

SILVERDOOR IMPROVE DATA SECURITY AND AUTOMATE DESKTOP MANAGEMENT WITH VMWARE VIEW VIRTUAL DESKTOP INFRASTRUCTURE (VDI)

A specialist in the provision of serviced apartments in London, across the UK and worldwide, SilverDoor has grown since 2000 to become the UK's leading independent serviced apartment agent.

SilverDoor was formed and continues to be led by Managing Director Marcus Angell, who has many years experience in the serviced apartment and property markets.

The company is engaged by international corporate and private clients for temporary and permanent relocations, staff housing programmes, business

visits, international assignments, city breaks and conferences.

SilverDoor's UK Head Office is based in Chiswick, West London.

Project Summary

Industry:
Real Estate

Challenges:

- Inadequate network resources
- Lack of resilience and DR for core systems
- Growth in heat, power and cooling expenditure
- Escalating IT support costs
- Rapid future growth and company expansion

Solution:

- VMware View desktop virtualisation
- VMware vSphere server virtualisation
- HP MSA 2324i SAN
- HP ProLiant DL 360 G7 Servers
- Wyse P20 Thin Clients

Benefits:

- Reduced carbon footprint
- Ability to quickly provision new users and services
- Increased data security and centralised control
- Scalable infrastructure to manage future growth
- Reduced desktop support intervention and costs

System Professional working as a VMware Enterprise Partner



System Professional working as an HP Preferred Partner



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Project Overview

System Professional initially met with Hanish Vithal (IT Systems Manager) to discuss SilverDoor's future network infrastructure upgrade, storage, virtualisation and DR plans.

Hanish explained that SilverDoor were running an IT infrastructure that had grown organically over time. The existing network caused various performance issues, primarily around speed, bandwidth, throughput and latency. The business was experiencing rapid expansion and wanted to upgrade their core IT systems to cope with anticipated future growth.

“VMware View has drastically improved our data security and desktop user management capabilities.”

Hanish Vithal, IT Systems Manager

System Professional's technical team arranged a series of planning sessions with Hanish and Segun Babalola (IT Director) to discuss their future plans and help design a new, scalable IT infrastructure.

It was clear that SilverDoor needed the new network to provide optimal performance and appropriate management capabilities.

Hanish and Segun stressed the new infrastructure needed to cater for 3 years of growth capacity and absorb a doubling of staff numbers over this period.

In summary, their key selection criteria for the new infrastructure design were

based on the technology involved, cost, ease of management and delivery of their key business requirements.

Hanish explained how "We were impressed with System Professional's consultative approach, their technical expertise and proven track record in deploying similar VMware View and VMware vSphere solutions. Their pricing was competitive against other suppliers and they were very professional throughout the engagement process. After conducting further due diligence, we decided to award them the infrastructure upgrade project."

Solution

The subsequent infrastructure redesign and installation covered 3 main areas;

- 1. VMware vSphere server virtualisation:**
A VMware ESX cluster was deployed that incorporated the vMotion and High Availability (HA) feature set. This provides HA for key applications and automates failover to a secondary location when required.
- 2. VMware View desktop virtualisation:**
Desktops have been enabled across the business with Wyse P20 endpoint devices using the

PC-over-IP (PCoIP) protocol. This ensures users benefit from rich, consistent access to desktops that are personalised and highly available.

- 3. HP MSA 2324i SAN:**
Implementation of a central storage repository for all virtual guest machines and data. The SAN provides the enhanced resilience, performance and capacity needed.

The new infrastructure was successfully delivered within one month, meeting the original project scope and business requirements.

Hanish confirmed his satisfaction with the new network redesign. "We are really pleased with the new solution and the improved network performance, as well as the flexibility and responsiveness demonstrated by the System Professional technical team."

In summary, Hanish concluded how "We now have a dynamic server infrastructure with VMware vSphere which has significantly improved our business continuity options. The new agile infrastructure means resources can be scaled up or down based on changing workload demands. In addition, VMware View has drastically improved our data security and desktop user management capabilities."



About System Professional

Formed in 2003, System Professional Ltd is a fully accredited VMware Enterprise Partner and HP Preferred Partner with a dedicated focus on advanced virtualisation technologies and IT support services.

With a Head Office in East Sussex, System Professional supports a customer base across the UK.

For more information go to www.sys-pro.co.uk



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About VMware

VMware (NYSE: VMW) is the global leader in virtualisation solutions from the desktop to the datacenter - bringing cloud computing to businesses of all sizes.

Headquartered in Palo Alto, California, VMware is majority-owned by EMC Corporation (NYSE: EMC).

For more information go to www.vmware.com