



# CSC

## 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 CSC is a comprehensive assessment of CSC'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 CSC's offerings and capabilities in Virtual Desktop Services. CSC 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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CSC has historically been less active than a number of competitors e.g. Getronics, Unisys, CompuCom or HP in pursuing standalone desktop services opportunities. Like a number of competitors, CSC tends to win managed desktop services contracts as part of large IT IM contracts (the majority of cases); and standalone managed desktop service contracts, when are large, transformational or part of a larger client relationship e.g. for Zurich Financial Services expansion of large AM contract to managed desktop services (51,000 seats under management).

NelsonHall estimates that CSC manages 1.2m desktops and derived (a NelsonHall estimated) ~\$1.5bn in desktop services revenues, making it the sixth largest vendor in world in this service segment.

CSC's virtual desktop offering is part of its wider end-user service offering and falls under its unified desktop services initiative, SmartWorkplace, to standardize desktops, both physical and virtual, among its client base.

In April 2009, CSC announced the launch of two virtual desktop offerings: Dynamic Desktop and Anywhere Desktop.

CSC has amended its virtual desktop offerings to focus on its Dynamic Desktop portfolio. The company promotes much less its Anywhere Desktop, whose anticipated success in the financial services industry has not led to major contracts.

CSC has expanded the choice of technology used in Dynamic Desktop, from Citrix-based only VDI and server-based computing to include VMware View (VDI). It has created two specific offerings: Citrix Series and VMware Series.

Initially, CSC worked with Citrix, a historical player in application presentation/ server-based computing. The choice of Citrix allowed also flexibility in the different technologies available (application presentation and VDI) and a wider range of cost options.

The expansion of the offering to VMware technology has been driven by CSC's work in cloud computing and IaaS around server virtualization. The company promotes its BizCloud offering, a IaaS service where servers are on-premise or in the datacenter of CSC, but billed on a consumption basis in both cases. BizCloud is based on VCE's VBLOCK IT hardware. VCE is the joint venture between Cisco, EMC and VMware (itself a subsidiary of EMC).

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[highlights]

CSC virtual desktop offerings focus on its Dynamic Desktop portfolio. CSC has expanded the choice of technology used in Dynamic Desktop, from Citrix-based only VDI and server-based computing to include VMware View (VDI). It has created two specific offerings: Citrix Series and VMware Series.

CSC's virtual desktop offering can be accommodated by client datacenters, third party datacenters or datacenters located in CSC premises.

CSC is initially focusing on its IT outsourcing client base. Examples of clients show a dominance of clients with which CSC has an IT outsourcing relationship.

[/highlights]

## Scope of the Report

[scope]

The report provides a comprehensive and objective analysis of CSC'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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## 8. Outlook

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## Report Length

11 pages

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