

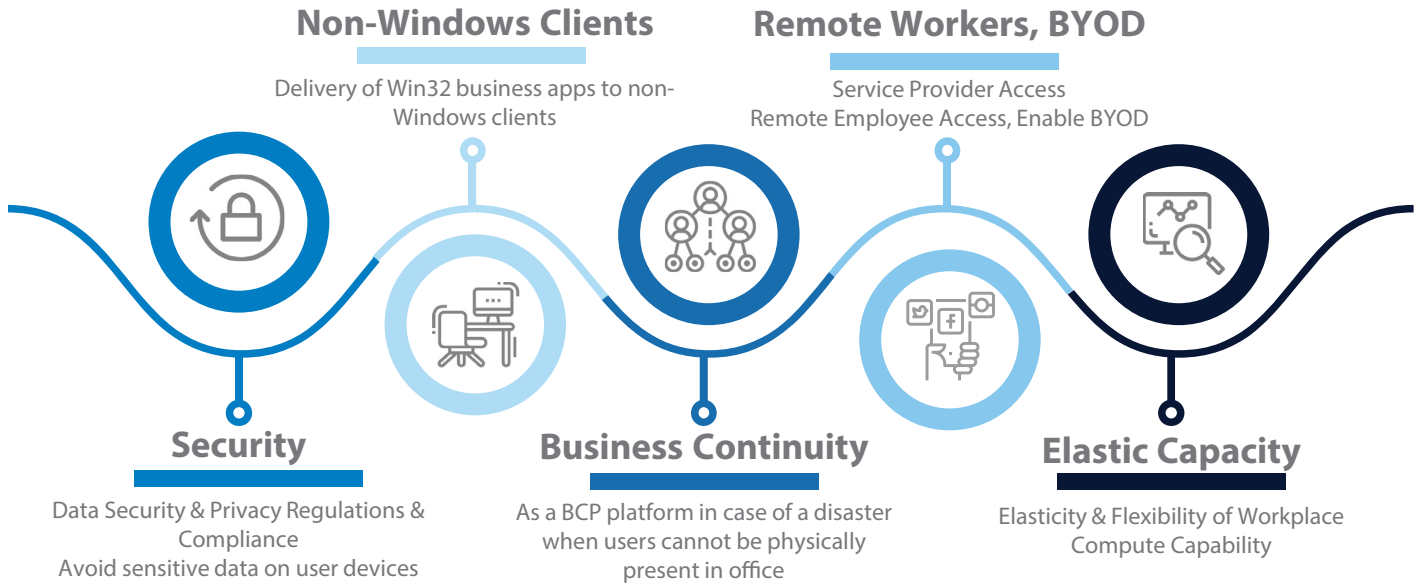
SCALING EMPLOYEE EXPERIENCE IN THE NEW WAYS OF WORKING WITH VIRTUAL DESKTOPS AND APPS



Hybrid and remote work are a norm today. Employees are expected to be productive from anywhere using any device. As per a study about 30% employees are expected to continue work from home, another 30%

from office and about 40% in hybrid. These developments have compelled organizations' IT departments to architect solutions to enable secure productivity and enhanced user experiences.

Virtual desktops and applications have been facilitating digital workplaces for a while now. Physical desktops and apps have evolved to be provisioned for and managed via the cloud, but certain organizational challenges remain -



Virtual desktops and applications have evolved from an organization-managed on-premises solution to a fully-managed Desktop as a Service (DaaS), allowing organizations to:

- Embrace **Secure Mobility** with anytime, anywhere, any-device access.
- **Evergreen** platforms ensuring productivity with up-to-date tools and technologies.
- Boost **IT agility** by accelerating Cloud adoption and transition from on-premises infrastructure ownership and management.
- **Manage costs** with elastic and flexible capability by scaling up and down based on business requirements.

