

# **Cost Effective Software Deployment and Maintenance in a Multi National Environment**

Fachhochschulstudiengang Wissensmanagement  
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# What is IT in a Corporation ?



# IT Architecture – Many Ways to Describe

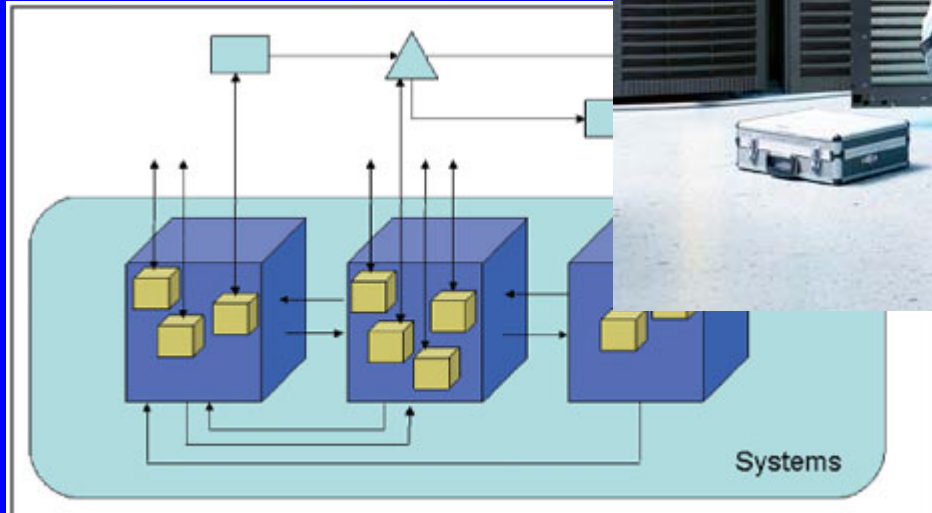
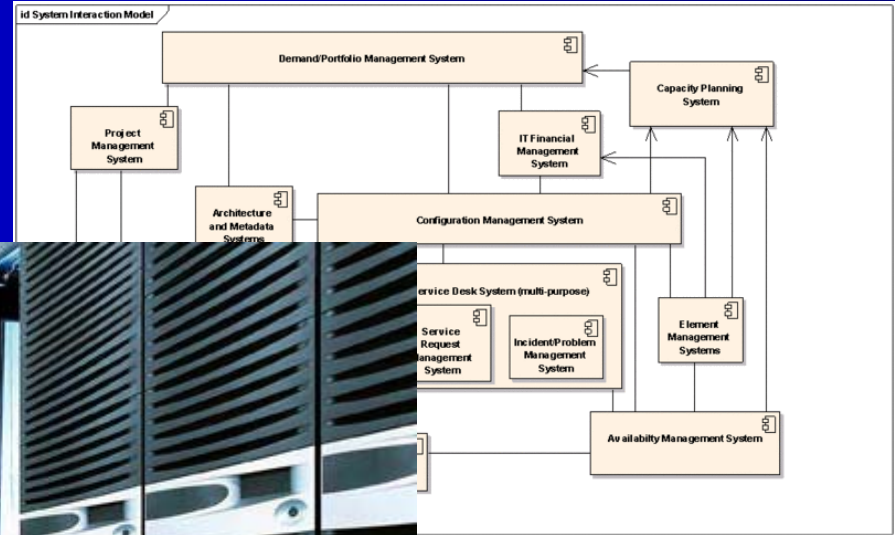
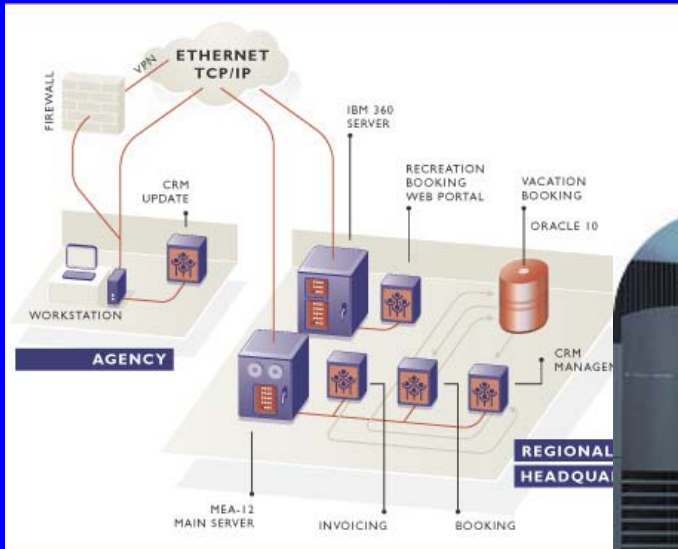
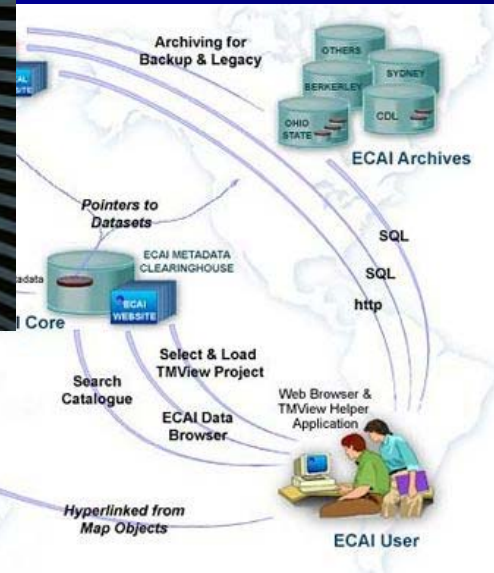
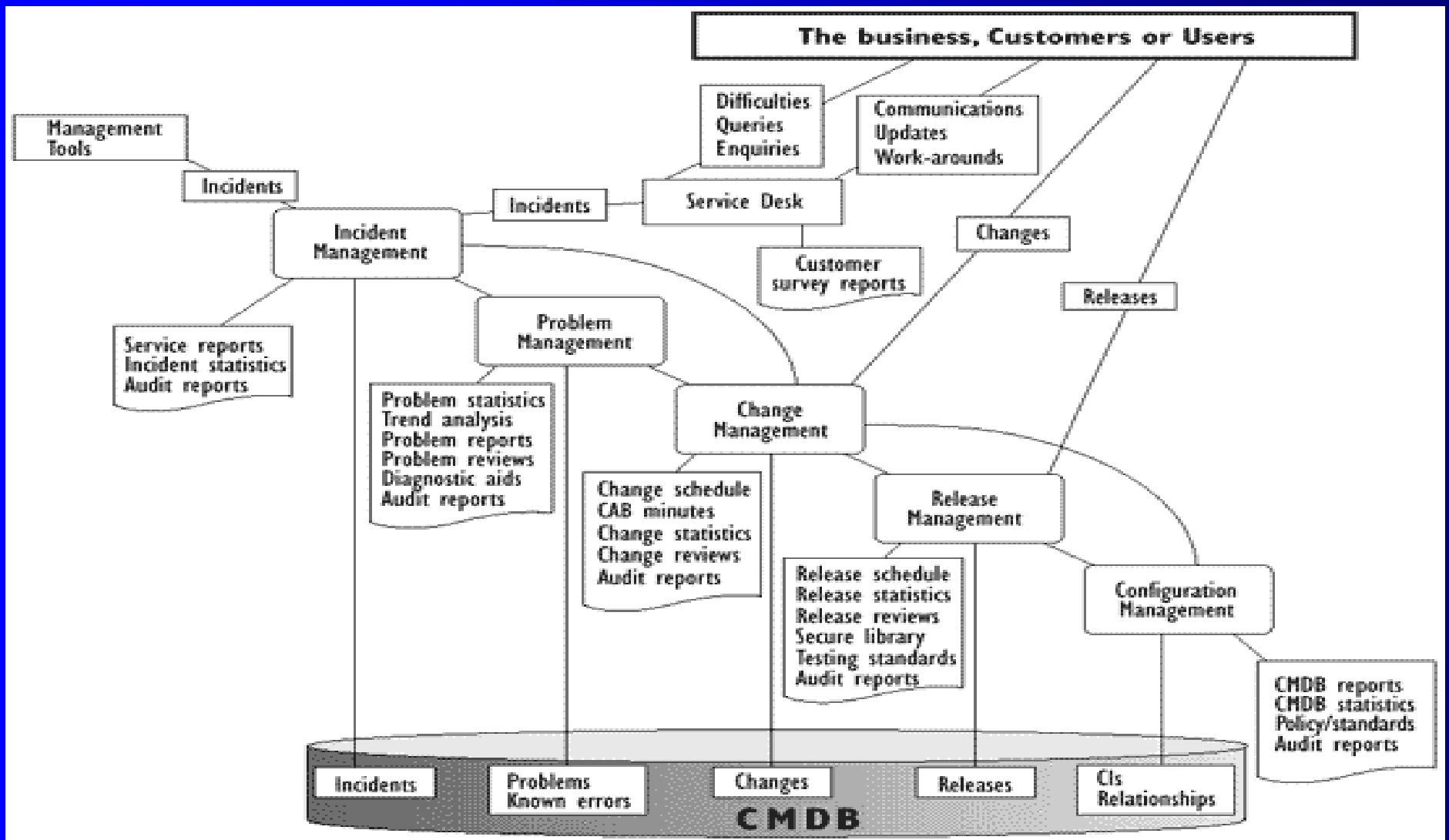


