

ServiceWorks: Desktop

Cloud Services from CDW

CDW's ServiceWorks Desktop solution helps businesses deliver applications and data from a secure platform. Wrapped in a high quality desktop experience, all the mobility, convenience and freedom users demand to get work done wherever they are, whatever device they are using, is made possible. In turn, your IT team is able to break from the distraction of supporting users, managing back-end infrastructure and pre-empting the next wave of devices or workstyles. Instead, desktop services will be centralised, making them more secure, easier to manage and highly flexible.

What is ServiceWorks Desktop?

ServiceWorks Desktop is a private and dedicated Desktop as a Service (DaaS) solution based on market leading Citrix and Microsoft technology and optimised using ground-breaking acceleration to deliver a lightning fast user experience. Underpinned by CDW's managed platform, which is built to cater for the demands of business critical IT, the service is hosted in world-class, UK-based data centres, on infrastructure that is monitored 24/7, by our dedicated Service Operations Centre (SOC).

How could your organisation use 'Desktop'?

The ServiceWorks platform is built for business critical workloads where peace of mind that services will keep functioning is essential. It is therefore well suited to supporting a complete end-user computing strategy whatever your organisation's size. Desktop services are often activated to coincide with desktop refresh projects, where legacy infrastructure is coming to an end of its useful life. Many businesses now see how efficiency improvements and opportunities to innovate are presented by breaking away from traditional pc-client computing models.

Likewise, businesses with groups of remote users or branch offices make physical contact with devices more challenging for management. The ServiceWorks Desktop solution helps provide enhanced desktop services, whilst unifying devices under one security umbrella and protecting data that might otherwise be at risk through local storage.

Need to know

ServiceWorks Desktop is a leading cloud-based desktop solution delivered from CDW's premium managed platform.

Built on state-of-the-art technology, from world-class, UK-based data centres, ServiceWorks Desktop enables a high quality desktop experience to be delivered to users, regardless of where they are or the device they are using.

Benefits

- Based on leading technology
- Provides users with the freedom & flexibility they demand
- Match appetite for new workstyles
- Flexible per-user-per-month commercial model

Awards & Partnerships



Star Partner

Microsoft Partner

Gold Cloud Platform
Gold Datacenter
Gold Devices and Deployment
Gold Hosting
Gold Midmarket Solution Provider
Gold Software Asset Management
Gold Volume Licensing
Silver Communications
Silver Messaging
Silver Small and Midmarket Cloud Solutions

Why use ServiceWorks Desktop?

World-class data centres, world-class technology: We have spared no expense building our data centres and investing in the technology that underpins them. As a result, the solutions we deliver through the ServiceWorks cloud are, quite simply, the best money can buy. Our 'Desktop' solution uses premium technology from the world's leading manufacturers.

A partner at the forefront of DaaS: As a Platinum partner there's no higher accolade to obtain within the Citrix community. However, C D W has also delivered more projects across Europe than anyone else and thanks to our respected experts we sit on the steering committee for Citrix globally. Likewise, the architectural blueprints for the acceleration technology we use in ServiceWorks Desktop was honed on our platform by the vendor themselves. It means we know the technology inside out.

How 'Desktop' works

We offer three types of solution, depending on the number of sites or users to be supported:

- Basic
- Essential
- Premium

Resilience surrounding the service is highly flexible. In the event of a disaster, it may be you do not want all users to have the immediate ability to keep working. As such, groups of users can be defined as VIPs and people who need priority access to services should the unthinkable occur. Consequently, you only ever pay for the amount of resiliency you think your business requires – whether this is 100% of the user population, or a smaller subset. Importantly, the service is very simply priced on a per-desktop-per-month basis and is based on concurrency.

Powered by technology from leading vendors



Perfect whether you're large or small: For larger organisations who don't want to continue with the burden or complexity of managing a large and diverse estate, this service puts your desktop computing in the hands of experts on a premium platform. Likewise, for smaller businesses who don't want to take on the technology investment, the service dramatically lowers the barrier to sharing in the opportunities it can bring.

Your device or mine: Enable users to securely access data and applications from any device, be that corporate or user owned.

Shake off back-end responsibility: IT departments will love not having to worry about back-end infrastructure again; server, storage and back-ups are all part of the service.



Why ServiceWorks?

ServiceWorks is CDW's cloud services portfolio. We have a long heritage specialising in the delivery of business critical IT through the cloud. We make moving IT to the cloud fast and simple through a premium, ready-made platform, relevant and flexible commercial terms and user friendly tools that enable usage to be managed in real-time. This offers the freedom to embrace the cloud at your own pace, and take advantage of all the economies it has to offer.

For more information, speak to CDW:

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