VIRTUAL DESKTOPS FOR BUSINESS CONTINUITY

WHITE PAPER

TetherView

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VIRTUAL DESKTOPS FOR BUSINESS CONTINUITY

How to transition from Disaster Recovery to Business Continuity

EXECUTIVE SUMMARY

Today organizations understand that their disaster recovery (DR) plans are not designed to failover seamlessly and keep them up and running in the event of a failure of the production IT environment.

With increasing regulatory pressure organizations are compelled to implement business continuity strategies to replace disaster recovery.

For those businesses who have backup or hot/hot strategies in place these strategies do not cover a real time failover of desktops. They typically cover servers and networks, but don't address desktops at all. That's because it's too expensive to duplicate physical desktops just for emergency situations. As a result, many businesses opt to do nothing. But if your desktops go down, your employees could be out of work for days – and the effect on your business could be disastrous. Instead, many businesses are turning to TetherView Virtual Desktops for an affordable, easy way to ensure worker productivity and business continuity, whenever or wherever disaster strikes.

"UNLIKELY" SEEMS MORE LIKELY THAN EVER

No business is exempt from disaster. Think of hurricanes Sandy, Irene, Harvey, Irma and Katrina. Whether your company is located in a region that seems increasingly prone to natural disasters like these, or in areas frequented by nor'easters, massive snow storms, earthquakes, or extreme heat, chances are that your business has—or will soon—find itself without power or without the means to get employees to your offices. Even if you personally don't experience natural disasters, your business will suffer if your local power supplier has an outage or desktop equipment fails.

Superstorm Sandy caused $6 billion in lost revenue for New York area businesses.[1] Although Sandy may have been an extreme case, according to a recent CDW survey, more than 25 percent of enterprise IT systems are hit by outages of four hours or longer in a single year, resulting in losses of $1.7 billion.[2] At the individual business level, work disruption can cost thousands of dollars per employee per day in lost productivity and opportunities.

If your employees rely on physical desktops that are located in the office but can't get to your facility due to weather, or can't get their computers to work due to power outages, how will they access their applications and data? How will they keep your business going?

If you've implemented on-site virtual desktop infrastructure, but the server powering your virtual desktops is in a data center that has an outage, your employees will be down even if the facility they work in is running.

DESKTOP DR HASN'T BEEN EASY

Clearly, businesses need a disaster recovery plan for desktops. But, maintaining a separate DR facility for desktops—which is generally how people think DR is handled—is expensive, requiring heavy CapEx and OpEx investments. Paying for, and maintaining, a second facility and duplicate desktop infrastructure are costlier than most companies can handle.

Plus, if you have a DR facility, you need to make sure it keeps up with your production infrastructure—that it is a true duplicate environment. The best practice is to conduct annual testing to make sure the DR system is working and will be readily available when and if needed. According to Gartner, annual costs for disaster recovery testing can cost a business $150,000.

TETHERVIEW VIRTUAL DESKTOPS:

Change Disaster Recovery to Business Continuity

Virtual Desktops are increasingly being touted as the smart DR strategy for desktops. To understand why, here is a quick primer on what a Virtual Desktop is: Essentially, virtual desktops are a cloud-based offering that deliver conventional desktop workspaces and applications to end users on any device—including tablets, smartphones, laptops, PCs and thin clients—anywhere. Virtual Desktops and applications delivered from the cloud look and act as part of your corporate IT environment, though they are running at a secure remote data center. All the infrastructure, including the servers, software, network, and storage, is housed in TetherView's, ultra- secure and highly available data centers. All you have to invest in is a monthly subscription for the number and type of desktops you need.

TetherView Virtual Desktops are ideal because they are always running in Business Continuity mode.

With TetherView virtual desktops, not only do you benefit from having desktops in a secure, high availability data center that is not affected by any disaster that hits your main business facility, but also, gain the luxury of having your environment hosted among several data centers. That way, in the extremely unlikely event that one of our world-class data centers is impacted by a disaster, your employees will always have access to their virtual desktops.

Here's why TetherView Desktops makes sense for desktop DR:

- TetherView virtual desktops are always available, even when your office facilities are not.
- Employees are immediately productive; all they need is internet access.
- Employees can work from anywhere and any device, even their own personal device.
- Your IT organization isn't burdened by maintaining a separate DR environment or scrambling to get your DR facility ready when the need strikes. They simply reserve desktop capacity, design the recovery gold image, provision desktops into storage, and get ready to pull the trigger if/when needed.
- When your business grows, you can easily add virtual desktops.
- There are no costly or time-consuming annual DR testing requirements.

TYPICAL TETHERVIEW VIRTUAL DESKTOPS FOR BUSINESS CONTINUITY SCENARIOS:

Businesses generally use TetherView Virtual Desktops in one or more of these three ways:

1. Production use of virtual desktops

Because TetherView Desktops are always running in Business Continuity mode you are always covered in the event of a disaster. TetherView desktops are easily managed, reducing overall costs and resource allocation.

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2. Full TetherView Private Cloud

Combining TetherView Virtual Desktops with a full Private Cloud ensures high availability of your entire environment. Using a full Private Cloud

3. Insurance for Physical Desktop Environment

In this scenario, you use TetherView virtual desktops as a standby for your physical desktops, reserving capacity for all or some of your users. All you have to do is set up the account and TetherView will help build and configure the desktops with you. Then, as soon as the need arises, you activate the desktops and are immediately ready to go with productive users.

TETHERVIEW PRIVATE CLOUD IS BUILT FOR:

- **Scalability**

  Quickly add or remove resources without prolonged engineering or CAPEX

- **Customization**

  TetherView customizes each environment to exceed client requirements.

- **Versatility**

  TetherView is designed to accommodate most line of business applications, ERP and professional applications.

- **Full Production**

- **Business Continuity**

CONCLUSION

In today's 24x7x365 world, your business can't afford significant downtime. You can't afford for workers to be "off the job" for hours or days at a time because of a huge storm or unexpected power outage. TetherView is the simplest, most affordable and sure-fire way to keep your organization up and running. You never know when the next storm or event is going to happen, and you don't want to be a casualty of that next big one. To learn more about TetherView and how it can be leverage to support your business, go to www.TetherView.com

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ABOUT TETHERVIEW

TetherView provides infrastructure enabling Desktops as a Service (DaaS) – full-featured desktop experience delivered from a private cloud to any device, including a workstation, tablet or smartphone. TetherView's DaaS platform provides all of the benefits of virtualized desktops without any of the hassles. TetherView enables IT businesses to rapidly deploy and manage desktops to users connected on any device, anywhere, without the upfront costs and complexity of traditional desktop virtualization transforming desktops from a CAPEX to OPEX item.

Combined with TetherView's Server Virtualizaiton, businesses can eliminate up to 90% of their hardware costs.

For more information, visit www.TetherView.com.

Sources:

[1] "Hurricane Sandy's Rising Costs," NY Times, November 27, 2012

[2] "2010 CDW Business Continuity Straw Poll: Plans Don't Align with Reality."

[3] "Best Practices for Planning and Managing Disaster Recovery Testing," Gartner, August 2011