

# DigestMagazine

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## Hosted Desktop



Virtualized desktop computing.  
The future is here.

# an introduction to hosted desktop from nirix technology

*Hosted Desktop offers unique solutions to many common IT challenges, while saving businesses unnecessary up-front capital expenses*

**A**s businesses are looking for more efficient ways to promote and sustain growth, it is becoming a more widely accepted practice to evaluate “non-traditional” alternatives to traditional IT delivery and support.

In a traditional desktop support environment, businesses, depending on their size, would have to recruit and hire a full time IT person or team, hire a contractor on that would be on call, or

would assign someone within their organization to play the role of IT Manager (in addition to their primary role) whenever a technical issue was encountered.

While maintaining a certain level of technical functionality is vital for all businesses, it is often challenging and seen as a hassle, a waste of time or a cost centric activity, since key people in the organization are spending their time managing or fire fighting IT challenges instead of focusing on revenue generating activities. Many business owners and IT managers, regardless of the size of the organization, face many of the same IT challenges when looking for ways to better support their computing environment.

This release of the Digest Magazine will look at some of the most popular traditional ways of managing an organization’s IT infrastructure, and many of the challenges faced when these traditional approaches are implemented. Which will raise the question: Is there a

*“I wanted IT Support that would manage our Network so that I didn’t have to... Hosted Office... [is a] difference of night and day for our office.”*

*- Sylvia Baker,  
Personal Assistant,  
Dr. Brad Stewart, Neurology*

better way for businesses to deploy and manage the ever increasingly complex computer environment of today and be prepared for what's to come in the future?

If your organization is looking for a more cost effective way of deploying and managing your IT environment, this edition of the Digest Magazine will introduce you to the Hosted Desktop service from Nirix Technology. You will be able to evaluate for yourself how a traditional approach to IT compares with the innovative Hosted Desktop service.

## HOSTED DESKTOP - WHAT'S THE DIFFERENCE?

### Hosted Desktop: BENEFITS WHEN COMPARED TO TRADITIONAL IT SOLUTIONS

Hosted Desktop is an advanced hosted business productivity line that is ideal for businesses in highly regulated industries, with anywhere from 10 – 250 seats, which are required to meet strict standards for security, data disaster recovery and business continuity planning.

The primary benefit of moving to a Hosted

Desktop solution is that it provides your business with greater flexibility and scalability than what your business would typically be able to implement and manage internally (see TABLE 1).

### Challenge 1: AGING OR DEPRECIATING EQUIPMENT

While seen as a necessary evil so rarely given a second thought, businesses regularly invest up-front capital for their computer hardware, which start depreciating nearly immediately. Desktop and laptop computers have an average lifespan of about 3 years for optimal functionality, while servers can be pushed to anywhere between 3 - 5 years before hardware failure becomes a continual concern.

Many businesses, in the name of cost savings, will continue to use out of date hardware and software. This practice negatively impacts employee productivity, as workers are slowed down by a lack of proper tools, and is also a huge business risk, due to the fact that the computer hardware is unreliable and, over time,

*...our server was outdated and even our back-up, that of a tape drive, was out of date technology and unreliable.*

*- Sylvia Baker,  
Personal Assistant,  
Dr. Brad Stewart,  
Neurology*

	Traditional IT Environment		Hosted Desktop Environment
	1 - 50 seats	50 - 250 seats	1 - 250 seats
IT Model	Contracted	In-House	Outsourced
Hardware	Extra Capital Purchase	Extra Capital Purchase	✓
Office Productivity Applications	Extra Capital Purchase	Extra Capital Purchase	✓
Technical Support	Ad-hoc	✓	✓
Guaranteed Service Level	✗	✗	✓
TCO Model	Contractor Fee + Hardware + Software	Payroll + Benefits + Training + Overtime + Hardware + Software	✓
Business Continuity	Afterthought	Afterthought	✓

TABLE 1 - Traditional IT vs. Nirix Hosted Desktop.