Figure 2

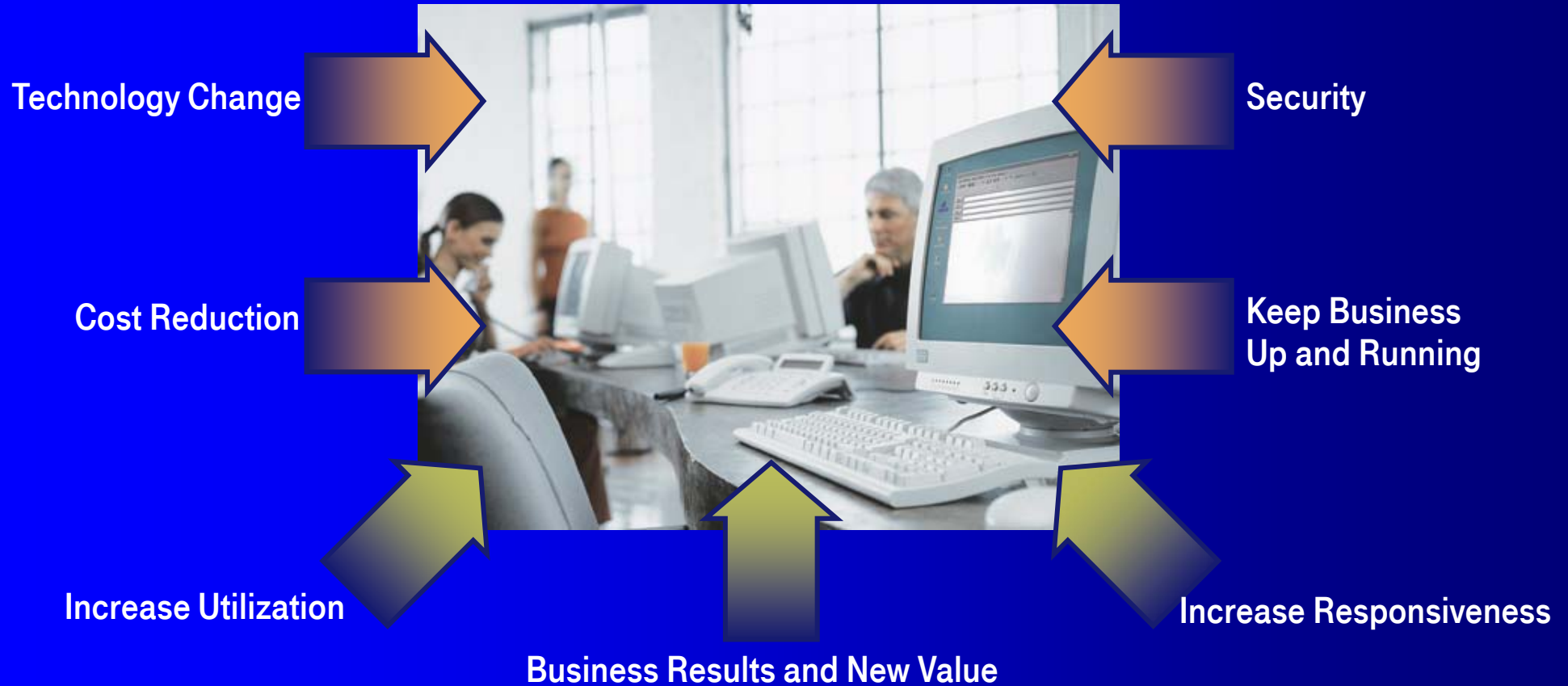


# ITIL - The Service-Support Process Model



**What are the Challenges within IT ?**

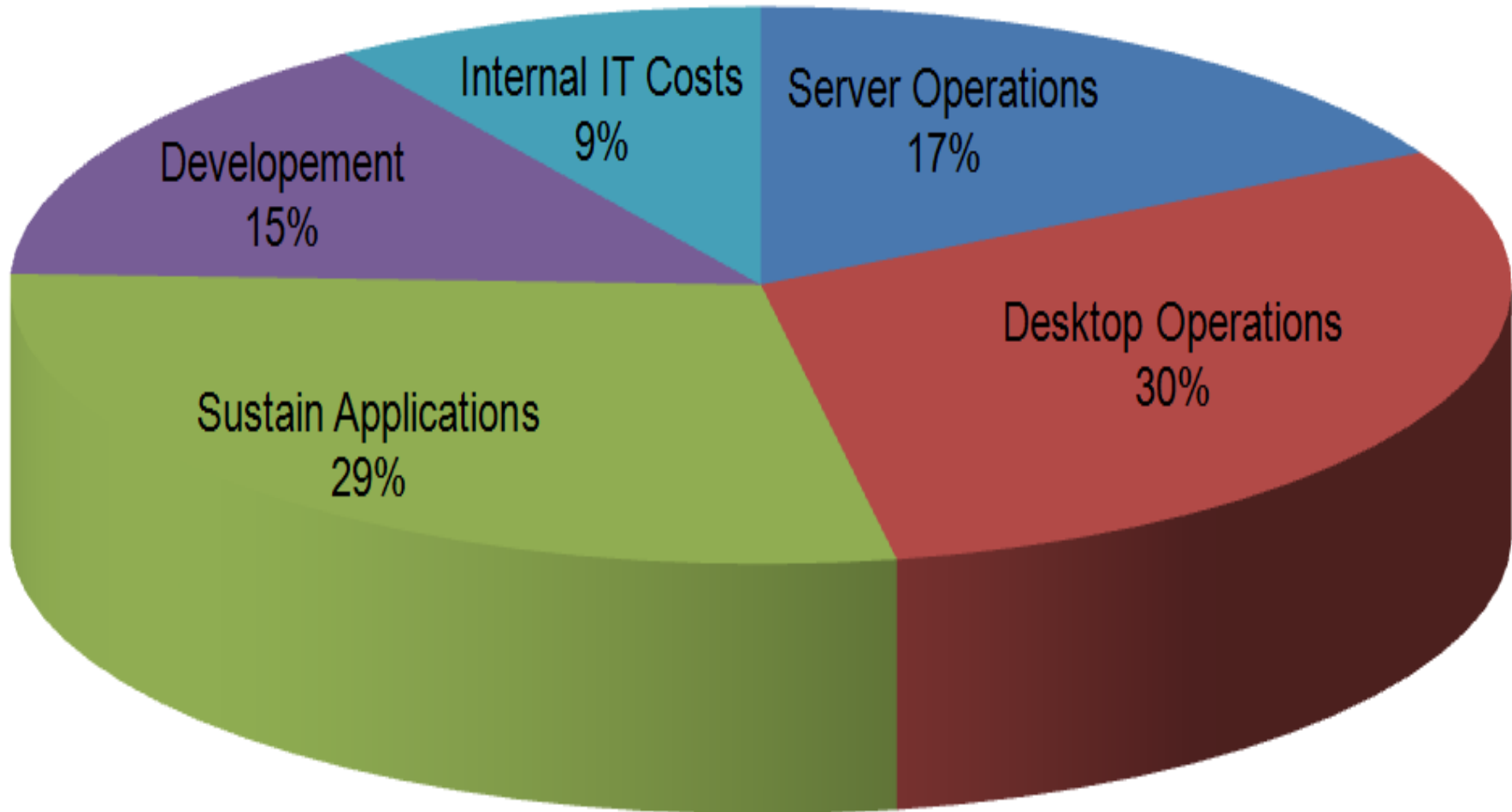
# Challenges within IT



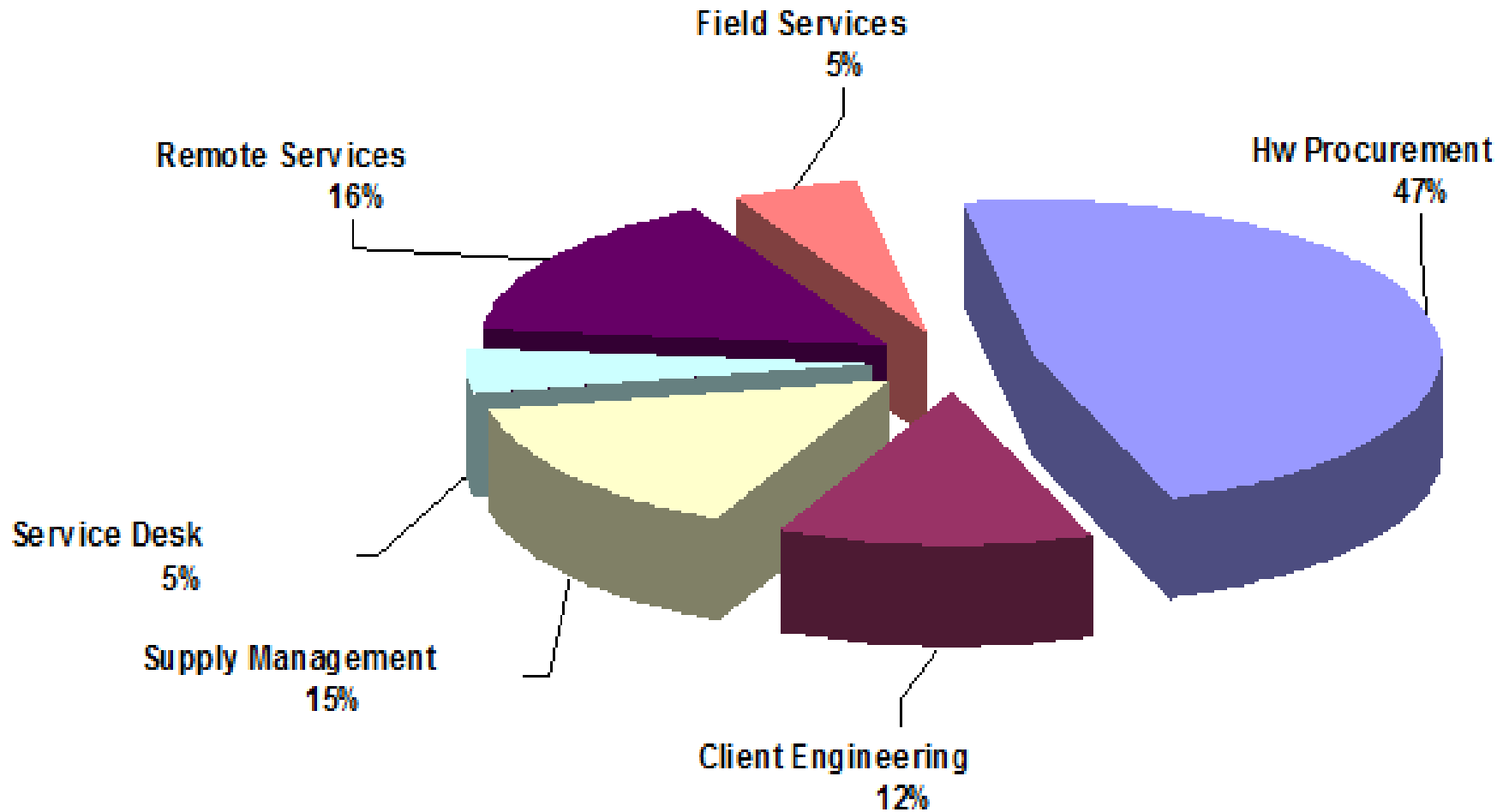


# **What are the Costs of IT ?**

# Cost of IT (Average, Generic)



# Cost of Desktops Operations



# Desktop Components

Business Application

