDI is engineered on a customer-by-customer basis around the specific mix of user profiles. This makes the whole platform right to the needed performance at the right cost.
- **Elasticity**—The HPE GreenLake for VDI model empowers you to add/change/delete profiles as needed. The collaborative capacity planning process that is part of the model helps ensure that the appropriate resources are always available to sustain variability.
- **On-premises accelerated GPU**—HPE GreenLake for VDI is uniquely positioned to meet your requirements for demanding power and engineering user profiles who need an on-premises solution with accelerated graphic capabilities.
- **Single pane of glass**—Gain control over costs and governance across on-premises and public clouds with the HPE GreenLake platform.

## Learn more at

[HPE.com/services/support](https://HPE.com/services/support)

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