A Complete Guide to
DESKTOP
AS A SERVICE
(DaaS)

Ace
Cloud
Hosting
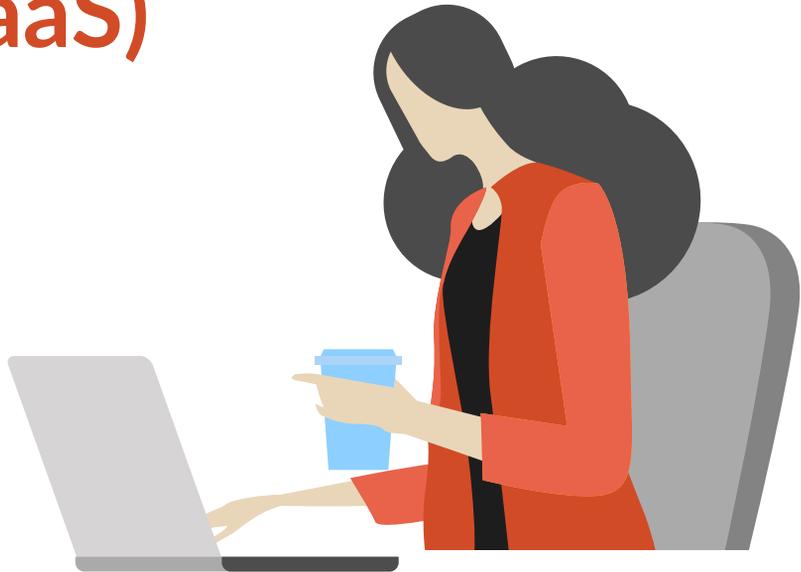
Introduction

Today's global business scenario calls for a desktop solution that can complement business agility and growth requirements. They need to serve clients whenever and wherever required. Sitting at 9 to 5 in the office is just not enough.

Desktop as a Service (DaaS) is a self-explanatory term that implies the offering of virtual desktops by third-party providers. The providers deploy the VDI platform in the data centers and provide customers with virtual desktops on a pay-as-you-go basis.

Virtual desktops overcome the flexibility, mobility, and security restrictions of a physical desktop. Moreover, since DaaS is a fully managed service, you save the time and efforts required to design and manage the virtual desktops in the case of an on-premise VDI.

In this eBook, let us dig at the basics of Desktop as a Service, the challenges faced by companies with the local desktop and on-premise VDI, and how DaaS comes to their rescue.


Desktop as a service

Confusion Between
DAAS and VDI
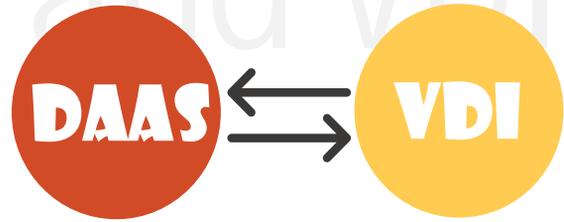
DaaS and VDI are two terms that people often use interchangeably. The term DaaS, which we are familiar with today, has been in existence for decades. However, earlier, DaaS referred to the service where a provider used to give remote access to the desktops or applications created on their infrastructure. This could be an RDSH (Remote Desktop Session Host) or a Windows client-based access. The provider charged the customers per session or VMs. However, with the evolution of cloud technology, more flexible desktop solutions have surfaced over time.

The most agile desktop solutions that we have today is Virtual Desktop Infrastructure (VDI). VDI is a platform that enables the creation of virtual desktops over a server infrastructure. However, the best environment to deploy VDI is the 'cloud.'

The VDI-based virtual desktops work with virtual resources that can be scaled easily without the need for hardware replacements. These platform-independent Windows desktops can be accessed from endpoint devices, whether Android, macOS, iOS, etc., by installing a client software on the device. Moreover, the desktops can be personalized as per each user (configuration, applications, security policies, etc.).

With the evolution of VDI, DaaS has transformed into the service of offering VDI-based virtual desktops. By deploying a VDI solution on the cloud, providers can present customers with a cost-efficient desktop platform that reduces their IT complexities and enhances productivity.

VDI can still be deployed on-premise, but you would have to manage the infra and desktop management, adding an extra burden to their process and budget. On the other hand, by opting for DaaS, the provider takes care of everything at nominal costs.

But what's wrong with my local desktop, which I have been working on for years? Why should I choose DaaS and change my entire desktop scenario? The answers lie ahead.

Challenges with
Local Desktops and
On-premise VDI

There is no need for a solution without a problem. The local desktops that we love and are used to are gradually becoming a thing of the past. The conventional desktops cannot offer the business agility that is a necessity in today's global market.

Here are some common issues that you, too, might be experiencing in the daily operations.