Standard Application

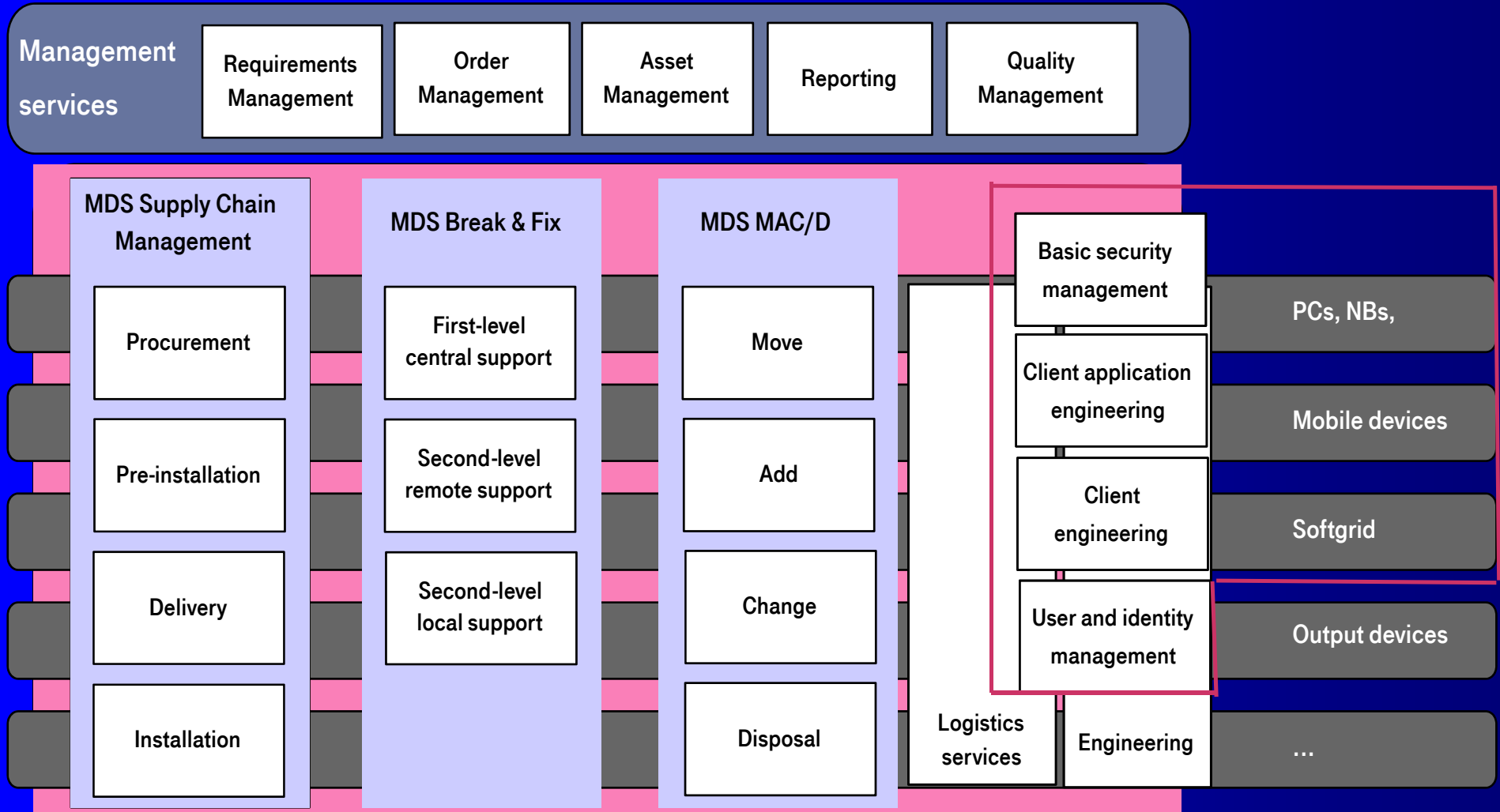
Anti Virus and Patching

MSI Base Packets – Drivers, Tools

Build Base Software

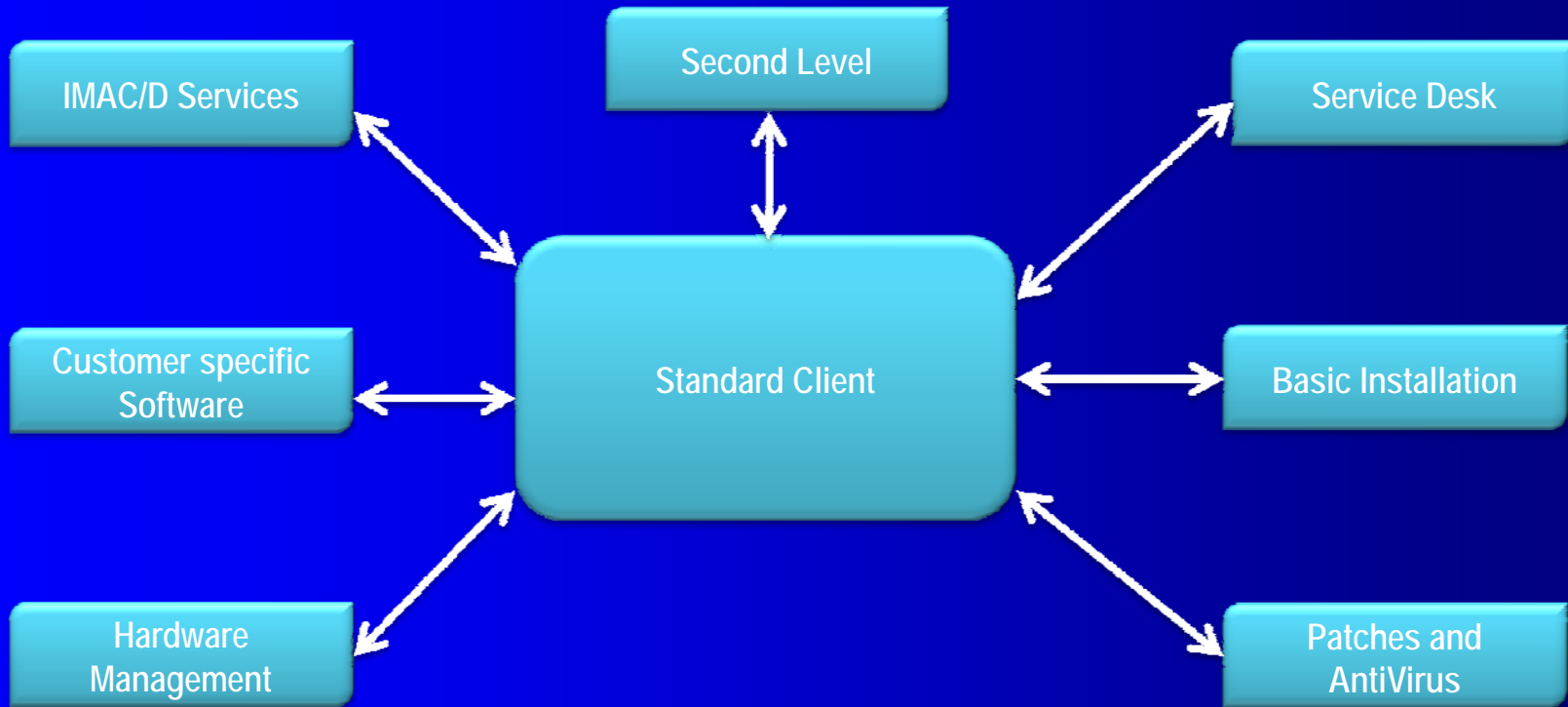
Hardware

# Desktop Management - Generic

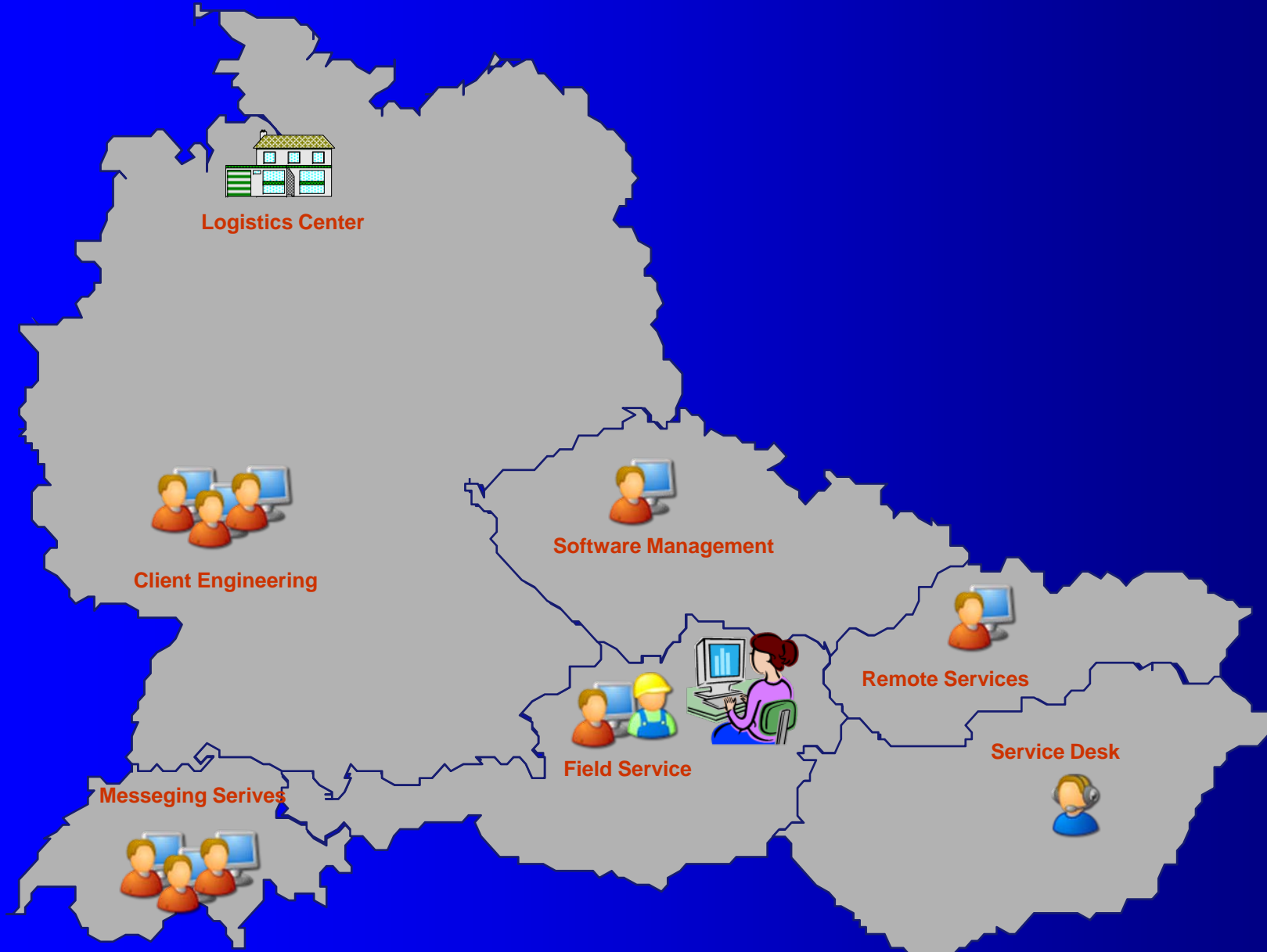




# Delivery Concept



# Distributed Service Delivery Model - Example



# Nearshoring and Offshoring



**Why do Corporation Near/Off Shore ?  
Are there really Cost Advantages ?**

# Challenges and Cost Drivers for Desktops

- **Software Deployment**

- Intense testing before deployment of applications against the operating system
- Intense testing before deployment of applications against each other
- Big pilot rollouts

