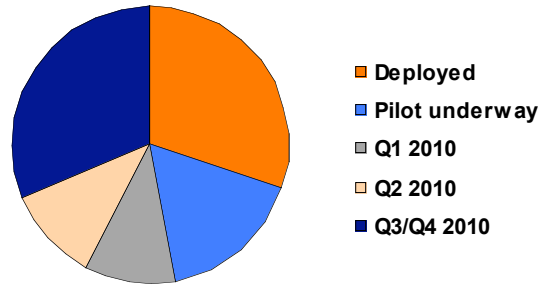




# Virtual Desktop Infrastructure (VDI) Survey Results

February 2010

## 1. What best describes the stage of your VDI deployment or pilot?



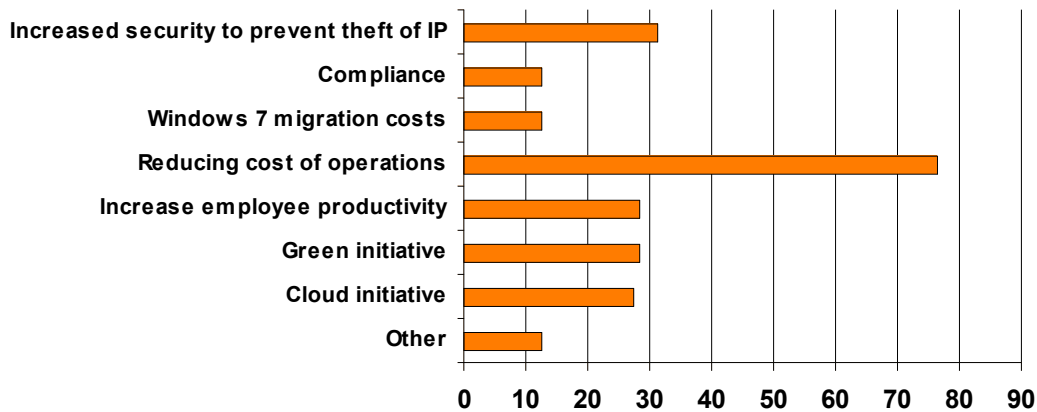
Deployed or deploying in one or more divisions .....	30.4%
Pilot underway .....	16.7%
Planning for Q1 2010 pilot .....	10.8%
Planning for Q2 2010 pilot .....	10.8%
<b>Planning for Q3 or Q4 2010 pilot.....</b>	<b>31.4%</b>

## 2. What is your current role with this VDI deployment/pilot?

<b>Team lead/project lead .....</b>	<b>34.3%</b>
Influencer/stakeholder .....	18.6%
Project member.....	28.4%
Project falls under my management (but I'm not the project lead) .....	8.8%
Line of Business – my organization will use the virtual desktops .....	9.8%

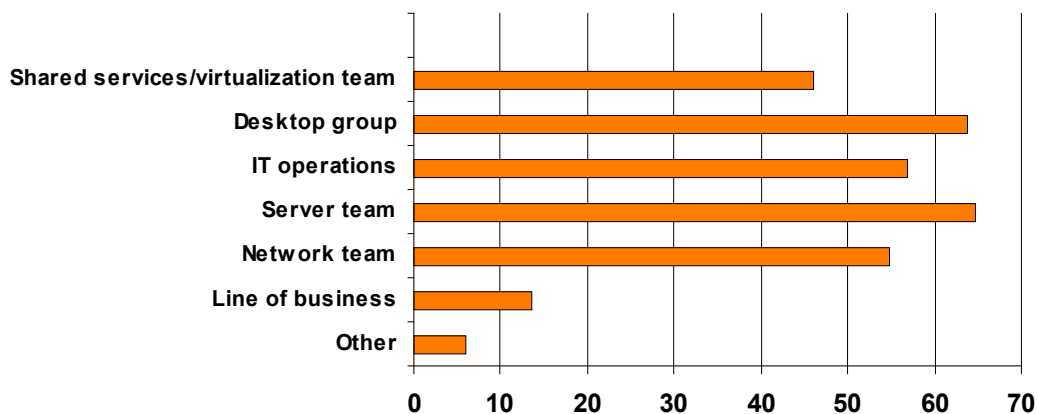
### 3. What are the top drivers moving your organization towards VDI?

(Please select more than one if appropriate)



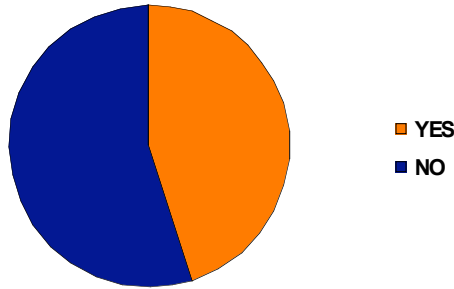
Increased security to prevent/deter theft of IP .....	31.4%
Compliance .....	12.7%
Windows 7 migration costs .....	12.7%
<b>Reducing cost of operations/lower TCO.....</b>	<b>76.5%</b>
Increasing employee productivity .....	28.4%
Green initiative .....	28.4%
Cloud initiative.....	27.5%
Other .....	12.7%

### 4. Which parts of your organization are actively involved in the VDI implementation? (Please select more than one if appropriate)