Stationary Workplace

One of the primary limitations of office desktops is their immobility. The office desktops are placed in an office corner, where you have to sit in front of it all day to carry out your operations.

Hence, when a client needs you at odd hours, you can barely do anything about it. Moreover, when you are on vacation or attending a professional event, any urgent work only spoils your mood as you keep thinking about it rather than finishing the job.

Obsolete Hardware

Every piece of hardware equipment has a lifecycle, so do physical desktops. Any component of a desktop, be it a hard disk, monitor, graphics card, or RAM, can malfunction, hampering your work hour productivity.

In this case, you need to call the local IT team, who need to replace the hardware component manually. If the IT support system is not efficient enough, you can lose an entire day's work.

Challenges with Local Desktops and On-premise VDI

Security Loopholes

For any organization, data security is imperative for the sustenance and growth of the business. However, the local desktop setup fails to provide security against the advanced cyber threats prevalent today.

Hackers are always looking for any vulnerabilities in the local network to perpetrate cyberattacks, such as ransomware, DDoS, phishing, man-in-the-middle, and more. Another issue with local desktops is their vulnerability to hardware failures and OS crashes, causing data loss.

Operational Bottlenecks

Whether local desktops or on-premise VDI, the technical team is responsible for deciding on factors like desktops configurations for separate departments, application installation and updates, security patches, antivirus setup, and local backup.

Every desktop setup needs some time and considerations from the CIOs. Otherwise, you could end up spending a lot. Moreover, if the desktops are not in accordance with the requirements, it can cause unforeseen issues.

Performance Issues

In this fast-paced business environment, you need to run multiple apps on your desktops in real-time, any one of which can cause high utilization of resources.

Hence, it is essential to get high-end desktops for the employees, or the desktops might hang. Moreover, you need to replace the desktops regularly, leading to additional costs.

Growth Requirements

As the company grows by acquiring new clients and approaching new niches, the workforce needs to be expanded as well. This calls for larger office space and an upgrade in the existing IT infrastructure.

Moreover, new desktops need to be added, or all the existing desktops replaced. As business growth is unpredictable, it is a recurring process to keep upgrading or downgrading your entire IT setup.

The 'Cost' Factor

The local desktop setup involves substantial capital and operational expenses. With every addition to the number of employees, new desktops need to be purchased. These desktops need supplementary equipment to run, be it electricity, air-conditioning, and office space.

Moreover, the desktops also need to be maintained and upgraded, which requires a dedicated IT team functioning round the clock.

The **Solution** **Offered** by **DaaS**

Desktop as a Service is an all-in-one solution to all your desktop requirements. It offers companies the technology as well as the service. On the one hand, wherein the case of on-premise VDI, you get the technology but have to manage it yourself. On the other hand, the local desktop setup does not offer you either.

On-the-go Desktops

Desktop as a Service offers employees virtual desktops that can be accessed from any location at any time. The desktops are created in a remote cloud environment that you can login with the help of endpoint devices, such as smartphones, laptops, and tablets.

This helps employees stay in touch with their work, even if they are on vacation or tending to personal issues. Moreover, businesses can hire remote employees from any part of the world without worrying about geographical barriers.

Business Continuity

DaaS offers continuous business operations for organizations. Since the virtual desktops are created on remote cloud servers, even if your endpoint device gets damaged, you can pick up another device and access the desktops.

In addition, DaaS providers guarantee an uptime value (as high as 99.99%). This is possible through the deployment of multi-redundant infrastructure, fault-tolerant systems in the data centers, and a robust disaster recovery plan. With the Disaster Recovery feature, DaaS providers ensure business continuity even during a natural or human-inflicted disaster, bad weather, or a pandemic such as the ongoing COVID-19.

The Solution Offered by DaaS

Layered Desktop Security

In the case of DaaS, the virtual desktops are delivered to the endpoint devices from a remote data center location where they are created. Hence, even if your device is prone to threats, your data is still secure.

Moreover, the competent DaaS providers offer a multi-layered security environment at the physical, network, and admin level. Some of the safeguards include end-to-end data encryption, OS patching, antivirus management, 24/7 network monitoring, ransomware best practices, DDoS mitigation, and more.

Fully Managed Service

Desktop a Service relieves you from all the IT tasks related to the physical desktops and on-premise VDI. The DaaS provider offers a fully managed service, where they take care of everything from desktop design, implementation, provisioning, upgrades, and security.

Moreover, the desktops can be scaled by the DaaS providers upon request (almost instantly) as per the changing app and data requirements.

High-Performance Computing

By opting for DaaS, you get virtual desktops with no shortage of resources. The good DaaS providers create the VDI-based desktops on High-Performance Computing (HPC) servers. The HPC-enabled desktops ensure parallel processing of applications, which means that you can run any number of apps simultaneously.