- **Client Operations**

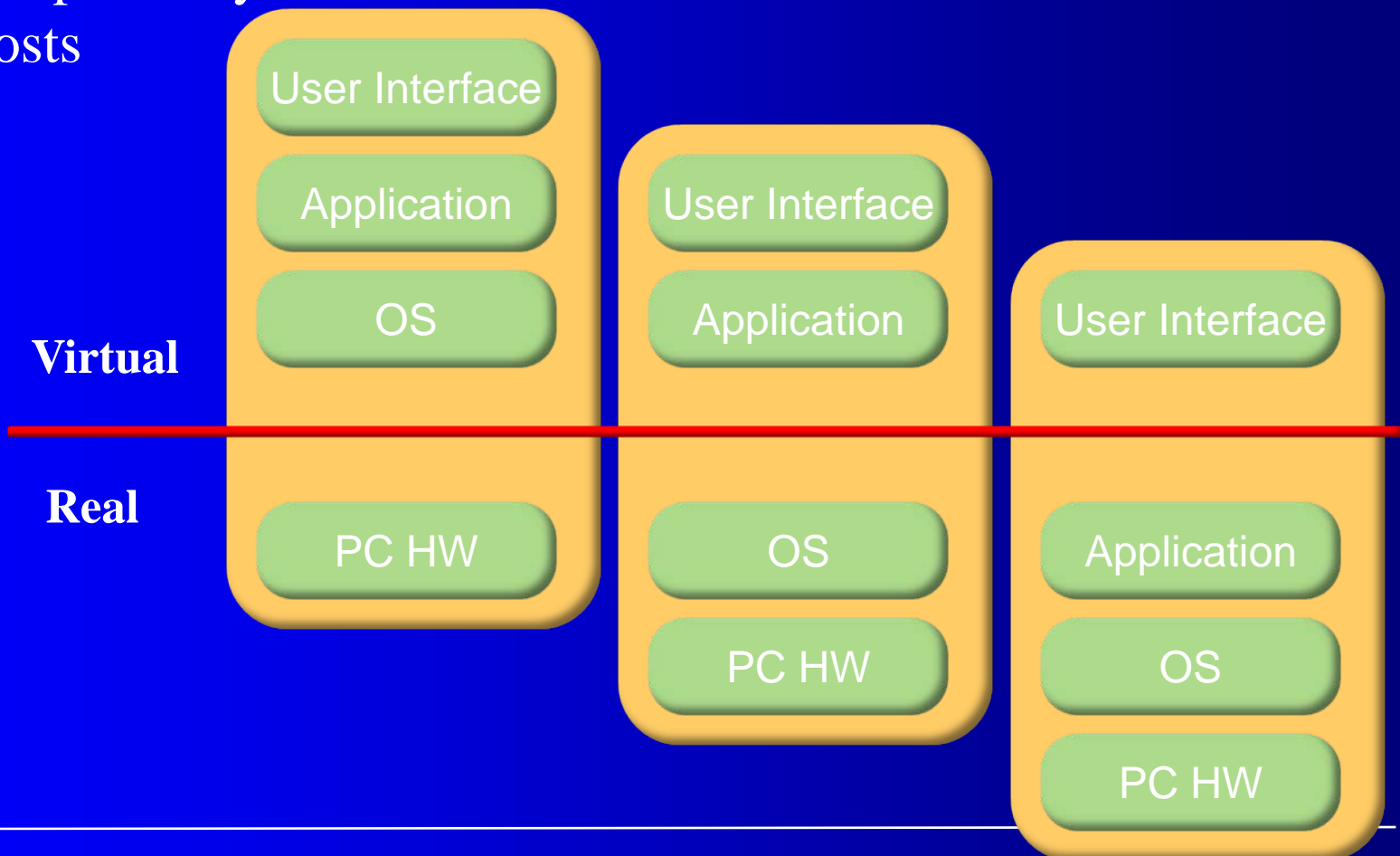
- Again testing e.g. against patches or new releases
- Many clients break and fixes activities due to DLL-Hell
- Application uninstall never works properly and leads again to clients break and fixes
- Call-center activities (tickets) are increasing



# Decreases Cost with Software Virtualization

## Softgrid:

- ✓ Avoids testing of application
- ✓ Assures compatibility
- ✓ Reduces costs



# Virtualization Technologies – Pros and Cons

## ▪ **Traditional Computing**

- Pros: local performance, deploy with OS
- Cons: only one version, manage local installs

## ▪ **Server-based Computing**

- Pros: fewer installs
- Cons: server siloing, apps to support multi-user function

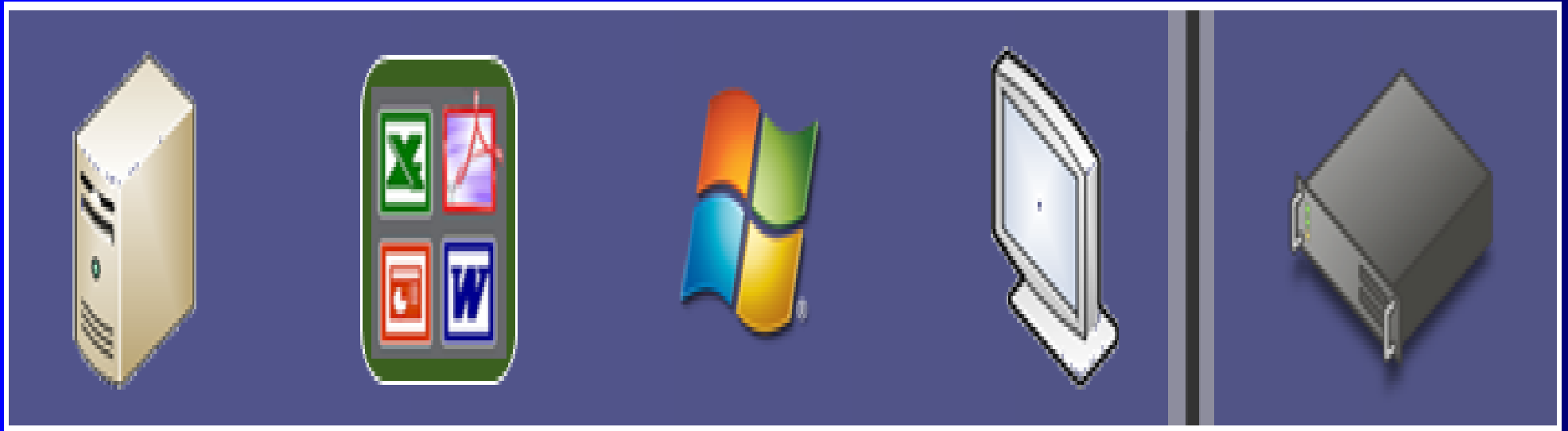
## ▪ **Web-based Computing**

- Pros: centralized
- Cons: application rewrite, limited functionality

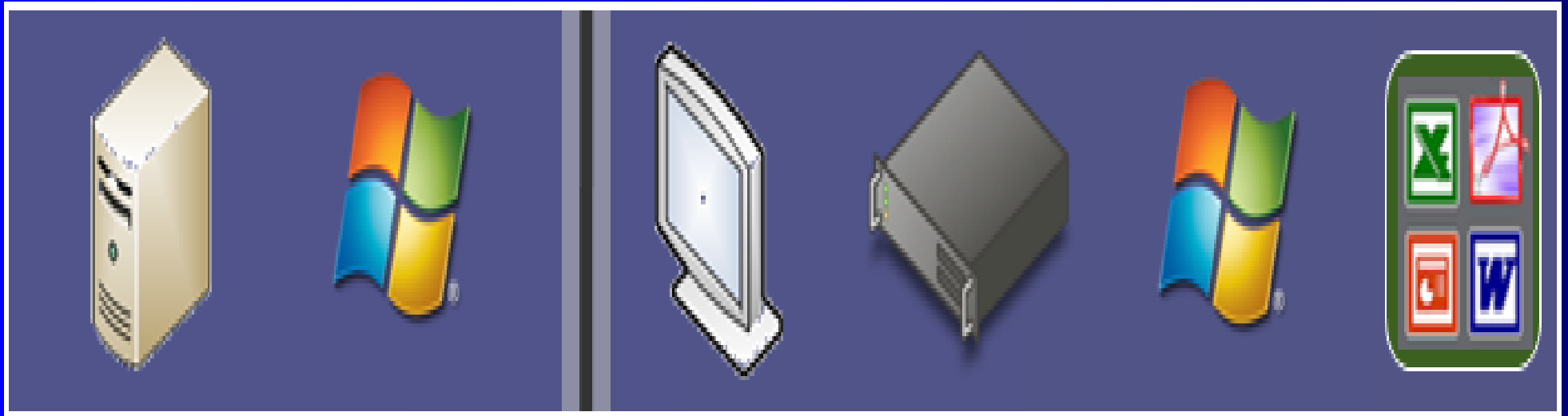
## ▪ **SoftGrid Computing**

- Pros: single point for management/deployment, local client performance
- Cons: limits to virtualized services/drivers

