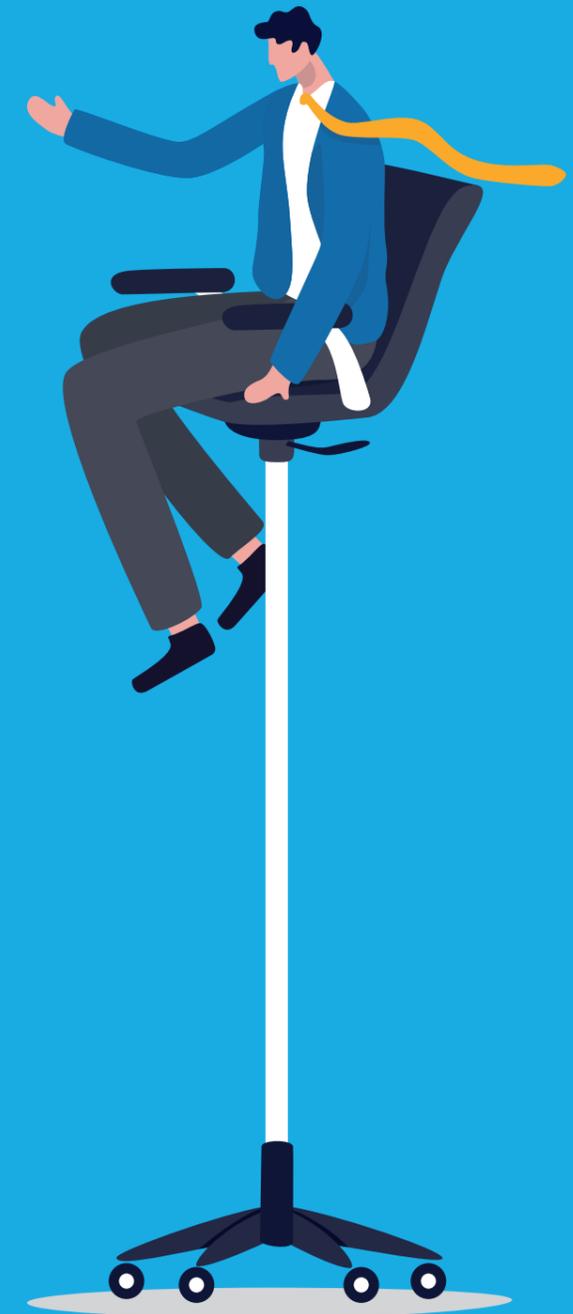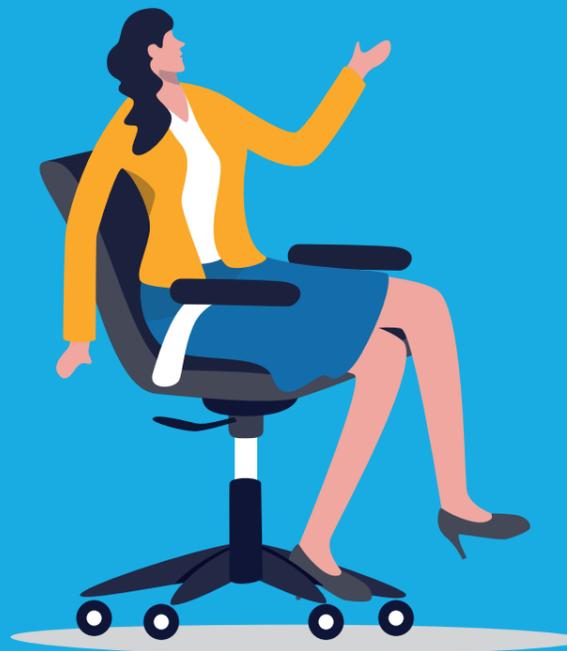# SELF-MANAGED VDI VS FULLY MANAGED DaaS

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VDI offers businesses a route to boost productivity, security, agility and sustainability. But some have struggled to get VDI to work effectively - even when they've tried to overcome issues with on-premise legacy infrastructure by moving to a cloud-hosted system. Tired of incessant resource demands, performance issues and user complaints, those in the know are turning to Desktop-as-a-Service (DaaS) from a specialist managed service provider.

And for good reason.

WHAT'S THE DIFFERENCE?

Quite a lot, actually.

VDI in the right hands can be optimised for the most demanding of settings and delivered as a cost effective, fully-managed DaaS solution to meet the needs of power users working with graphics-heavy design and visualisation applications or huge datasets, as well as knowledge workers with basic IT needs. The experience of a specialist MSP with a successful VDI track record in your industry is invaluable in unlocking the full benefits for your business.

