



## Quest Software Finds Increased Security, Disaster Preparedness, and Cost Savings through Virtual Desktop Infrastructure (VDI)

Quest Software, Inc., is a leading enterprise systems management vendor helping more than 90,000 customers worldwide get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. When Quest was seeking ways to make its offshore development more efficient, cost-effective and secure, it found a solution among its own to support virtual desktop infrastructure (VDI).

### The Challenge

To accommodate its offshore development in China and India, Quest set up PCs in an empty office, installed all the applications and got the machines up and running. "Offshore developers would then have to use standard Remote Desktop Protocol (RDP) to access the PCs, which was sometimes a flawed and slow connection," explained Carol Fawcett, VP of Information Services. "We also had concerns over theft of these unattended, remotely accessed machines."

Another concern of Quest was the vulnerability of un-patched machines and inactive or outdated virus protection. If a system breach or disaster were to force the company to take the unattended machines offline, the offshore developers would be inactive for hours - resulting in thousands of dollars in lost productivity.

### The Quest Solution

After evaluating a number of VDI solutions, Quest was most impressed with vWorkspace, one of its own applications that had been integrated into its product portfolio from its 2007 acquisition of Provision Networks. "What we have in vWorkspace is a tried and tested product in a somewhat new market," stated Fawcett "We believe its maturity will significantly reduce the number of bugs and associated administrative costs in this critical area."

Virtual desktops are hosted on a virtual server farm in Quest's datacenter. Developers use a web interface to instantly connect to their virtual desktop, which contains all the tools needed to do their work. If a server has an issue, the virtual desktops supported by it are automatically moved to another one, ensuring high availability, maintaining developer productivity and protecting proprietary data.

Quest also likes the fact that vWorkspace is hypervisor-agnostic. "Because desktop virtualization is fairly new, we wanted to avoid being locked into a particular hypervisor and keep our options open for the future," explained Fawcett. "We know with vWorkspace, we're covered for whatever the future may bring."

### The Bottom Line

Using VDI has resulted in significant time and cost savings for Quest. For starters, the set-up time for a virtual desktop takes about 15 minutes, compared to the four hours it would take for a physical desktop. Other savings result from reduced CPU/memory resources, less cube space to maintain, less electricity consumption and decreased maintenance activities.

Call center costs have also dropped. For example, prior to vWorkspace, a help desk staffer would have to physically power back on a desktop if it was inadvertently shut down. But if a VDI system is shut down, it can be powered on from anywhere through a web interface. "We have achieved at least a 37% reduction in costs overall," reported Fawcett. VDI also improves security. Laptops and desktops in a cube are much more susceptible to theft. "With virtual laptops, we minimize theft threats and don't have un-patched machines and inactivated virus protection," explained Carol. "We can prevent downloads if necessary, and access to data is secure."

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- Carol Fawcett,  
VP of Information Services,  
Quest Software



### Overview

#### Headquarters

Aliso Viejo, California

#### Critical Needs

- Increased security
- Disaster preparedness
- Cost savings and efficiency

#### Solution

Quest® vWorkspace (formerly Virtual Access Suite from Provision Networks)

#### Results

- Improved disaster preparedness
- Strengthened security
- Increased administrative efficiency
- Reduced costs

Disaster recovery is also faster. The desktop team builds one pristine image and template of a virtual desktop. If a system goes down, the team can redeploy it in a matter of minutes with the template, compared to the hours it would take to troubleshoot, re-image and reload a physical desktop or laptop.

### About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic, Vizioncore. Quest Software can be found in offices around the globe and at [www.Quest.com](http://www.Quest.com).

### About Provision Networks

Provision Networks, a division of Quest Software, is a global provider of presentation and desktop virtualization solutions. Provision Networks solutions embrace and extend the Microsoft Terminal Services platform and Virtual Infrastructure platforms from Microsoft, Parallels, Virtual Iron, and VMware, delivering resilient, scalable and dynamic on-demand desktop deployment and application delivery for enterprises worldwide.

With a world-class client list, comprised of some of the world's largest commercial enterprises, and government organizations, Provision Networks is the most trusted name in presentation and desktop infrastructure virtualization. To learn more about Provision Networks and our enterprise access solutions, please visit us at [www.ProvisionNetworks.com](http://www.ProvisionNetworks.com).