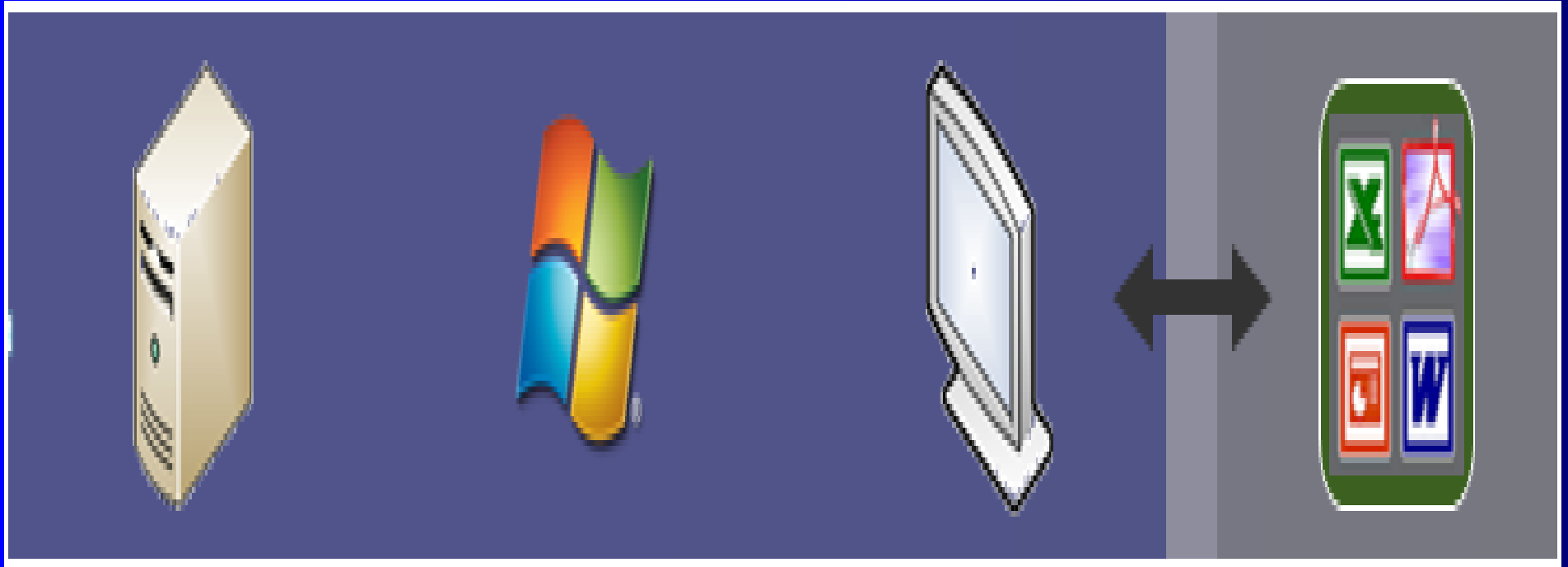
# Traditional Computing



# Server-based / Web-based Computing



# Softgrid Computing





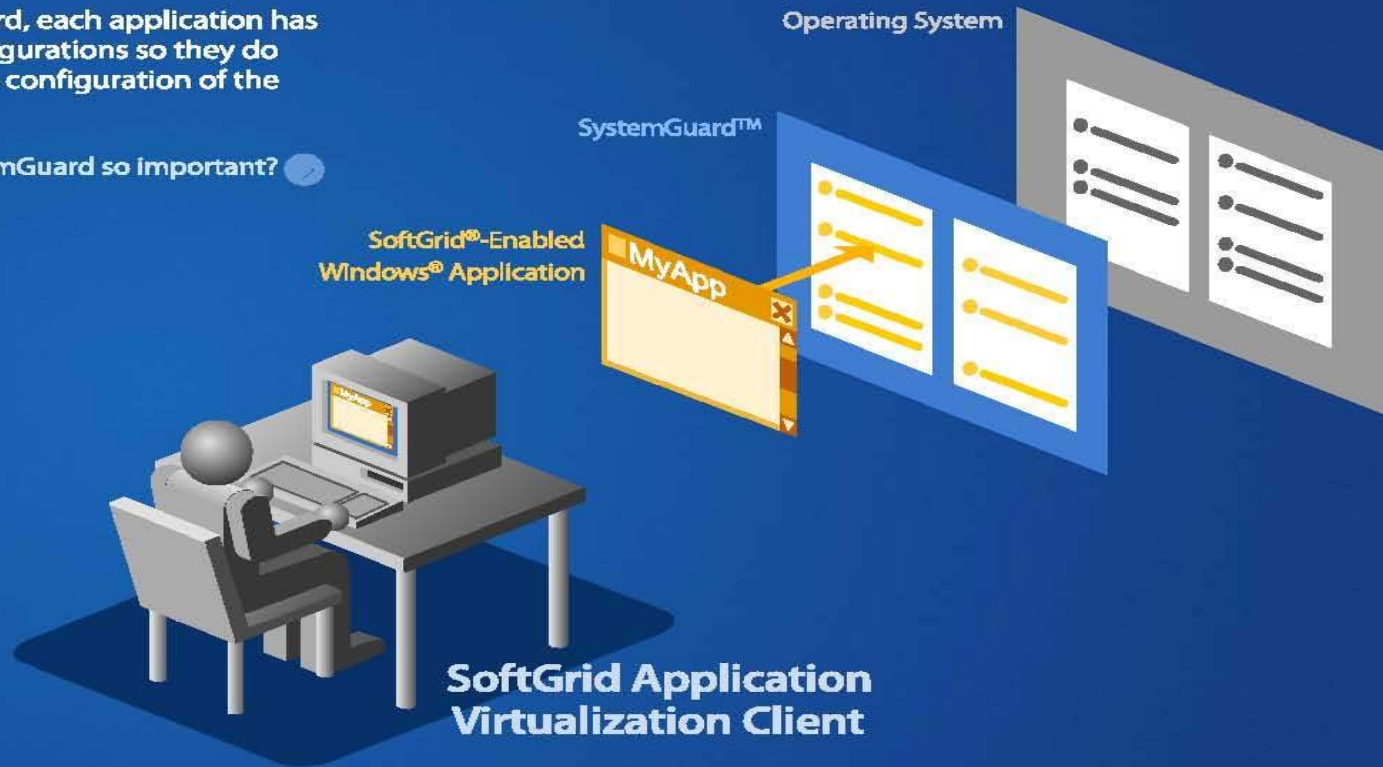
# Softgrid Concept

Microsoft

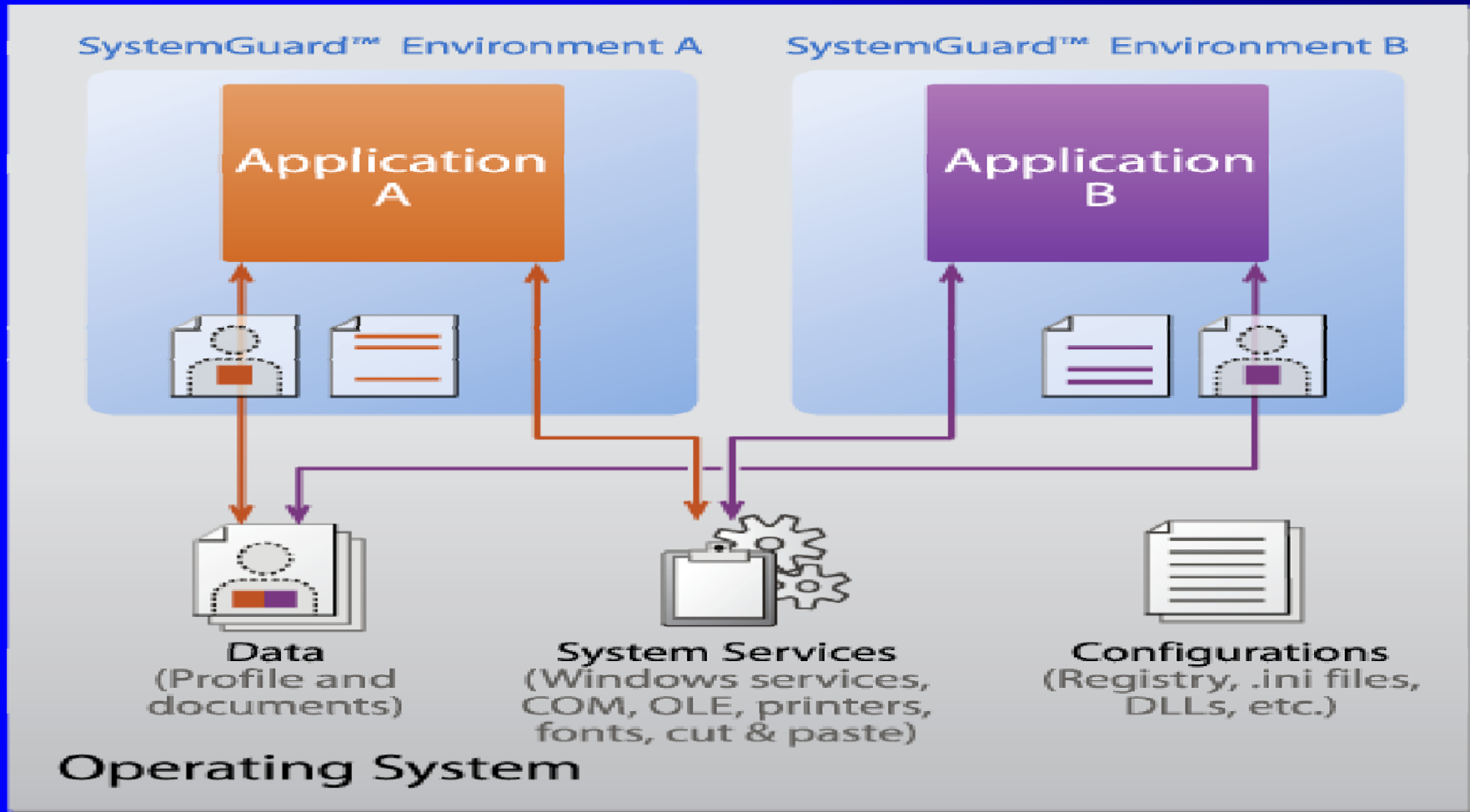
