



UTOPIC
software

PC-AS-A
SERVICE



PCaaS: continuous value through automation

Streamlining end-to-end Digital Transformation for effective PC Lifecycle Management



(813) 444-2231

sales@utopicsoftware.com

www.utopicsoftware.com

Automate and migrate towards a predictable, precise, and repeatable lifecycle

To keep pace with evolving workspace transformation goals, companies face challenges to adjust strategic processes and manage infrastructure changes which directly impact the ability to increase profitability and gain a competitive advantage by reducing time to market, minimizing the complexity of change management and limiting support costs

With so many moving parts to oversee and maintain, the ability to **seamlessly apply automations** to the complex aspects of the PC lifecycle removes layers of manual intervention especially regarding:

- Zero touch imaging and OS migration
- Continuous self-healing (automatic and on-demand) against performance degradation, unsanctioned change, misconfiguration, user carelessness, etc.
- Distribution of updates and support
- Optimization and modernization
- Streamlining integration with ITSM/ITIL/SCCM
- Retirement/Re-Assignment/Re-Allocation



 **persystent**[®]

Self-Healing
Imaging
Secure Device Wipe



An IT perspective of delivering continuous value through automations

Accelerating digital and workplace transformation

Digital and workplace transformation embodies much more than the latest technical gadget or deploying the latest application or system update. In that IT is an integral part of every decision across the enterprise, digital and workplace transformation incorporates all levels of the organization from CIO to the end user. It incorporates strategies and tactics to uncover and tap efficiencies and influences a symbiotic acceleration in competencies to support business goals.

This paradigm shift is chiefly driven by multiple and concurrent forces:

- End user demands are increasing
- User choice, device proliferation creates manageability hassles
- Compatibility between optimization and productivity
- Existing and new security/compliance challenges
- Technology shifts dramatically impact work output

The desire is typically to keep the technology current, but reduce infrastructure complexity and meet the unique needs of the enterprise. However, IT organizations are struggling to find the right balance between maintaining mission-critical systems and implementing new innovation for the business.

They need a way to improve the performance of existing applications and compute assets, reduce overall IT costs, and achieve a level of flexibility that can help:

- Align with business vision
- Personalize the experience for user optimization
- Enhance and support operational infrastructure
- Deliver desired results

To achieve this, many companies look to PC-as-a-Service provide the means to streamline the key aspects of the PC lifecycle. This approach is more than a buzzword. It is simply creating the essential agility to support an evolving operational model. However to fully succeed in this venture, organizations must embrace and apply the key component of this transformation: **automation**.

The transformation path includes:

- Deployment, configuration and integration
- Management and support via Service Desk
- Optimization and refresh, controlling change
- Facilitate end-of-Life/Reassignment

The new paradigm

So what are the challenges facing your IT department today?

The biggest is keeping current. Not only with today's understanding of the technology landscape, but having to understand where they are going and what that landscape will look like tomorrow. In essence, you are striving to:

- Reduce complexity
- Optimize, personalize and operationalize
- Coordinate technology with process
- Control and shrink TCO
- Measure, manage and report

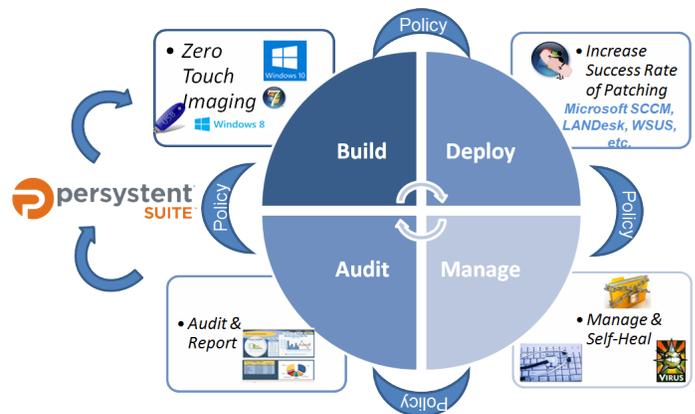
However, let's start with where many organizations are right now.

