

## Virtual Desktop Service

### Top Features:

#### Complete Business-ready Desktops

Delivered with all of your applications, data, and email from the Proxios Cloud, with 24/7 user support.

#### Access Apps and Data from any Device

Today's on-the-go mobile workforce needs secure, compliant, and immediate access to the applications and data whether your device is a PC, laptop, tablet, or smart phone.

#### Predictable, Easy-to-budget, Scalable, Pay-as-you-go Model

The pay-per-use model scales with your business with same-day deployment of new users.

#### Built-in Business Continuity

Because everything is housed in the Proxios data center, no matter what happens to your business, everything remains available even if your employees are unable to work from the office!

**For more information  
on how Proxios  
can provide a  
Virtual Desktop  
solution for you:  
Call 888.342.1204**



### Introduction

Technology is advancing at an ever-increasing pace, and business needs are also moving at unprecedented speed. Trying to keep up with these needs means a company can no longer afford to waste time with the mundane tasks of buying and building servers, installing applications, and keeping desktop PCs and laptops up-to-date with O/S and application versions and patches. In addition, these trends and demands also increase the need to protect intellectual property, ensure security, and comply with regulatory requirements. For small to medium businesses that don't have a large IT department, these challenges are insurmountable.

Grow your business, not your IT infrastructure. By employing Proxios' Virtual Desktop Service, we take over the complexity and cost of trying to maintain a consistent end user experience, and ensure that every user has secure and immediate access to the applications and data they need, regardless of what computer or mobile device they are using. We make sure that users are always presented with the same desktop and icons regardless of the device. Also, by having your desktops in our off-site highly secure data center, you have built-in business continuity that enables your employees to continue their work in case of a disaster, loss of access, or illness.

### How it Works

Proxios' Virtual Desktop Service enables you to focus on improving adoption and usage of your business applications instead of trying to keep all of your PCs and applications up-to-date. The Proxios Virtual Desktop solution is built on the industry-leading Citrix XenDesktop® virtual desktop infrastructure and the Citrix Netscaler® application delivery controllers. Proxios maintains a "golden image" of your entire application suite and is able to rapidly deploy patches and upgrades to all users.

Proxios' staff of highly trained engineers and support staff learn your business and applications to guarantee that everything runs as smoothly as possible. You will also be assigned a dedicated Service Delivery Manager that will ensure we are living up to your expectations and delivering the highest level of performance!

- Dedicated Service Delivery Team
- 24x7x365 U.S. Service Desk
- Predictable Monthly Cost
- No Capital Outlay
- Proven Value
- Low TCO High ROI
- Audited
- Unlimited Scalability
- Enterprise-Class Platform
- Citrix XenDesktop®

Comprehensive  
Infrastructure

Endpoint  
Management

Network  
Management

Unified  
Communications

Virtual  
Desktop

## Virtual Desktop Service

### What You Get with Proxios' Virtual Desktop Service:

When you subscribe to our service, you get all of the following:

#### Server Virtualization:

- Hypervisor Subscription Licenses
- Capacity Management
- Life Cycle Software Management
- Monitoring and Alert Response
- Right Sizing
- Server Hardware Changes

#### Virtual Machine Storage:

- Life Cycle Management of Storage Arrays
- Capacity Management
- Monitoring and Alert Response
- Quarterly Health Checks

#### Citrix Virtual Desktop

##### Infrastructure:

- Secure User Access Management
- Virtual Desktop Subscription Licenses
- Life Cycle Software Management
- Load Balancing of Session Hosts
- Reporting on Client and Server-side Latency, Jitter, User Bandwidth Consumption, URL, and Application Usage

#### Golden Image:

- Creation, Configuration, and Maintenance of Virtual Desktop Golden Image
- Lifecycle Management of Standard Applications
- Patch Management

#### Session Monitoring:

- Monitoring Software to Include Session Usage, Logon Performance, Connection and Machine Failures, and Load Evaluation

#### Printer Management:

- Universal Print Driver Subscription Licenses
- Lifecycle Software Support of Printer Management Environment

#### Options:

- Life Cycle Management of Line of Business Hosted Applications

### Proxios Cloud Advantage

Proxios is headquartered in Richmond, Virginia and is in the business of IT as a Service (ITaaS). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience in moving customer infrastructures to the cloud, freeing customers to do what they do best: driving real business value from the applications that help run a business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

[www.proxios.com](http://www.proxios.com)