“[Hosted Desktop] allows us expandability with a phone call and full access to our systems remotely.”  
- Joe Murphy,  
President and  
General Manager,  
Fireball Equipment  
Ltd.

the chances of data loss increase at an exponential rate.

**Solution 1:**  
ELIMINATE CAPITAL COSTS FOR  
HARDWARE AND SOFTWARE

Nirix Technology offers a subscription based service called Hosted Desktop. With the Hosted Desktop service, businesses no longer need to worry about purchasing hardware or software, as all of their computer equipment and programs are delivered to them as a part of the service. Businesses have access to the latest tested and most reliable versions of industry standard office productivity applications they need to perform their job duties. Standard plans include the Microsoft Office suite and Adobe PDF reader and writer.

**Challenge 2:**  
SCALABILITY

Businesses seeking growth are often limited and restricted by their IT infrastructure. Common symptoms include:

- Inability to quickly access business applications from anywhere
- Internal resources are spending more time on IT tasks than focusing on core competencies
- Huge, unpredictable capital expenditures with low utilization
- Unclear or unquantifiable ROI's and TCO's
- Inability for staff to collaborate on projects and share information easily and quickly
- Taking a tremendous amount of time to complete basic IT tasks such as creating new users and setting up new email accounts

**Solution 2:**  
SCALE ON DEMAND

Because Hosted Desktop is an advanced hosted service, it scales with you as your

organization grows. All it takes is a simple phone call, and you can be set up with the latest hardware and software you need to keep your business running smoothly.

**Challenge 3:**  
STAYING RELEVANT

Making sure your company has the latest software version can sometimes feel like that's ALL you're doing, instead of focusing on your core responsibilities. Or alternatively, it is a task that is often pushed to the back burner as more immediately pressing issues take precedence, until the day arrives where you realize your organization is operating inefficiently because you're still using software that's old and out of date.

**Solution 3:**  
KEEP UP TO DATE

As a part of the Hosted Desktop service, you always have access to the latest tested and proven software version. The complete Microsoft suite of products is included in every subscription, with the option to add on additional productivity tools and 3<sup>rd</sup> party applications. In addition to accessing the latest software



FIG 1 - Scale on demand with Hosted Desktop. hardware and applications are available at the flick of a switch.

applications, you can access your office desktop from anywhere with a high speed Internet connection. It's as if you never left the office.

#### Challenge 4: COSTLY AND UNPREDICTABLE IT SUPPORT

For businesses that don't have an internal IT department, they will often hire an outside IT contractor or firm to manage their IT systems, hardware and software on either an hourly basis, or an on call, or "ad-hoc" type of support. This type of support is rarely reliable and always costly. As businesses grow, and in attempts to achieve a slightly more predictable cost model for their IT, they will often build out their own internal IT team. Then the issues become recruiting, retaining and training employees and managing all aspects of their own IT.

#### Solution 4: WALK AWAY FROM IT

While it may be hard to believe at first, with Hosted Desktop from Nirix Technology, you really can "have your cake and eat it too". With a Hosted Desktop solution in place, you will have the ability for your entire organization to walk away from your IT, yet still get all the benefits of utilizing the most advanced IT solutions. The Nirix Hosted Desktop service is designed and built on fully secured and redundant systems, meeting industry accepted best practices, security policies and network management standards. With the included technical support, you have access to a fully trained helpdesk that can act as your entire IT department or compliment your internal IT team.

#### HOSTED DESKTOP FAQ'S



FIG 2 - Ad-hoc IT support is costly, unpredictable, and there's no guarantee of resolution.

Sylvia Baker, Personal Assistant to Dr. Brad Stewart, Neurology was facing some of these same problems before making the switch to Nirix Hosted Desktop. "The office was experiencing escalating IT costs-sometimes with no resolution of the problem... I was experiencing a lot of frustration for months with no solution to our countless electronic faxing problems."