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10 REASONS

TO CHOOSE FULLY-MANAGED DaaS FROM CREATIVE ITC

	Self-Managed VDI		DaaS from Creative ITC
BUSINESS CASE	Poor ROI due to mounting public cloud charges or large CapEx costs for on premise hardware refreshes and maintenance.	vs	Unlock greater value with savings on data centre space, infrastructure, upgrades, licensing, app deployment, salaries, training and support.
SUSTAINABILITY	Complex, costly green approach in on premise data centres, and sustainability performance impacted by public cloud's under-used resources and poor environmental controls.	vs	Hosted from data centres operating on 100% renewable energy and optimised to achieve industry leading power usage effectiveness.
SOLUTION DESIGN	Out-of-the-box products wrongly assume all staff have the same VDI needs and cannot overcome issues with legacy infrastructure.	vs	A purpose-built platform combining best-of-breed technologies, with tailored VDI profiles right-sized for heavy-graphics users and knowledge workers and enterprise-scale capabilities.
PLANNING	Competing IT priorities and projects to manage.	vs	Deep virtualisation knowhow and understanding how industry applications and networks behave to optimise performance.
TECHNICAL SUPPORT	Limited support from public cloud providers and lack of in-house specialists to implement and support long-term VDI deployment.	vs	Best in the business, highly qualified VDI specialists design, deploy, optimise and manage, including 24/7 support and proactive monitoring.
USER EXPERIENCE	Degraded by sub-standard compute or storage resources, WAN connectivity, and device problems.	vs	Employees suffer less downtime, with improved version control and performance identical to or better than they enjoy in the workplace.
SECURITY & COMPLIANCE	Unable to choose allocations for different VDI workloads and issues managing remote devices to meet security and regulatory compliance.	vs	VDI consumption in a private cloud, on premise, or hybrid model in one seamless solution, with centralised updates and patch management, improved data security and more robust DR.
BUDGET	Poor optimisation, licencing complexity, difficult usage tracking, hardware refreshes and unexpected public cloud charges result in unplanned expense and large CapEx injection requirements.	vs	Cost effective, predictable and transparent monthly costs, with different user profiles and flexibility to avoid over provisioning.
SCALABILITY	Incur delays and costs when trying to upgrade on premise technologies or expand deployment.	vs	Burst capability to upgrade VDI profiles and add new users to meet ever-changing business needs.
FUTURE-PROOFING	Inability to alter public cloud infrastructure while on premise upgrades and evolving technologies incur additional expense and delays.	vs	Benefit from access to the latest technologies and agility to continuously develop the platform further.

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WHAT WILL DaaS LOOK LIKE?

Don't bite off more than you can chew. Be honest about your in-house skillsets and resources to effectively manage VDI long term. Creative's technical services team is made up of industry-leading experts in their field, including our DaaS Centre of Excellence specialists. They'll take care of all the heavy lifting - designing, deploying, optimising and ongoing management and support.

We'll support your team with:

We'll take care of:

Hardware
· Servers
· Networking Infrastructure
· Hardware Administration
· Support & Maintenance

Support
· 24/7/365 Platform Support
· Platform Management
· Platform Maintenance
· Insight & Analytics

End User Management, Devices, Apps, OS
· Windows Licensing
· Application Licensing
· End User Devices
· Application Support
· Storage & Backup

Software
· VMware Software
· Patching & Administration
· Gold Image Creation

Facilities
· Data Centre
· Racks
· Power & Cooling
· Security

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WHAT'S INCLUDED?

24/7/365 specialist support will help your business get the most out of VDI. Our fully managed DaaS solution includes complete operational and technical services and a choice of levels for technical support.

End User

1st-3rd Line technical support to end users and IT team

Ideal for businesses without specialist internal resource, we provide First Line support directly to end users, ensuring issues are quickly resolved, optimal UX is maintained and ongoing uptake of VDI.

Tech to Tech

2nd-3rd Line technical support to your IT team

We provide Second to Third Line support as an extension to your internal IT team. Your team performs initial triage, first level fixes and management of end users, escalating VDI platform issues to Creative ITC's technical service desk.

Implementation	DaaS by Creative ITC	Typical Public Cloud VDI Deployment
Deployment & Onboarding	✓	✗ Extra Cost
Data Migration / App Optimisation	✓	✗
Image Creation / App Deployment	✓	✗

Solution Specifics	DaaS by Creative ITC	Typical Public Cloud VDI Deployment
Multi Device / BYOD Accessible	✓	✓
New Users Easily Onboarded	✓	✓
Ability to Scale Technical Resource (CPU, GPU, Memory)	✓	✓
Multiple Images	✓	✗ Extra Cost
Antivirus Scanning	✓	✓
Windows 10 / 11 Supported	✓	✓
Predictable Pricing	✓	✗
Ability to Burst User Utilisation	✓	✗

Management	DaaS by Creative ITC	Typical Public Cloud VDI Deployment
End User Support (1st Line)	✓ Optional	✗
Solution Support (2nd -3rd Line)	✓	✗
Service Management & Reporting	✓	✗
Desktop Patching & UEM	✓	✗
Platform Patching & Maintenance	✓	✗
Solution Insights & Analytics	✓	✗

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WHAT CAN I EXPECT FROM DaaS?

