



# HP Enterprise Services 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 HP Enterprise Services is a comprehensive assessment of HP'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 HP's offerings and capabilities in Virtual Desktop Services. HP 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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HP Enterprise Services (HP ES) services ~5.5m desktops. This positions the company as the number one company both in terms of the number of PCs managed and revenues.

HP provides desktop virtualization services through two units, HP Technology Services and HP enterprise Services ITO:

- HP TS tends to design and build virtualization solutions on a consulting basis, using HP reference architectures, to its enterprise clients as part of short-term (less than one year) contracts. The service is offered by HP TS' Technology Consulting (TC) unit
- HP ES ITO provides run-build-run or build-run services to its enterprise clients as part of multi-year contracts. The business unit uses resources from HP TS TC.

HP provides virtual desktop services under the name of Client Virtualization Services (CVS) as part of three main offerings, i.e.:

- Managed services contracts: run (and build) services for physical and virtual desktops and user devices
- WorkPlace360, a sub-offering of managed services that includes a full lifecycle end-user computing, from purchase to retire, associated with relevant managed services, and reliance on standard service sub-components across clients
- A standalone build service through HP Technology Consulting.

The CVS offering combines server-based computing technology with VDI to provide clients with three options: persistent VDI desktop, non-persistent VDI desktop and application presentation.

To design a Client Virtualization model for the client, HP initially focuses on understanding the clients' specific business requirements, and then determines specific user segments within the client's end-user base desktop and application presentation.

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[highlights]

HP provides virtual desktop services under the name of Client Virtualization Services (CVS) incorporating three main offerings:

- Managed services contracts: run (and build) services for physical and virtual desktops and user devices
- WorkPlace360, a sub-offering of managed services that includes a full lifecycle end-user computing
- A standalone build service through HP Technology Consulting.

Managed services for virtual desktop are delivered through HP's expertise centers in various areas including services desk, application packaging and distribution, and network security monitoring.

Currently HP manages a large the number of virtual desktops. The company estimates it could double that in the next few years by just focusing on its clients' PC installed base.

[/highlights]

## Scope of the Report

[scope]

The report provides a comprehensive and objective analysis of HP'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.

[/scope]

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## Report Length

12 pages

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