Shared services team/virtualization team .....	46.1%
Desktop group.....	63.7%
IT operations .....	56.9%
<b>Server team.....</b>	<b>64.7%</b>
Network team .....	54.9%
Line of business .....	13.7%
Other .....	5.9%

**5. Did you use (or are you planning to use) external consultants as part of your VDI pilot or project?**



Yes ..... 45.1%  
 No..... 54.9%

**6. What factors were/will be evaluated to determine success of the VDI pilot? (Please select more than one if appropriate)**

**End-user experience/satisfaction ..... 83.3%**  
 Ease of pilot deployment (extent to which project varied/varies from schedule) ..... 35.3%  
 Cost of pilot (were deployment and support costs higher/lower than expected) ..... 52.9%  
 Critical business apps worked as expected ..... 71.6%  
 No unintended consequences for other parts of the IT infrastructure ..... 37.3%  
 Other ..... 3.9%

**7. On what networks was your VDI pilot run/will it be run?**

	Yes	No
LAN .....	<b>93.1%</b>	6.9%
WAN .....	72.5%	27.5%
VPN .....	73.5%	26.5%
Network of outside contractor .....	28.4%	71.6%
Cloud hosted VDI.....	13.7%	<b>86.3%</b>

**8. Please rank these network considerations for VDI in order of importance.**

	Most Important			Least Important		
Latency/User Experience .....	<b>67.8%</b>	25.3%	3.4%	1.1%	1.1%	1.1%
Network workload of VDI protocol.....	3.8%	26.3%	<b>37.5%</b>	15.0%	11.3%	6.3%
Ability to shape/prioritize VDI traffic .....	0.0%	2.5%	24.7%	<b>33.3%</b>	25.9%	13.6%
Capacity of WAN.....	5.0%	13.8%	20.0%	25.0%	25.0%	11.3%
Ability to support Internet access w/o hybrid VDI.....	0.0%	0.0%	8.6%	8.6%	<b>29.6%</b>	<b>53.1%</b>
Implementation and support costs .....	26.7%	<b>32.6%</b>	7.0%	15.1%	5.8%	12.8%

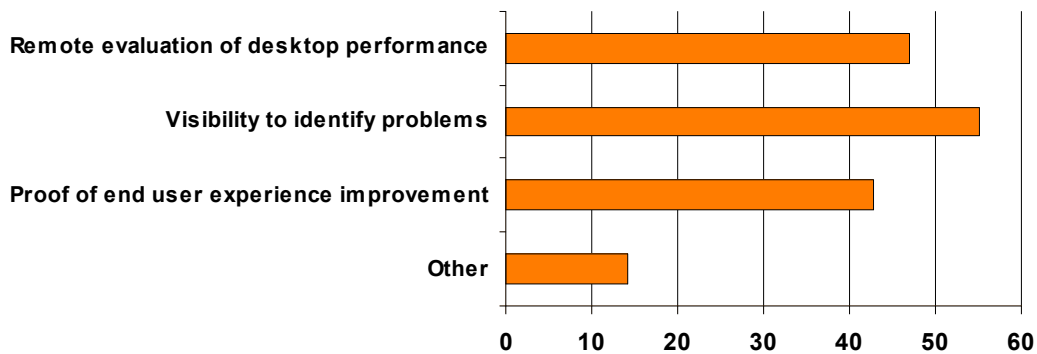
**9. What do you see as likely obstacles to full scale VDI deployment?**  
 (Please specify more than one if appropriate)

<b>Business/end-user resistance to giving up existing desktops</b> .....	<b>63.7%</b>
Lack of management solutions for VDI performance/visibility .....	16.7%
Need for an IT chargeback model .....	15.7%
Network infrastructure performance/readiness .....	31.4%
Adapting IT operations processes to support VDI end-users .....	26.5%
Hidden costs / overall VDI deployment costs.....	39.2%
Not enough resources allocated to project (people, dollars, hardware, software).	33.3%
Other .....	10.8%

**10. Which of these functions do you expect a management solution to provide in your VDI deployments?** (Please select more than one if appropriate)

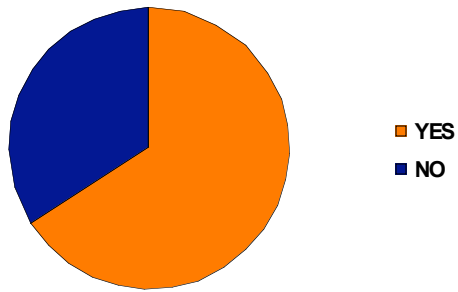
Help avoid pitfalls that delay project timelines .....	35.3%
<b>Assess what is adversely affecting end-user experience</b> .....	<b>62.7%</b>
Provide insight into infrastructure's readiness to support VDI .....	40.2%
Deliver proactive service assurance for VDI .....	34.3%
Tell me what isn't working.....	52.0%
Enable service desk to support end-user VDI calls .....	42.2%

**11. When our VDI pilot had a problem, what did you wish you had more of?** (Please select as many as appropriate)



Ability to evaluate end user desktop performance without watching them directly or speaking with them live.....	46.9%
<b>Visibility into what's happening to identify where problems were</b> .....	<b>55.1%</b>
Ability to easily prove end user desktop experience was improving or a problem had been resolved.....	42.8%
Other .....	14.3%

**12. Do you believe that 2010 is the watershed year for VDI?**



**Yes** ..... **65.7%**  
**No** ..... **34.3%**