Moreover, with DaaS, the graphic-intensive applications can be run without lag. You get a unified platform with all the data and apps. Hence, it increases the productivity of designers and high-end graphical users, relieving them from uploading/downloading data.

Easy Desktop Implementation

Desktop as a Service allows businesses to expand their operations without the need to upgrade the existing IT infrastructure. As the desktops are virtual, you can add or remove them easily as your workforce requirement changes.

DaaS also gives you the ability to hire a remote workforce from any part of the world. All you need to do is provide the employees with desktop access to work on their tasks.

The Solution Offered by DaaS

Reduced Expenses

The underlying cost of adopting a desktop solution is a deciding factor for many businesses. With DaaS, organizations can reduce both the in-house capital and operational costs. Firstly, you do not need to purchase expensive desktops for your office. This also relieves you from all the underlying costs, such as electricity and air conditioning. Secondly, since the number of desktops in the office is minimized, the requirement for a local IT team also becomes non-essential.

Moreover, DaaS gives businesses the ability to implement BYOD (Bring Your Own Device), helping them deploy flexible seating in the office and optimizing space.

Major **Industries Adopting DaaS**

Desktop as a Service has experienced an immense adoption among diverse industries in 2020. According to Gartner, DaaS will see a rise of 95% globally in 2020 [1]. Here are some of the top industries that have opted for Desktop as a Service in their daily work process.

Healthcare

The healthcare industry has observed a rapid adoption of Desktop as a Service. With the COVID-19 pandemic at its peak, the healthcare institutions wanted a more mobile solution for the doctors and medical staff. Moreover, DaaS also offers them a secure platform to access the PHI (Protected Health Information).
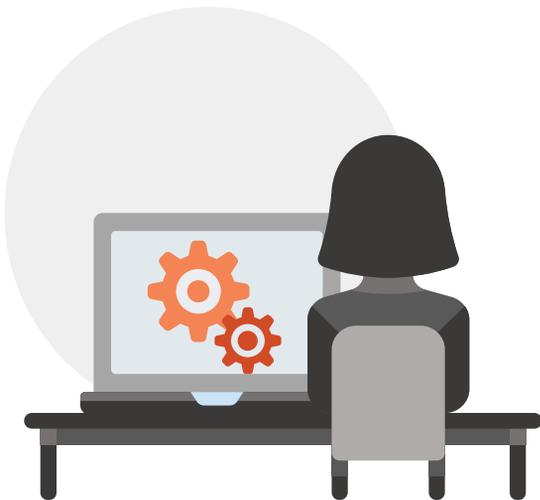
ITES

The main objective of the ITES industry is to cater to the requests of their clients. Hence, they were in dire need of an efficient desktop solution that offers all-time availability, enabling them to meet the deadlines. With DaaS, the providers ensure that the virtual desktops are always available on your endpoint devices.

Major Industries Adopting DaaS

Retail

DaaS allows retailers to manage their inventory from any location at any time. They can handle multiple stores by centralizing the data in a common cloud platform. Moreover, the in-store employees get better visibility into the customer preferences and apps at their fingertips, facilitating a faster checkout.

Education

The education industry has started adopting DaaS due to its requirement for a remote learning solution. DaaS helps students to get access to their files and apps from any location. Hence, they can submit assignments or attend classes, even when not on the university campus.

Major Industries Adopting DaaS

Legal

In the time of a global pandemic like COVID-19, lawyers and their team need to collaborate on their work. DaaS has optimized the use of collaboration software like MS Teams etc., giving lawyers a smooth and hassle-free experience from home.

By the adoption of DaaS, the lawyers are able to keep track of their cases on the go. The casefiles involve some critical client information that must not fall into the wrong hands. With DaaS, the data resides on remote servers that can only be accessed with the right credentials. Moreover, the providers ensure a multi-layered security environment for the files and apps.

Manufacturing

The manufacturing industry requires multiple applications to accomplish diverse functions, such as accounting, inventory management, HR, and payroll. With DaaS, the professionals can access any number of preferred apps on their smartphones, laptops, and tablets. They can run multiple apps simultaneously without any performance issues.

Desktop as a Service
Use Cases

Bring Your Own Device

ACE' DaaS enables the users to access their Windows desktop on multiple devices, be it smartphones, laptops, or tablets. Hence, whether you are using an Android, Mac, or iOS device, you just have to login to the desktop through the client software.

Graphic-Intensive Applications

The main objective of the ITES industry is to cater to the requests of their clients. Hence, they were in dire need of an efficient desktop solution that offers all-time availability, enabling them to meet the deadlines. With DaaS, the providers ensure that the virtual desktops are always available on your endpoint devices.