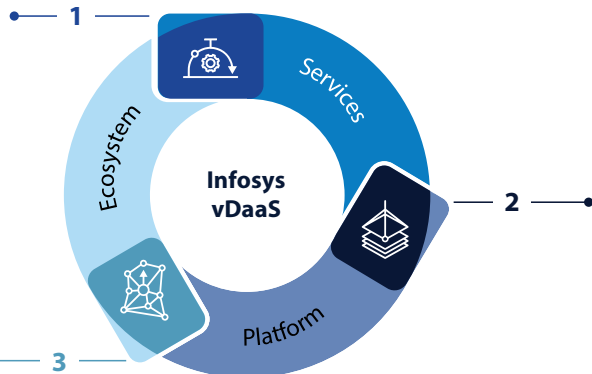


Infosys Virtual Desktop as a Service

Infosys Virtual Desktop as a Service (vDaaS) offers holistic, accelerated, and flexible virtual desktops and apps deployed across public, private, and hybrid clouds. Using our established Infosys vDaaS solution framework and Infosys Workplace Suite, we enable secure and responsive services for organizations.

- Virtual Desktop as a Service
- Flexible support models
- Accelerated Onboarding
- Integrated Billing

- Valued added Solutions for enhanced user experience
- Intelligent Operations
- Application Factory



- Hybrid or Cloud Only
- Persistent, Pooled & Multiuser
- Evergreen platforms
- Secure by design
- Scalable & Reliable



Infosys DaaS offers integration into various customer ecosystems via bespoke **Accelerated Onboarding** services and **Flexible Support servicing Models**. Onboarding services focus on Integration with customer **Identity Management**, **MFA** services and adaption of **Customer Security Framework**. The target platforms are designed to be **evergreen solutions** while incorporating our key design **philosophy: Secure by Design, Reliable and Scalable**.

Our service offerings include Virtual Desktops in a variety of t-shirt sizes, hosted Virtual Apps with Virtualized User Profiles, and customizable Monitoring and Reporting dashboards. A wide range of technological products are supported. **Citrix, VMware, Microsoft, and Amazon** products are among them, as are niche products such as **GAVS** and **Nice DCV**. Hosting options include **Public, Private, and Hybrid Cloud**, as well as Bring Your Own License (**BYOL**) and Bring your Own DC (**BYODC**).

The Infosys vDaaS solution framework combines the best of our in-house service automation solutions and leverages our extensive partner ecosystem to provide end users with a level of experience that is superior than the physical desktop experience and also much faster. The solution framework includes request automation, proactive healing, self-service platform, and user experience monitoring. Infosys vDaaS has facilitated organizations across the globe in enhancing user experience and providing secure, cost-effective solutions to enable hybrid work.





Consultation

- Infra, Environment, Apps assessment for Public/Private cloud
- Integrated architecture design
- Performance Consulting
- Migration roadmap



Implementation

- Public/Private Cloud Hosting
- Multi-platform Virtual Desktops
- Multi-platform Virtual Apps
- Automation & Orchestration
- Experience analytics



Managed Operations

- Global Service Desk
- Service Management
- Continuous Improvement
- Evergreen mgmt.
- Business Apps lifecycle mgmt.

Our VDI Success Stories

Infosys Virtual Desktop offers flexible, scalable, and reliable solutions with integrated security, and remote access from anywhere that empowers employees and their organizations to improve efficiency and business resilience. Here are some examples of how we made an impact for organizations with our VDI offering-

German-based European electric utility company

Infosys Hybrid vDaaS is based on Citrix Virtual Apps and Desktop and serves 12,000+ users in 12 countries by providing dedicated Virtual Desktop, Pooled Desktops, and Virtual Apps.

Wind engineering company based in Spain.

For 13000+ users across 8 countries, a VMware Horizon-based Private vDaaS to support a variety of use cases ranging from 2D Office, remote workers, to 3D Engineering and Shopfloor.

Large Scale hi-tech manufacturing customer

Public cloud based vDaaS leveraging Azure Virtual Desktop for 5000+ globally distributed users, delivered across multi Azure regions.

Leading specialty Chemicals customer

Virtual DaaS based on Native AVD hosted in EU region and custom scripts for 5500+ users. This involved setting up a like-for-like Native AVD to match the EOL Legacy On-Prem Citrix including migrating Office, 3D Engg use case to future mode solution.

For more information, contact askus@infosys.com



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