



Unisys Virtual Desktop Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

[destination]

NelsonHall's Virtual Desktop Vendor Assessment for Unisys is a comprehensive assessment of Unisys' virtual desktop offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of virtual desktop services and identifying vendor suitability for IT services, end-user computing services and virtual desktop technology and services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

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This NelsonHall vendor assessment analyzes Unisys' offerings and capabilities in Virtual Desktop Services. Unisys is one of a number of Virtual Desktop Services companies analyzed in NelsonHall's comprehensive industry analysis programs.

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Key Findings & Highlights

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Unisys has recently reorganized its virtual desktop offerings, which until 2011 included:

- A specific hosted desktop solution: Virtual Office as a Service
- Virtual desktop as part of managed desktop services contracts. While Unisys had developed preferred architectures and technologies, the company was adapting each solution to the specific client needs.

Virtual Office as a Service (VOaaS) is a hosted multi-tenant, subscription-priced offering that Unisys launched in 2009. It exists under two options: a VDI-one and a Terminal Services-like one.

The VDI technology-based offering is described as an "empty desktop container". In short, the desktop session is a container in which instances of the client's desktop image are hosted. The container is described as "a physical PC with basic features such as a micro-processor, RAM and a hard drive but with neither operating system nor software".

- The empty virtual container is targeted at organizations that want a virtual desktop infrastructure but want to install and manage their own operating systems and applications.
- In concrete terms, clients are selecting VOaaS terminals or installing VOaaS on their PCs, which then provides access to the container. Communication between the PC and the Unisys servers is encrypted by Unisys Stealth, a bit-splitting data-encryption product initially developed for the U.S. defense sector that Unisys is now also using for its commercial clients.

However, adoption of this offering has been limited to date. Reasons include lack of client interest for a multi-tenant offering and the cost of both VDI and Microsoft Windows software licenses.

Client interest in virtual desktops, initially around VDI, is coming from a desire to support BYOD policies e.g. ultra-thin notebooks and especially tablet PCs and high-end smart phones e.g. iPhones and Android-based smart phones. In 2011 interest was generally less cost-driven than in 2010 and was more feature-driven e.g. provide access to applications from a variety of devices.

Unisys is currently engaged in three main pilots each of which has the possibility to lead to a large scale engagement. The company describes these as long-term pursuits, requiring consulting skills and a high level of interactions with the client.

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[highlights]

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- A specific hosted desktop solution: Virtual Office as a Service
- Virtual desktop as part of managed desktop services contracts. While Unisys had developed preferred architectures and technologies, the company was adapting each solution to the specific client needs.

Unisys is using its Eagan, Minnesota (U.S.) tier-3 datacenter for its virtual desktop offering. Monitoring of servers is done from the company's operations in low-cost countries

Unisys targets large enterprises and especially its large enterprise client base for its virtual desktop offering. It is also responding to RFPs from non-clients.

[/highlights]

Scope of the Report

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The report provides a comprehensive and objective analysis of Unisys' virtual desktop offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

[/scope]

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Report Length

8 pages

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Application Outsourcing Vendor Assessments Also Available for:

Atos, Capgemini; CSC, Fujitsu (services); HP, IBM, Infosys, KPN Corporate Market, Orange Business Services, and T-Systems.