Improved productivity, security, sustainability and agility.

Capacity that scales up and down as business needs change

More robust disaster recovery through geographic data centre redundancy

Smaller storage footprint

More time to spend on innovation and transformational IT projects

Improved user experience, uptime and productivity

Eliminates need for large upfront platform investment and expensive refreshes, maintenance, training and support

Faster provisioning, centrally managed updates and reduced helpdesk traffic
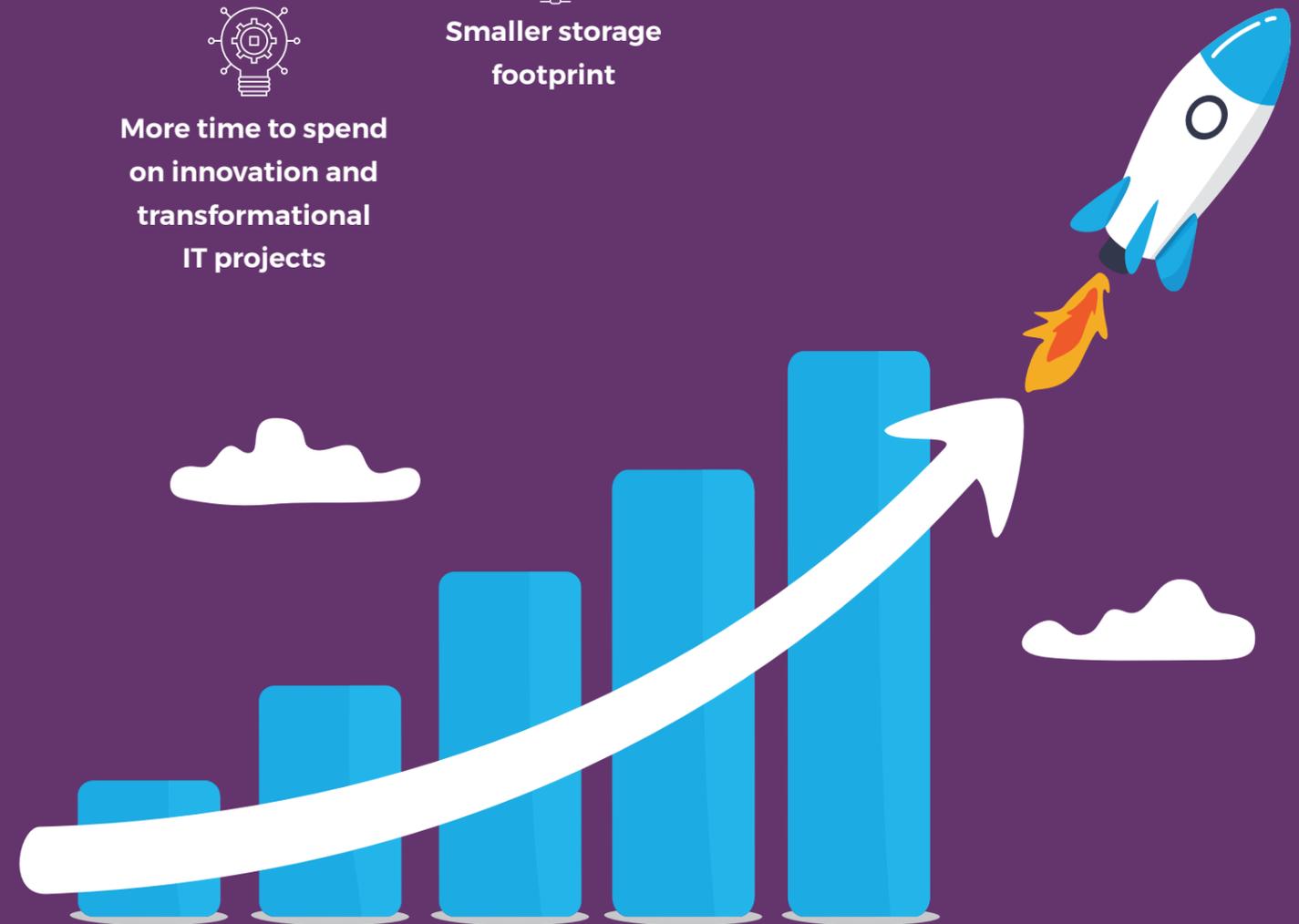
More agile IT platforms for growth

Reduced power consumption and CO_2 emissions and use of renewable energy at source

Enhanced security and compliance with regulations and data sovereignty

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Get in touch today

To find out how Creative's fully managed DaaS solution
could transform your organisation, please contact:

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