



IBM Virtual Desktop Services

Vendor Assessment
Report Abstract

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7 pages

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Who Is This Vendor Assessment For?

[destination]

NelsonHall's Virtual Desktop Vendor Assessment for IBM is a comprehensive assessment of IBM'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 IBM's offerings and capabilities in Virtual Desktop Services. IBM 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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IBM Global Services provides desktop services as part of two units: ITS and SO.

SO has traditionally focused on long-term contracts providing a managed service.

For transformation projects, e.g. desktop virtualization or Windows 7 migration, SO will rely on internal capabilities as well as on ITS personnel.

The two units share in common:

- A virtual desktop portfolio office
- Processes, methodologies and repositories
- Sharing set of architectures
- Centers of excellence located in India and China, for purposes including bid solutioning, country-led pursuit support and building of solutions and assets.

NelsonHall estimates that IBM Global Services manages ~150,000 virtual desktops overall through its 'Smart Business Desktop Cloud' and 'Smart Business Desktop IBM Cloud' offerings.

In 2008, IBM unveiled 'Smart Business Desktop Cloud' (SBDC), a private cloud virtual desktop offering that is tailored to each client.

The service is based on:

- Assessing the client's end-user computing, financing and HR strategy. IBM highlights that understanding the HR strategy of its clients with regard to topics including home working is important in deciding which architecture to select

- Assessing the PC and application estates and usage
- Categorizing end-users into roles
- Determining the right technologies for each role.

IBM continues to make enhancements in its SBDC offering. Recent changes include:

- Creating and reference architecture to favor re-use across clients. IBM's SBDC is not a standard offering. IBM wants to industrialize the building of the offering, where possible, to shorten time, reduce development costs and risk
- Adapt to new client requirements e.g. mobility and BYOD. Examples of such changes include investing in security for mobile workers, both from a security software and service e.g. managed security point of view; and backup and disaster recovery services for data stored both in the datacenter and on mobile devices.
- IBM has recently announced IBM it is currently rethinking and redesigning its Smart Business Desktop on IBM Cloud. The company is to put on hold the sale of this offering in several weeks. It expects to launch a new offering in one year, by H1 2013.

IBM did not provide details on the coming changes in the offering. Yet it has highlighted that the new offering would converge or include elements of its SmartCloud Enterprise and SmartCloud Enterprise Plus offerings. SmartCloud is an Infrastructure as a Service offering, which include server and storage environments provisioning. IBM SmartCloud Enterprise shares its IT infrastructure across clients.

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[highlights]

IBM's 'Smart Business Desktop Cloud' (SBDC) is a private cloud virtual desktop offering that is tailored to each client. The service is based on:

- Assessing the client's end-user computing, financing and HR strategy
- Assessing the PC and application estates and usage
- Categorizing end-users into roles
- Determining the right technologies for each role.

IBM also offers Smart Business Desktop on IBM Cloud (SBDIC). SBDIC differs from SBDC by several features:

- It is service catalog-based to offer a standard set of services and options
- It exists under one technology option: VDI
- Pricing is subscription based

SBDC has far more virtual desktops under management than SBDIC. The most popular element of IBM's SBDC offerings is the shared service option followed by Virtual Client.

[/highlights]

Scope of the Report

[scope]

The report provides a comprehensive and objective analysis of IBM'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]



Contents

1. Background	
2. Revenue Summary	
3. Smart Business Desktop Cloud	
4. Smart Business Desktop IBM Cloud	
5. Strategy	
6. Strengths & Challenges	
6.1 Strengths	
6.2 Challenges	
7. Outlook	

Report Length

7 pages

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