**Q:** How secure is the Nirix Hosted Desktop service, since all data and applications are delivered online?

**A:** All files and applications are stored in a physically secured CICA5970 Type II compliant data centre. The Nirix Hosted Desktop service is built on "Defense in Depth" methodology, which means we implement various security mechanisms at the

physical, logical, network, application and storage layers. Nirix implements industry best security practices to ensure our customers' applications and data are kept separate from other customers' data. We also have additional security measure to ensure Nirix employees do not have access to your data. Enhanced security measures are in place to protect your data as it is transferred over the Internet,

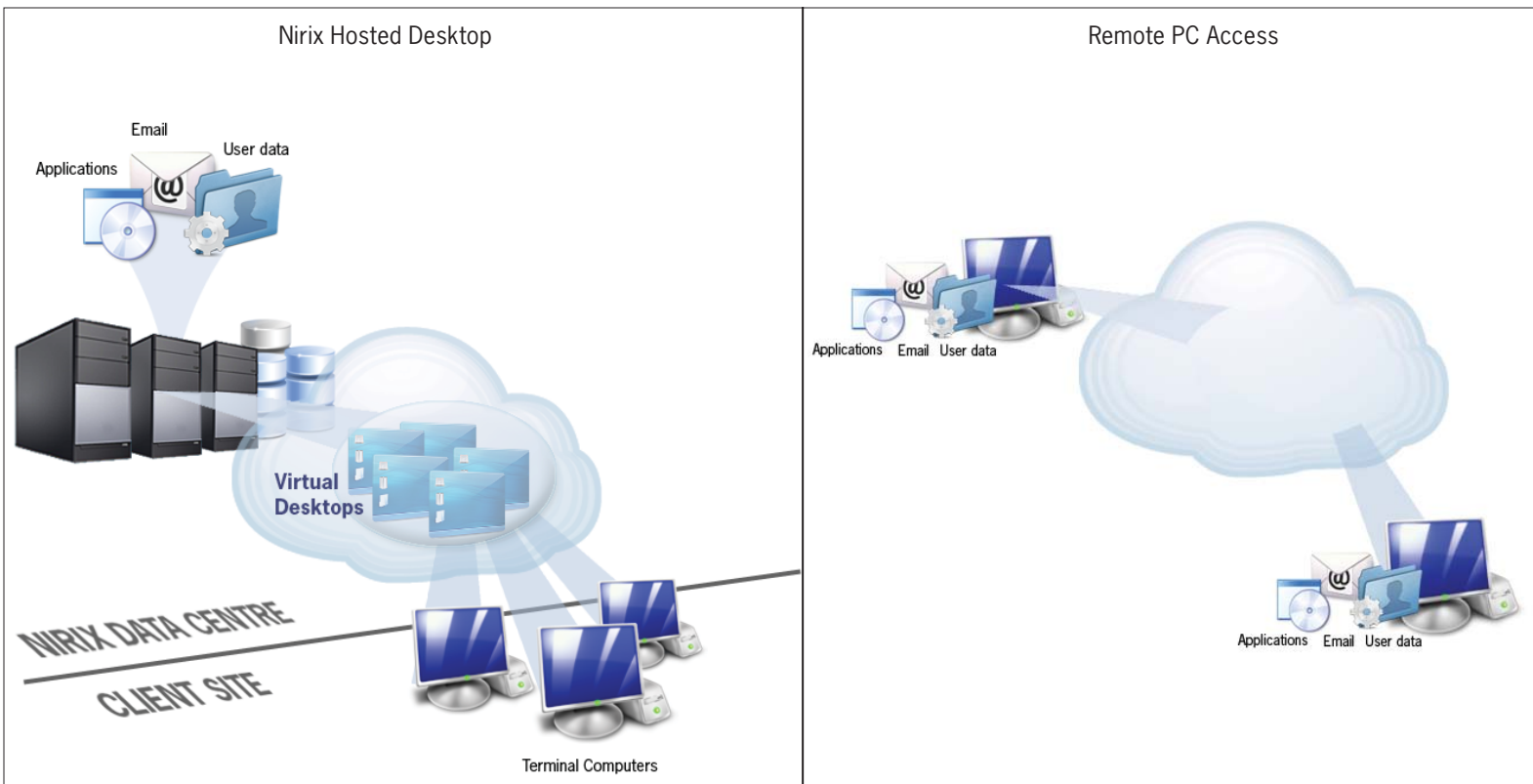


FIG 3 - The Nirix Hosted Desktop solution compared to a remote PC access service.

such as bank-grade SSL encryption and user authentication.

