

SERVICE OVERVIEW

HOSTED DESKTOP (VDI)

End-to-end hosted desktop service, for fast, flexible hosted desktop and email.

REDCENTRIC'S HOSTED DESKTOP (VDI)

Having a desktop computer for every user in your organisation is often a capital outlay that you can do without. When it comes to an operating system (OS) upgrade or hardware refresh, the costs involved can spiral upwards. Then there's the management of the desktop hardware and software fleet that can often involve tying up internal resources to patch, resolve user issues, or even prevent users from accessing prohibited websites or downloading apps. Hosted or virtual desktop infrastructure (VDI) removes the need for a traditional PC environment. With the desktop compute power, storage, OS and applications hosted in the cloud, you can save time and turn the CAPEX into a revenue expense. And users won't even notice a difference – the environment looks exactly the same.

Redcentric works with customers to determine the specific desktop environment specifications for their needs. We understand that each department is different so whatever CPU, RAM requirements, OS or storage needs you may have, Redcentric can support you. It offers hosted desktop access from the users' computer utilising either a software client installed locally or a web browser. Remote access can be completed via a network connection that is encrypted and protected by two-factor authentication, including software and smart phone tokens to secure login.

The hosted desktop infrastructure is designed to be scalable to support as many users as you need - from 100 to thousands. This flexibility ensures that the service environment can support you as your business grows.

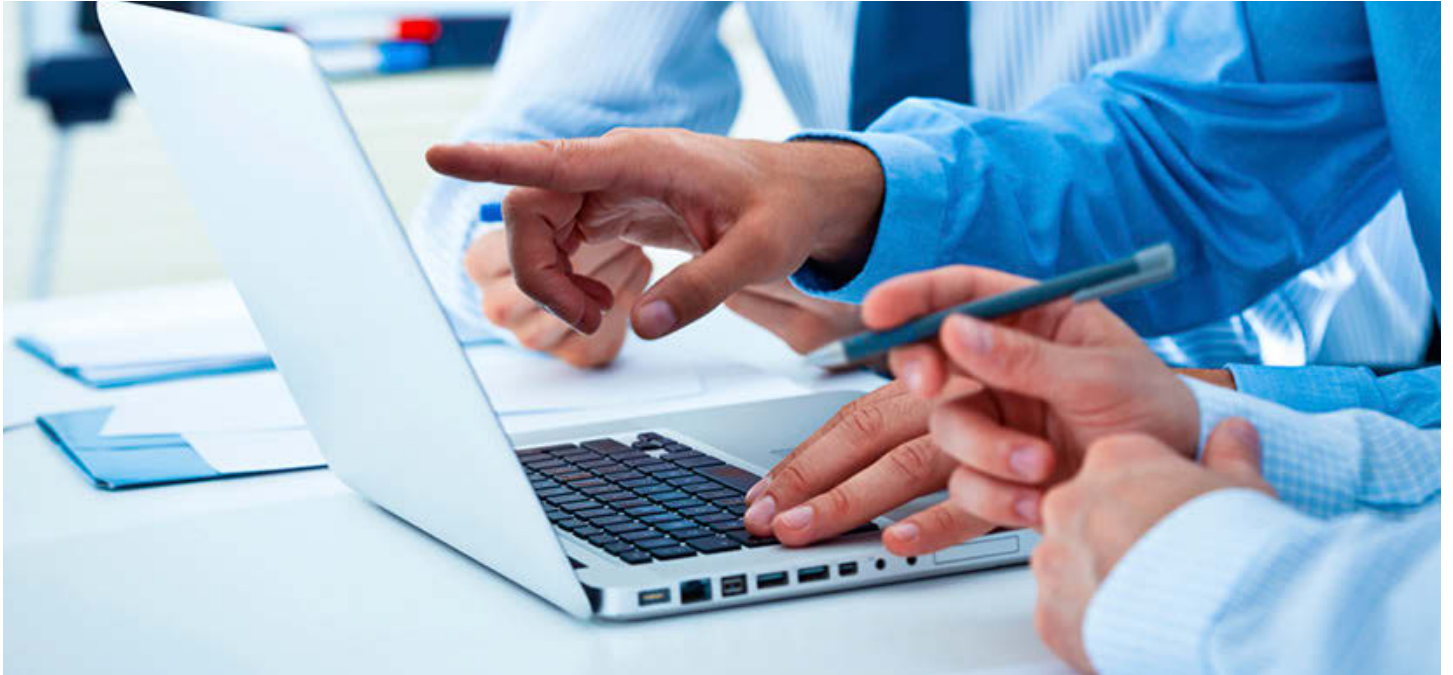
Redcentric delivers its managed hosted desktop environment from its world-class data centres located across the UK and combines enterprise-grade cloud computing infrastructure with VMware View – giving you the very best in class Software as a Service solution possible.

The solution is delivered from our resilient, secure server platforms, within our UK data centres - providing the security and availability required for the delivery of highly available desktop environments.

We tailor the solution to meet your specific requirements by using the right combination of services and functionality such as persistent or non-persistent desktop, high performance where required for graphical applications, and high availability solutions across two UK data centres.

KEY BENEFITS

- End-to-end – the managed hosted desktop service is delivered from world-class, secure UK data centres, all connected for fail-over and resilience by a diversely routed, fibre-optic network ensuring that the desktop environment is protected.
- Secure and scalable communications – as a managed service provider (MSP), Redcentric is able to directly provision additional connectivity in line with business requirements. That means you can respond swiftly to a growing need.
- Proven track record – over the past five years Redcentric has supported virtual desktops infrastructures for thousands of end users.
- Industry-leading technologies – we partner with VMware and Microsoft (for enterprise-class hosted desktop software solutions, embedded in our enterprise-class cloud computing infrastructure.
- Pro-active network monitoring and management – from our own 24/7 monitoring and support team.



KEY FEATURES

- 1. Customised hosted desktop solutions** – our business solutions team can work with you to deliver the right end user experience and performance
- 2. Security** – access to the desktop environment is provided via a software client installed locally or a web browser. Remote access is protected by encryption and two-factor authentication, including software and smart phone tokens to secure login.
- 3. Back up** – Backup desktops can be deployed at the recovery site to match the number of primary deployed desktops if required.
- 4. Innovation** – Hosted desktop environments are based on VMware's ThinApp solution

WORLD-CLASS SUPPORT

Redcentric currently support thousands of virtual desktops, but our support isn't limited to providing a VDI environment; our in-house team pro-actively provides network monitoring and management 24/7. That's how we're able to deliver against industry leading service level agreements and offer an availability level of 99.999%.

Our patch management programme is able to run patches within a test environment prior to rolling it out across the organisation, ensuring minimum disruption.

SUPPORTING YOUR JOURNEY TO THE CLOUD

At Redcentric we understand that it's difficult to make the jump wholesale into the Cloud in one go. That's why we offer you the opportunity to migrate as much of your infrastructure as you need. We can support and supplement your existing infrastructure or replace it – or something in between. Whatever stage you're at on your Cloud journey, we can support you.

At Redcentric we pride ourselves on providing our hosted desktop customers with a host of integrated services that include IaaS, DRaaS, Backup, DBaaS and Hybrid Cloud.