Fujitsu
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 Fujitsu is a comprehensive assessment of Fujitsu's 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 Fujitsu's offerings and capabilities in Virtual Desktop Services. Fujitsu 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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Fujitsu has introduced in 2011 a virtual desktop offering, named Virtual Client Services, as part of its managed desktop services. The company points that virtual desktop offerings involves various technologies e.g.. virtualization technology for each PC component layer: hardware, OS, applications and user role), server, storage systems, access devices and network components.

It aims to lower complexity with deepening its understanding of key technologies to provide a standard architecture that can be repeated over time, therefore lowering over time the cost of solutioning.

The company takes a role-based approach to desktops and virtual desktops. It categorizes end-users into four segments:

- Offline users e.g. road warriors e.g. personnel with high mobility needs

- Process workers: personnel using one or few applications e.g. for data entry purpose. Work performed follows processes e.g. clerks or call center operators

- Knowledge workers: senior executives, specific usages

- Power users: personnel requiring dedicate and high power resources e.g. engineers using CAx applications.

The company has chosen to work with Citrix, AppSense and Microsoft for desktop and application virtualization based on VDI and Terminal Services-based technologies.

While Fujitsu offers as part of VCS both hosted shared desktops (HSD) and hosted virtual desktops (HVD), the company highlights that the business case for HSD is more favorable than for HVD. This is due to the fact that:

- For 1,000 HSDs: the required IT infrastructure includes 7 Microsoft Server 2008 R2 OS, Remote Desktop Services with Windows 7 experience and local disks

- For 1,000 HVDs: the required IT infrastructure includes 13 VMware vSphere hosts, SAN storage and 1000 Windows 7 O.

The largest client for Fujitsu VCS' offering is a U.K. based financial services group. In early 2011, Fujitsu was awarded a 5-year £260m (~420m) desktop services contract to 134,000 users.

The contract is a transformation outsourcing one: Fujitsu is to move 55,000 end-users using traditional physical PCs in the U.K. to virtual desktops. So far, Fujitsu has migrated 20,000 end-users as the migration is still occurring, with 500 seats migrated each day on average.

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[highlights]

Fujitsu's virtual desktop offering, named Virtual Client Services (VCS), is part of its managed desktop services. The virtual desktop offerings involve various technologies and the company has chosen to work with Citrix, AppSense and Microsoft for desktop and application virtualization technology.

Fujitsu uses for its VCS offering its overall network of datacenters, service desks and monitoring and other services relevant to desktop services.

Fujitsu manages large number of virtual desktops, primarily for its main clients.

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Scope of the Report

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The report provides a comprehensive and objective analysis of Fujitsu's 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.

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