## \*\*\* The SoftGrid Client : SystemGuard

Within SystemGuard, each application has its own set of configurations so they do not depend on the configuration of the host computer.

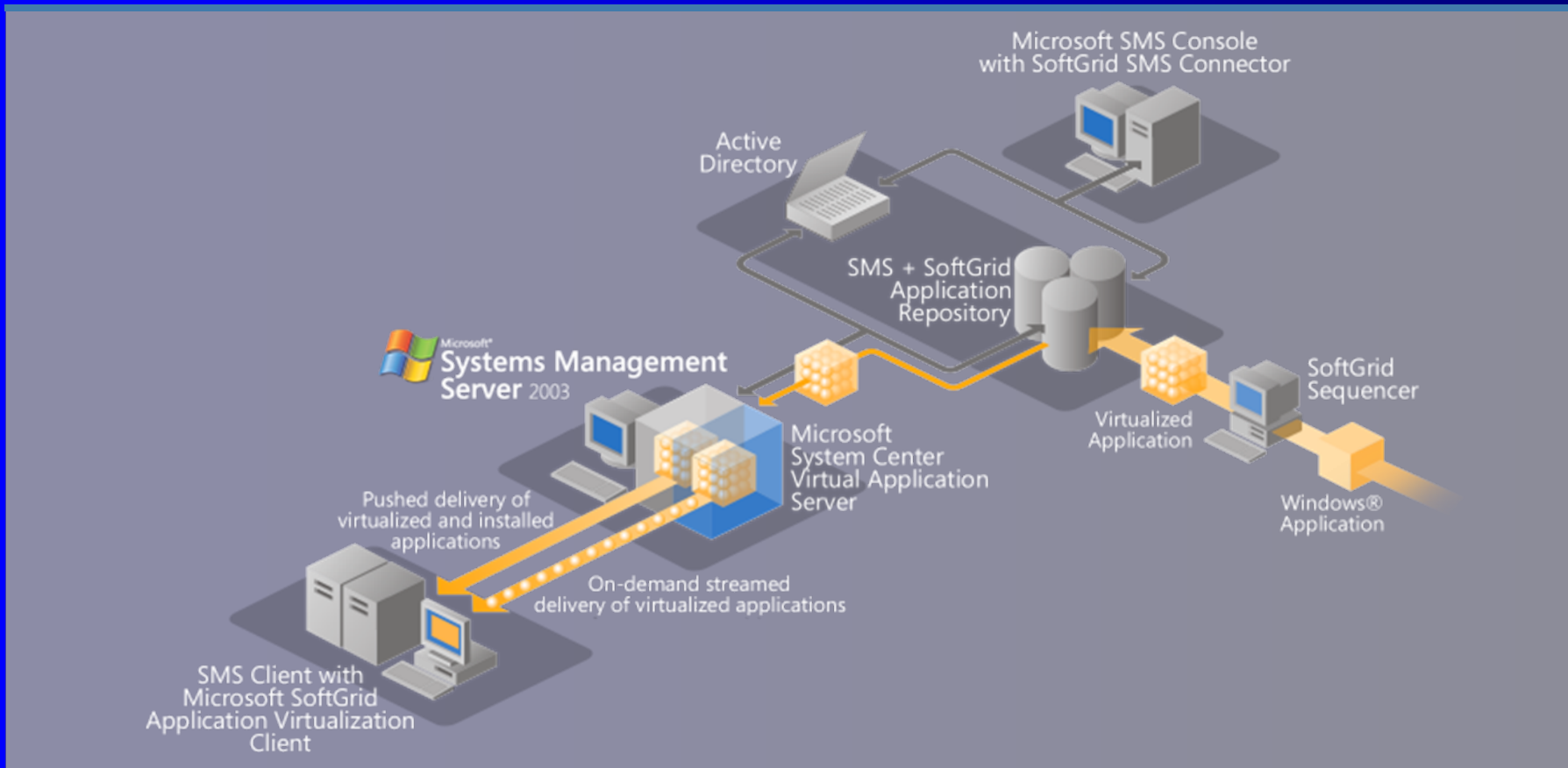
Why is SystemGuard so important? 