Most customers have approximately **70% of legacy, local applications**. And then some combination that equals 30% of SaaS or cloud based applications along with VDI of legacy applications that are delivered through a browser.

So let's talk about a market place. **What are the options?**

Microsoft introduced the concept of **ZERO TOUCH**. Everybody loves the idea--the full automation delivery of the pc....of the image, ...of the OS, and everything around it. The challenge many customers face that in order to manage it efficiently, it **requires that applications are delivered through the cloud** and therefore, you have to forklift.

Transforming the Workplace through Process



“Digital transformation often is about connecting various processes, automating them and leveraging data and IT resources to serve a common outcome.”

- i-Scoop



For most enterprises, it's highly unlikely, even in a **10-year window**. They may do some; they *may get as high as 50%*, but never everything. If they wanted to do it through traditional means via **SCCM**, then they only way to make it work is by moving the **current branch**. And there is nothing wrong with the forklift, in fact, in many cases, you should do it anyway; the problem is *it becomes a pre-requisite*.

If that's the case, then you are forcing a rush. Do you have the **time**, or **resources** in terms of **capital**-to be able to fund those projects to do it right? It is another level of *undue pressure*.

Now, you move into automating and provisioning through **MDM** solutions. Suddenly, you have the opportunity to use solid products that offer a suite of options with components. However, the overriding issue is that many of these solutions will give you:

- an application manager to control **SaaS**
- another solution to handle **VDI**,
- and then it's going to give you yet another for **thin image** technology for Local.

The problem is that currently many of these tools are not stable enough. They tend to be inconsistent with the ability to handle scale.

In addition to that, it's **cost prohibitive**. And if you are solely relying on VDI, your solution starts to put a lot of pressure on the infrastructure as you are probably trying to move to hyper converged. So now all of a sudden this evolves into a very "iffy" scenario.

So now what do you do?

Well, with Persysent entering the fold, you can begin with a simple installation so that your local can deliver zero touch over legacy. Meaning legacy systems, as they are operating today, can deliver zero touch--even on Windows 7.

Utopic's Persysent Suite's dynamic multi-function feature-set dramatically improves your **compute availability, end user productivity and promotes the transformation to a PC as a service model** for greater life cycle control *without having to overhaul your existing infrastructure*.

Then what happens is you can start your forklift--but you can do it **over two budget cycles**. Now a forklift is going to include:

- SCCM upgrade
- Active Directory GPO changes,
- Changes to encryption and anti-virus,
- Application compatibility

"The ability to digitally reimagine the business is determined in large part by a clear digital strategy supported by leaders who foster a culture able to change and invent the new."

-MIT Sloan Management Review



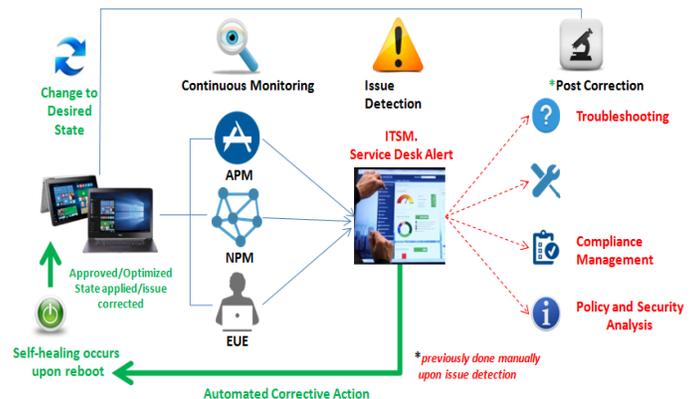
Each of those items, individually and comprehensively, can present a real and significant challenge. Reasonably speaking, it's better to address it over two budget cycles.

