



# Infosys 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 Infosys is a comprehensive assessment of Infosys' 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 Infosys' offerings and capabilities in Virtual Desktop Services. Infosys 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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Infosys is a significant desktop service vendor: it services ~720,000 PCs.

The company takes a selective approach to desktop services: it will provide end-user computing services as part of larger scope IT infrastructure management contracts. Alternatively, Infosys positions itself on professional services or bundled professional and managed services, rather than on pure managed desktop services.

Infosys is looking for its virtual desktop services to strengthen its position in the desktop outsourcing market. Virtualization technology usage is driving services towards more centralized services e.g. to the datacenter level for centralized storage, management of application releases and patches and stricter control of policies on end-users. It also removes some of the work in local services e.g. break and fix services. Centralization services benefits Infosys' approach to IT infrastructure management, which favours offshore delivery and an 'asset-light' approach to contracts.

Infosys has launched two virtual desktop offerings:

- Enterprise VDI, a build and/or run virtual desktop service that is customized around the needs of the client
- Desktop-as-a-service, a VDI offering based on Desktone technology targeting SMBs.

Enterprise VDI is a virtual desktop offering available on different technologies e.g. VMware; Citrix and Microsoft; all Citrix; Quest and Microsoft.

The different technology choices are intended to address several different client needs and costs.

- The VMware option fits the needs of client organizations that have already invested into VMware licenses on the server side. The technology has several benefits including the ability to handle a high number of virtual instances ~80 (versus 20 to 60 for competing technologies) and allows better storage optimization. The VMware option is also considered for clients that have invested in VMware software license for their server virtualization projects
- The Citrix and Microsoft option relies on Microsoft Terminal Server and has therefore several benefits including price competitiveness and ability to handle printing drivers and devices.

Desktop-as-a-service is a multi-tenant virtual desktop offering targeting SMBs. It based on DeskTone's set of virtual desktop offerings for IT service vendors. Infosys has complemented the offering by providing its own hosting facilities for reasons including security and SLA requirements.

The main difference from Enterprise VDI lies in:

- Servers and other hardware/software virtualization technology are located in datacenters managed by Infosys
- Infosys for this offering is limiting the number of applications to be virtualized to a maximum of 20.

Take up of this offering is estimated by NelsonHall at around 3,000 seats.

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[highlights]

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Enterprise VDI targets large enterprises whilst desktop-as-a-service targets SMBs.

[/highlights]

## Scope of the Report

[scope]

The report provides a comprehensive and objective analysis of Infosys' 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

9 pages

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