# Softgrid Technology

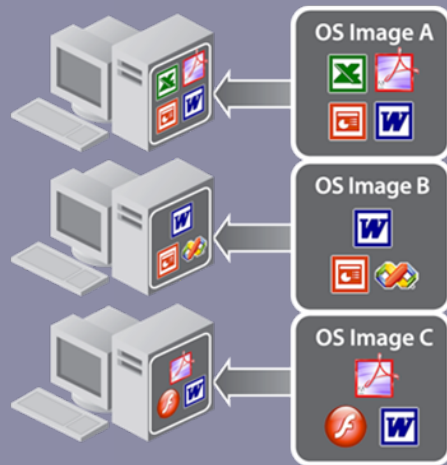


# Softgrid Architecture

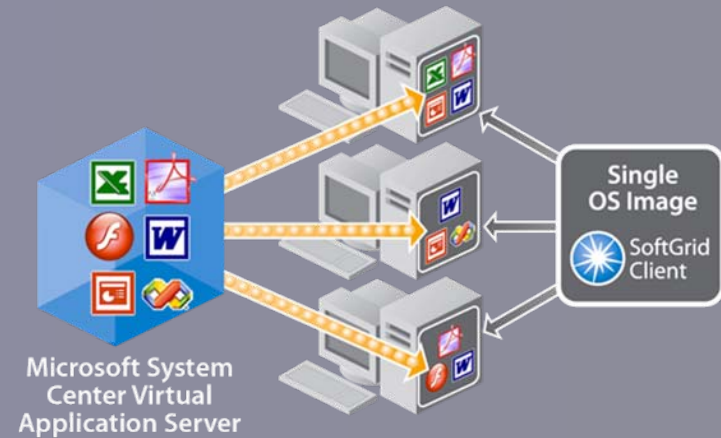


# Softgrid Advantages

## Traditional



## SoftGrid



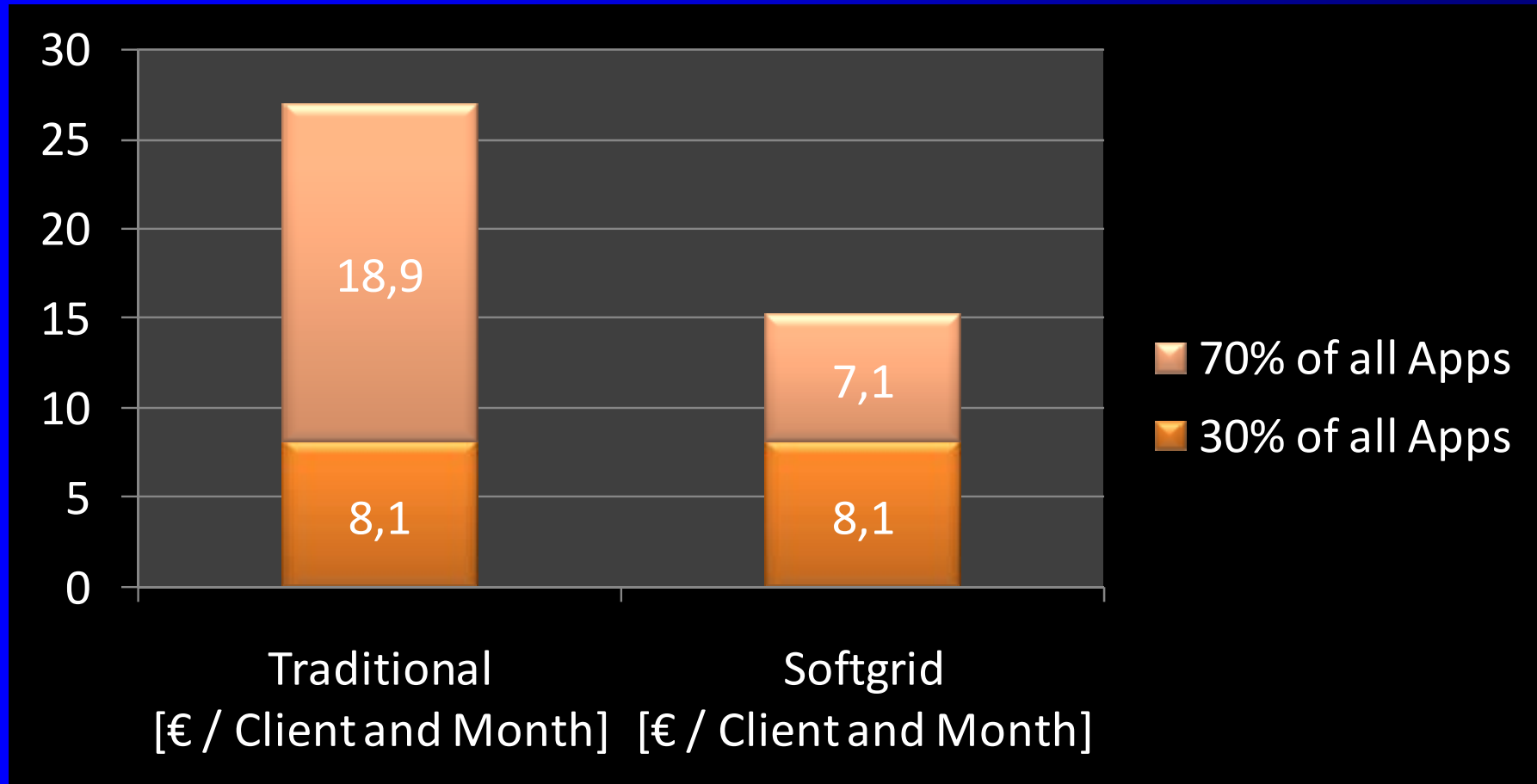
# Online Demo Softgrid

**What are the Advantages of Virtualization ?  
Which Virtualization Technologies do you know ?**

# Softgrid Overcomes Challenges for Desktops

- **Software Deployment with Softgrid**
  - Tests are not necessary
  - Small pilot rollouts
  
- **Client Operations with Softgrid**
  - Not additional testing due to patches or new releases
  - No DLL-Hell
  - Application uninstall works properly and very fast
  - Call-center activities (tickets) decrease

# Softgrid Savings – Example





# Savings – Example, Details

Packaging and Testing

-32 %

Integration Tests

-100 %

Call Center

-20 %

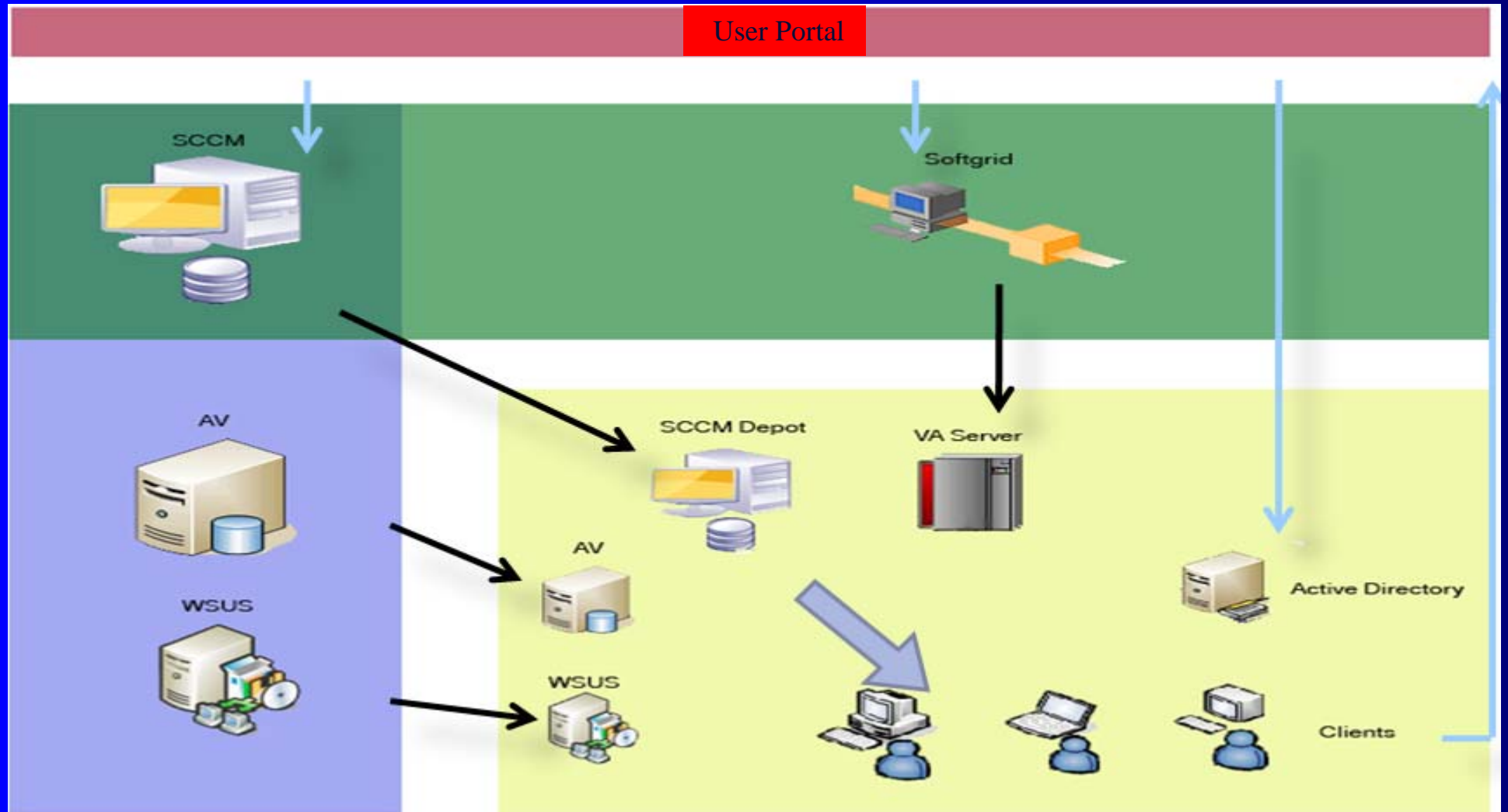
Remote Service

-58 %

Return on Investment (Month)

7

# Softgrid – Integration in End-User Portal



# Softgrid Activities – Near/Off Shoring ?