Secure Access To C-Suite

The C-Suite professionals have access to the most critical information about a company, be it business strategies or financial data. With ACE's multi-level security architecture, all the apps and data are protected under advanced safeguards to ensure complete protection for C-suite executives.

Call Centers Agents

ACE's DaaS gives call center employees the ability to continue working remotely on their virtual desktops. We ensure efficient delivery of agents' preferred call center applications without the need to install them on their personal devices.

Get Started

Desktop as a Service has been around for generations. However, it was never nearly as advanced as it is now. With the advent of VDI, the providers can now provide the customers with flexible, on-the-go virtual desktops that feel like your conventional desktops but on your Android, iOS, or thin client.

There has been an exponential adoption of DaaS by diverse industries, which has enabled them to transform their business functions. If you have still not got to experience the benefits of DaaS, you can try it out to see the difference it will make.
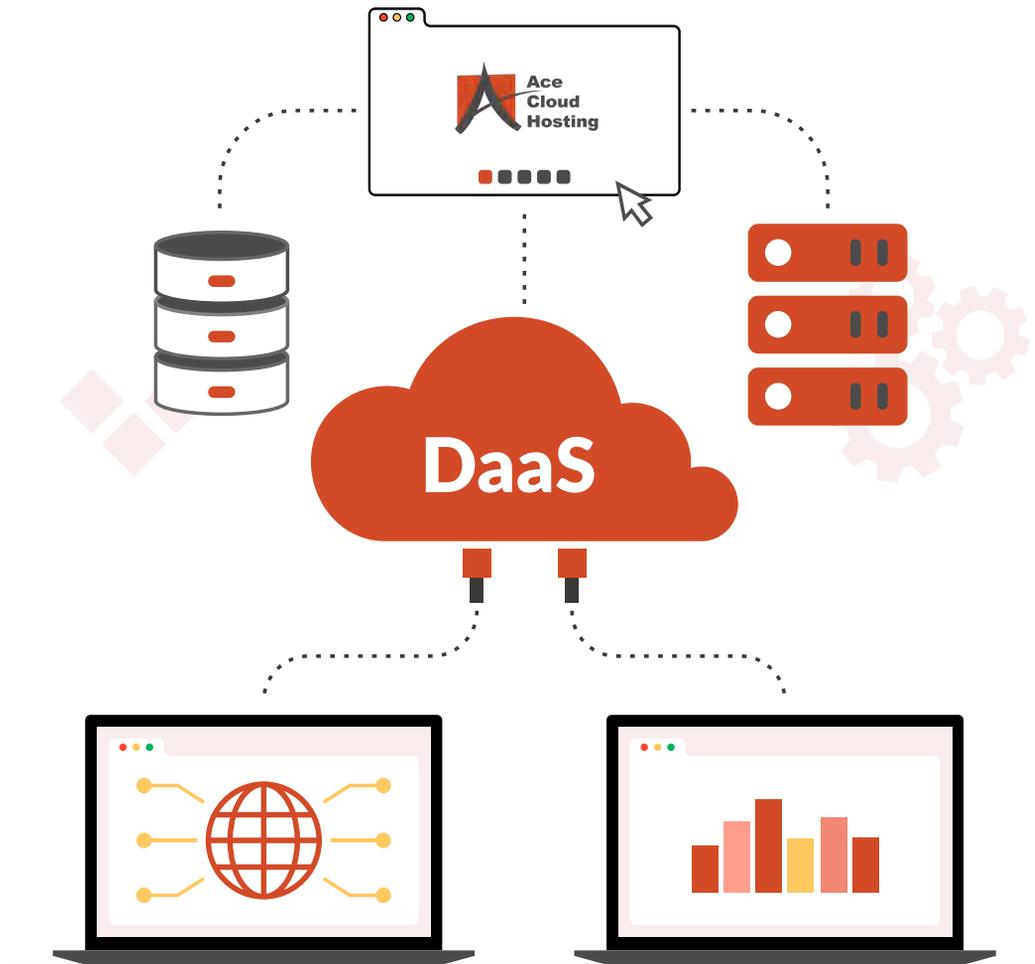
About ACE

Ace Cloud Hosting is a business solution provider that offers tailor-made DaaS solutions in a flexible cloud environment. We deploy the best VDI platforms to give diverse industries an advanced desktop setup, eliminating capital costs, and reduce IT bottlenecks. ACE's DaaS is a fully managed service, where our team of VDI experts takes care of everything from desktop design, provisioning, security, and data migration.

References

1. Desktop as a service expected to grow by 95% globally, says Gartner

2. Remote Working: Maybe You Are Looking For DaaS?

www.acecloudhosting.com