**Q:** Will I need two computing environments – both a virtual or hosted desktop environment as well as a local desktop environment?

**A:** You will only need your Hosted Desktop or virtual desktop environment. All of your data, preferences, favorites and user settings are connected to your login ID and you will always have access to your information no matter where you login to your Hosted Desktop account from. There is no need to switch between working locally on your PC hard drive and your hosted environment.

**Q:** What are the technical requirements of Hosted Desktop?

**A:** The only requirement for your business to quickly and easily implement Nirix Hosted Desktop is that, for optimal application performance, you use a business grade high speed Internet connection with at least one static public IP address (see TABLE 2).

# of users	Recommended Internet Speed
10 - 20	3.0 mbps
20 - 40	6.0 mbps
40 - 100	10.0 mbps

TABLE 2 - Recommended Internet connection speeds for Hosted Desktop optimal performance.

**Q:** What is the difference between the Nirix Hosted Desktop service and SaaS (Software as a Service)?

**A:** SaaS (pronounced Sass), is a generic term that, according to Wikipedia is defined as, “a model of software deployment whereby a provider licenses an application to customers for use as a service on demand.” The difference between SaaS and Hosted Desktop is that Hosted Desktop is a complete solution. When companies subscribe to the Nirix Hosted Desktop service, not only are their applications provided through a SaaS delivery model, but all desktops, laptops and server equipment are provided, in addition to comprehensive technical support, with SLA's (Service Level Agreements). All upgrades and security

patches are automatically pushed out to Nirix clients on a scheduled basis so they are always computing in the most secured and stable environment.

**Q:** How is the Nirix Hosted Desktop service different from a remote PC access solution like GoToMyPC?

**A:** GoToMyPC is an unsecured, unencrypted PC remote access only solution. PC remote access solutions (also called desktop-to-desktop solutions) like GoToMyPC require that the computer you are trying to access is turned on and connected to the Internet. GoToMyPC or other PC remote access solutions work on a one-to-one connections, whereas Hosted Desktop allows many users to access the same virtual environment and networked resources from a remote location, at the same time, without the need for your office desktop to be turned on.

While GoToMyPC is purely a PC remote access solution, Hosted Desktop is a fully hosted office productivity solution, meaning the service includes all of the most popular office productivity applications, hardware and on-going technical support (see FIG 3).

**Q:** What happens to my old hardware when I switch to Nirix Hosted Desktop?

**A:** It is up to each business how they wish to dispose of their old hardware. Businesses typically sell their old hardware to their staff or donate it to a charity.

**Q:** What happens to my business' data when my contract expires?

**A:** If you choose to not renew your Hosted Desktop service, your data will be returned to you then wiped from the Nirix hosting servers. Nirix does not retain a copy of your business' data, in accordance with CICA5970 compliancy policies. ✕

## FOR MORE INFORMATION

### Nirix Hosted Desktop

<http://www.nirix.com/our-hosting-services/hosted-desktop/index.aspx>

### Get a Hosted Desktop Quote

<http://www.nirix.com/our-hosting-services/hosted-desktop/quote.aspx>

### Next Digest Magazine

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**NIRIX TECHNOLOGY** is in the business of delivering advanced hosted services to highly regulated industries.

Hosting services offer businesses, regardless of size, maximum flexibility and access to a suite of business class hosted applications and services, all at a low, predictable monthly rate.

The **Digest Magazine** is a quarterly release, written by Nirix employees. All content © Nirix Inc.

*I would recommend Nirix to others because... They assess your office individually and offer to you what is best for your working environment.. Nirix provides experienced, respectful, professional technicians that are more than capable of doing a great job.*

- Sylvia Baker,  
Personal Assistant,  
Dr. Brad Stewart, Neurology

