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FAQs: Hosted Virtual Desktops

What is a hosted desktop?
A hosted desktop (DaaS) provides a local desktop remotely from a server via the Internet. A hosted desktop connects virtually to operating systems, applications and data that are stored on a cloud provider's servers rather than on the user's computer or the corporate network. To the end users, the experience should be indistinguishable from a traditional desktop experience.

Each hosted desktop comes fully loaded with an operating system, patching, anti-malware and more. In addition, customers can add individual services as necessary to meet their unique workforce requirements.

What are the key benefits of hosted desktops?

- **Compliance Support:** Ability to certify exactly what information has come into (and out of) the PC environment
- **Increased Agility:** Ability to quickly update desktop images, including operating systems and applications
- **Lasting Investment:** No need to refresh hardware every few years
- **Unmatched Scalability:** Ability to add or remove virtual desktops with the click of a mouse
- **No Hidden Fees:** Low monthly cost includes all of the servers, networking, patching, antivirus and licensing (OS and Office)
- **User Experience:** Adaptability to any device and changing network conditions as well as full USB support, multimedia, and unified communications capabilities
- **Predictable Costs**: Reduction in upfront costs and lowered desktop TCO.
- **Enhanced Security:** Cost-effective data storage and basic disaster recovery
- **BYOD Protection:** Increased control and consistency of BYOD environment

Use Cases

- Enhanced security for HIPAA and PCI compliance
- Bring Your Own Device (BYOD) support
- Legacy software/application delivery
- Desktop access for contractors and vendors
- Call centers, asset sharing and work-at-home operations
- Leveraging legacy and thing/zero client endpoint access
- Test and development platforms
- Migrating IT expenses from CapEx to OpEx
- Regulatory/compliance audits and tracking
- Demonstration platforms
- Mobile user support
- Disaster recovery and business continuity
- IT user management and support optimization
- Branch, remote and temporary office staff operations
- Seasonal workforce requirements

Where is the desktop hosted?
The virtual desktops are hosted in ACE IT Solutions private cloud at a HOSTING next generation data center. HOSTING protects desktops with industry-leading security standards in SOC 2-audited and certified data centers. Network connectivity features multiple Tier 1 Gigabit Ethernet connections with redundant routing architecture for hardware failover, as well as uninterruptable power supplies, battery backups and diesel generators.

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Where are the data centers located?
Hosting has six geographically dispersed data centers in the following locations:
- Newark, NJ
- Louisville, KY
- Denver, CO
- Dallas, TX
- Irvine, CA
- San Francisco, CA

Who should use hosted desktops?
Hosted desktops make sense for any organization that is looking to:
- Reduce upfront costs and move to an OPEX model with predictable economics
- Lower the total cost of ownership of computing devices
- Gain flexibility and agility and speed their time of delivery
- Provide a great end-user experiencing without sacrificing IT security and control
- Ensure their BYOD program is successful and secure

How do hosted desktops work?
Hosted virtual desktops are provided as a cloud service that can be delivered to any device, anywhere. End users will access their virtual desktop through the web from the device of their choice. The virtual desktop securely resides in the cloud at a HOSTING data center and is delivered via VMWare's Horizon View technology.

How well do cloud desktops perform over WAN and 3G/4G connections?
We recommend that end-user devices have 100kbps of steady state bandwidth for the most optimum experience.

What kinds of IT management and security settings are included?
IT can create desktop pools for assignment of images and desktops to end users. IT will also manage secure connectivity to the internal network, including integrating virtual desktops into the Active Directory environment.

Does the platform support application delivery instead of full desktops?
Yes. Businesses can choose to give end users access to specific applications running on a personal desktop. This capability is in addition – or can be an alternative – to the users accessing a full desktop session.

Can my hosted desktops access share IT resources that might be on my corporate network (i.e., file storage, printers, etc.)?
Yes. Our hosted desktops provide the ability for IT to configure secure connectivity between virtual desktops and the corporate network. In addition, virtual desktops can be configured as part of the corporate Active Directory domain so that they function just like any other desktop.

What devices or end points can I use to access my desktops?
You can use almost any device, anywhere to access your desktop and applications. This includes thin clients, zero clients, PCs, Macs, iPads, Android devices, smart phones, Amazon Kindle Fires and Google Chromebooks.

What types of desktops are supported?
Supported desktops include Windows XP, Windows 7 Enterprise, 32- and 64-bit versions of Windows 7, Windows 8 and Windows Server with a client interface.

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Can customers install their own software on these virtual hosted desktops?
Yes, customers can install and configure their own software on our hosted desktops.

Can the hosted desktop be accessed from a browser?
Yes, our virtual hosted desktops can be seamlessly accessed from an HTML5 browser and through Google Chromebooks.

How many users can use a single hosted desktop?
There are no restrictions to the number of different users who can use a desktop, but only one can be connected at a time.

More questions?
Please contact ACE IT Solutions at **646.558.5575** or info@aceits.net.

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