Then you have the ability to **integrate it with any of the existing EMM carriers**--in fact integration is easy with any of the other primary players. It can integrate and allow that to work seamlessly to handle SaaS management. As they are all essentially working with components on the backend to allow for that to be a universal management through certificate distribution. **Persysent doesn't interfere with that**; it can hand off just fine.

When you combine all those things, it leads to essentially being able to present the entire solution with the refresh, the forklift and the ability to integrate with any back end interconnectivity in an 18 month window instead of having to run it in over a 4-5 year window.

That's going to **save you budget, time and money** associated with managing multiple platforms and the efficiencies that can be gained.

Completing Compute Availability loop



Now *what's really interesting* is that **Persyent will pay for itself** because the ROI it establishes through automation will negate not only its own cost; but now it will also offset the cost of the forklift.

And then, when you start considering the **self-healing factor**-- that **generates TCO savings**; so now suddenly your cost per device is going down. So now **your year over year cost** to manage your fleet has shrunk because of automations and *not because of cheap labor*. And the ability to bring the 18 month timeline to bear instead of 4-5 years really creates an exponential return when you combine the ROI and the TCO into a net effect or **Total Economic Impact**.

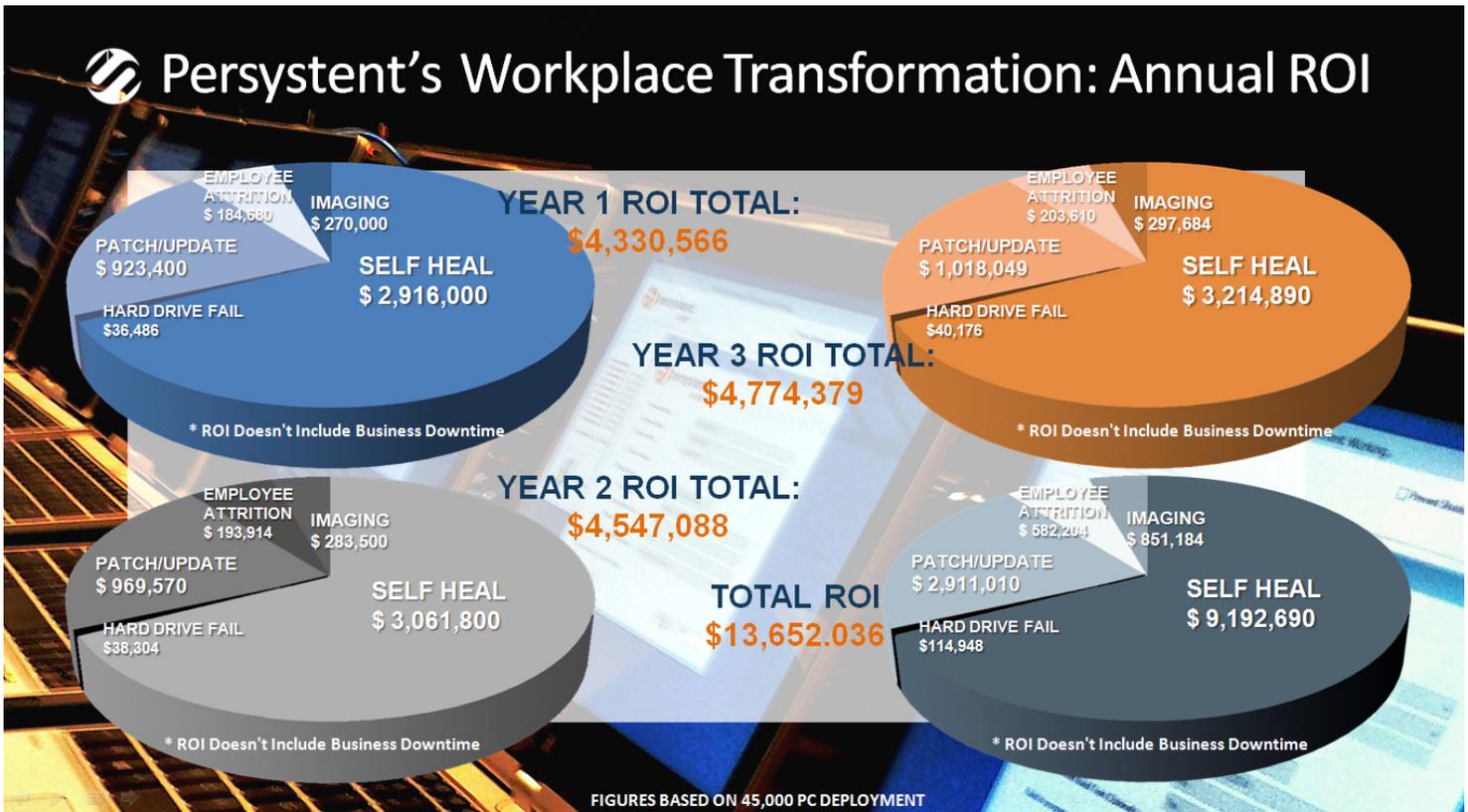


By removing layers of manual intervention, IT can refocus its resources best applied in pursuit of business goals. As important as removing the manual component, the automations streamline processes to make them **predictable, precise and repeatable**.

Yet it is more than simply taking steps out of an equation. As part of the drive towards digital and workplace transformation, the reduction in complexity creates a tectonic shift across the enterprise.

- Users enjoy a more reliable compute environment.
- Incremental authorized change is streamlined, uniformly applied
- Compliance is maintained through infrastructure control
- Compute integrity is preserved through life of PC

Return on Investment



Automation /S Transformation

