Streamlining Processes for Planning, Deploying, Securing and Managing Virtual Desktop Infrastructure

DH Technologies

Liquidware Labs™

It's no secret that providing services to U.S. government agencies requires exacting standards as well as organizational agility and resourcefulness. Systems integrators who deliver services to federal agencies – especially the Department of Defense – are held to very high standards of security and performance.

DH Technologies of Leesburg, Virginia, was founded in 2013 to be a specialist in meeting the precise virtualization requirements of the federal government. The company quickly built an impressive client base and received numerous certifications, awards and recognitions, including a spot in the 2014 CRN Tech Elite 250. Today, DH Technologies is a Liquidware Labs Acceler8 Partner with a strong track record of delivering successful federal agencies' client projects utilizing the Liquidware Labs' solutions.

DH Technologies consistently meets the Department of Defense's rigorous requirements. Their specialists also achieve speed of execution, by capitalizing on one of DH Technologies' greatest competitive advantages. Rapid executions are born not only of DH Technologies' long-term experience with federal clients, but also from the company's adherence to Liquidware Labs methodology, which allow its specialists to quickly understand user requirements and design an effective solution. Liquidware Labs solutions streamline processes for planning, deploying, monitoring and managing a virtual desktop infrastructure (VDI).

"We have a very mature process for helping clients assess the case for a virtual desktop infrastructure – planning it, rolling it out, and keeping it performing at a high level. We've done it so much that we have really simplified the process and can offer it as a turnkey service," said Devin Henderson, DH Technologies founder and CEO. "We leverage the Liquidware Labs solutions set and methodology heavily throughout our entire process."

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Almost from the beginning, DH Technologies made a commitment to develop deep expertise with the Liquidware Labs complete suite of solutions. Today, the company uses Stratusphere FIT to deliver assessments. ProfileUnity is used to deliver Windows migrations as well as user-profile and environment management. And Stratusphere UX is used to deliver Health Checks as well as ongoing monitoring of virtual desktop systems.

"The first thing we do in any customer engagement is learn why the organization is interested in using VDI. The next step is to conduct an assessment of their desktop environment. Previously we collected data for 30 days and input it into a spreadsheet application we developed. It was all very manual. Now we use Stratusphere FIT to do the assessment. It collects all the data we need and more, and has great analysis and reporting tools.

"Stratusphere FIT has really cut the time it takes for us to do proposals which, in turn, helps reduce the time-to-deployment for our clients by boosting the accuracy of our planning cycles."

A FIT assessment provides data about CPU, RAM, disk, I/O and network bandwidth resource utilization. The solution also creates a record of operating systems and applications that are in use, including versions, identifies individual users and groups, assesses dependencies and collects other metrics. DH Technologies uses Stratusphere FIT and subsequently processes the information and provides scores to help clients decide which machines, applications and users are most compatible with virtualization and would be good candidates for the proof of concept and pilot.

Stratusphere FIT enables DH Technologies to present customers with granular visibility into their environments and to create very thorough, detailed VDI proposals – a level of service that is difficult for its competitors to match. And, DH Technologies can do it all in less time than previously required with its own assessment and planning methodology.

"In POCs and pilots, Stratusphere FIT helps us quickly create efficient, high-performance VDI designs so we deploy the right solution the first time," said Henderson. "In production, Stratusphere UX helps us see how the systems and components are working over time so clients can optimize resources as their virtual desktop infrastructure evolves."

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More Time for Value-Added Activities

Stratusphere FIT's ability to collect and analyze detailed data enables DH Technologies to focus more time on customizing solutions to the customer's needs, which is very important for its FED customer base.

"The federal market has different business drivers than the public sector and has very specific security requirements. If you don't understand that, and don't reflect those requirements in your recommendations to the customer, you aren't going to be successful," said Henderson.

Improving desktop security is often the top requirement for a federal VDI project. Centralizing desktop management and improving the client organization's agility and scalability are other top VDI drivers. Liquidware Labs solutions meet government requirements on all three fronts. Stratusphere FIT and Stratusphere UX have been certified for use in the Department of Defense (DoD) and all branches of the U.S. military. The company also holds Authority to Operate (ATO) certification for the U.S. Air Force, Navy and Marines, in addition to the U.S. Army's Certificate of Networthiness (CON).

Stratusphere FIT and Stratusphere UX utilize unique, patented Connector ID (CID) Key technology that differentiates these solutions from all other competitors' offerings. With CID Key software embedded in a thin client, on a physical or virtual desktop, each network connection provides an invisible fingerprint that allows real-time user and machine activity tracking at a virtual or physical network switch.

The Liquidware Labs product line also allows DH Technologies to meet customer demand to centralize management. "That's one of the advantages we get from working with Liquidware Labs," said Henderson. "The hypervisor vendors have to stay focused on the big picture on where desktop virtualization is going and how they can keep everything working together. The Liquidware Labs advantage is that it can go deep in the weeds in key functional areas to really understand work processes. Then they can develop the features that virtual desktop users and administrators really need to fill the gaps in the desktop platform offerings."

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Migration Management Made Easy

After DH Technologies turns prospects into customers by streamlining the assessment, design and proposal processes, it focuses on turning their customers' physical desktops into virtual ones. DH Technologies uses Liquidware Labs ProfileUnity as part of every VDI deployment. ProfileUnity is a user-profile and environment-management solution that includes features to automate the physical-to-virtual desktop migration. ProfileUnity also virtualizes applications through its FlexApp feature, which can also manage application rights management and allow users to securely virtualize and install their own applications.

"ProfileUnity really simplifies the migration from physical to virtual desktops," said Henderson. "That has been very valuable for us and is a real differentiator from other solutions on the market. Plus, it's the only persona-management solution that can support ActiveX in data centers. Any other alternative would be much more complex."

By streamlining the processes for proposing, planning and implementing virtual desktops for its clients, Liquidware Labs helps DH Technologies build more value in. DH Technologies can offer rapid deployments and a short time-to-benefit without rushing or cutting corners in the planning and training periods, which has led to very satisfied customers.

"The only VDI projects that are successful are the ones that had an assessment before the roll out," said Henderson. "Any project with more than about 500 desktops will run into a world of problems without an assessment. Customers will either buy too many or not enough software licenses. Stratusphere FIT makes the assessment process easy. Liquidware Labs solutions have saved our customers millions of dollars in software licensing costs alone."

About DH Technologies
DH Technologies has rapidly established itself as an industry-recognized expert in system integration/virtualization services, as validated recently with award by partner VMware, Inc. as a Premier Solution Provider. Leveraging broad exposure gained from its work as a VMware Pre/Post sales Professional Services delivery partner, the company has earned a stellar reputation and great success with implementing game-changing enterprise virtualization solutions in both public and private sectors, with a particular focus in the DoD/Federal space.

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Transforming
the Desktop™

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