What are some of the components to **ensure seamless integration into a zero-touch landscape?** First and foremost, Persysnt integrates **through any ecommerce portal.** This means with a single click you can order a box that is nearly user-prepped and ready. All that's left is to join the domain, *and you're done.* What was once days, is consolidated into hours or possibly even minutes.

Then it can also be integrated into the **incident management** solution; Now all your support tickets are automatically updated as the changes happen. Everything from your unique on-boarding sequences, repurpose sequences, termination, or virtually any workflow process can get updated in real time.

Your forklift initiative should lead to an **integration with your ITLM or your SCCM**—your Altiris, your LanDesk; whatever your platform or directory may be. With this assimilation, you have the security and knowledge of what's going on across the enterprise including anywhere along cross-OS lines through an EMM. *That's any device:* handheld, touch, mobile, Google, android, etcetera.

As important are any changes made to your **encryption platforms using BitLocker.** However, it gives you the leeway of choice with regard to leaving it all alone or trying to isolate parts; or if you need to evaluate whether you should change your AV—Simply, you've got a containment in the event of an outbreak. This also ensures any **malware or ransomware** will be instantly contained and the user restored to the ideal state in a matter of seconds. This prevents any further spread or damage to the environment. Persysnt allows you to not only ensure quarantine, but as important, prevent any malicious activity from truly impacting your business.

Last, but not least, Persysnt offers significant **reporting capabilities** so you can audit what's going on real time. It provides a technical log so you can see what the RCA of something may be from a breach perspective. It also supplies the necessary detail to understand any change to a registry and therefore, **maintain that each asset is compliant.**

Finally, the transition into a subscription model (**PC as a service**), promotes something that has ease of use and the ability to track down anomalies at the individual user level and/or applications. This ensures full transparency

Using Persysnt as the means of workspace transformation, IT departments can more easily implement PCaaS and the automations which not only make lifecycle management easier, improve integration and interoperability, but also increase the integrity of the devices and user/client satisfaction.



**CONTACT US TO SEE A
LIVE DEMO OF**



**or watch our video on PCaaS
on our YouTube Channel**



www.utopicsoftware.com

