

# IT Services Firm Goes Global with Desktop as a Service



## Executive Summary

- **Customer Name:** Quest
- **Industry:** IT Services
- **Location:** Sacramento, CA
- **Number of Employees:** 125

## Challenge

- Capitalize on desktop as a service (DaaS) market opportunity with new managed service
- Deploy scalable cloud infrastructure to support business and customer expansion
- Utilize new services to expand client base internationally

## Solution

- Cisco Desktop as a Service Solution delivers performance, scalability, and ease of management
- FlexPod pre-designed and pre-validated data center platform reduces time to deployment, improves agility

## Results

- Rapidly grown desktop as a service business to more than 100 customers worldwide
- Accelerated Quest's ability to deploy and expand DaaS offering to respond to growing customer requirements
- Leveraging newfound insight into end-user business needs to generate new services opportunities

Cisco validated architectures help Quest expand customer and market reach with new cloud and managed services.

## Challenge

Since 1982, Quest has been a trusted technology consulting and management firm, delivering technology products, professional services, and cloud and managed services either onsite or from its secure Service Delivery Centers located around the world. Quest saw an opportunity to allow its clients to "invest in the capability, not in the product" with cloud and managed services and began offering these options to clients in 1999.

As a natural progression of its cloud and managed services, Quest decided more recently to begin offering cloud-based, desktop as a service (DaaS) to its customers and those of its channel partners. "Our clients were experimenting with desktop virtualization on their own and having difficulties because in many cases it was beyond their current capabilities," says Tim Burke, president and chief executive officer at Quest. "Yet they saw the value of virtualized desktops and wanted to achieve those benefits. We wanted to give them the advantages of virtualization without the burden of deploying and managing the environment themselves."

In addition to delivering the typical benefits of virtualized desktops to its clients, Quest also envisioned a solution that would support its clients' bring-your-own-device (BYOD) strategies as well as integrating communication and collaboration into a multimedia desktop experience for end users. For all these reasons, Quest turned to its trusted partner, Cisco, to help make DaaS a reality.

“Cisco gives us the scalability, performance, and efficiency to deploy and expand desktop as a service rapidly for our customers, no matter where those end users are located. Today, if a customer needs 500 desktops in Europe, they can get that capability very rapidly and cost effectively without having to build the infrastructure on their own.”

— **Tim Burke**  
President and CEO  
Quest

## Solution

A Cisco® Gold Partner for nearly two decades, Quest is certified as a Cisco Powered Master Service Provider. In addition to being a reseller, Quest relies on Cisco technology for its Service Delivery Center infrastructure as well. “What’s great about Cisco is that it offers validated and fully tested architectures specifically designed for the cloud,” says Mike Dillon, chief technology officer at Quest. By leveraging the Cisco Desktop as a Service Solution in partnership with Deskton’s multitenant DaaS platform and NetApp storage systems and management expertise, Quest is able to deliver cost-effective, full-featured virtual desktops to any device on demand.

“We knew that FlexPod would provide the performance, scalability, and manageability we needed as the core infrastructure for our cloud and managed services offerings and our new DaaS offering.” FlexPod is a pre-designed and pre-validated data center configuration built on Cisco Unified Computing System™ (UCS™), Cisco Nexus™ data center switches, NetApp FAS storage components, and software infrastructure options from other Cisco partners. As part of both FlexPod deployments and other data center infrastructure implementations, Quest now has 24 Cisco UCS C-Series chassis and more than 150 Cisco UCS B-Series blade servers running in its global Service Delivery Centers.

By utilizing the Cisco Desktop as a Service Solution, Quest can deliver its offering today with the flexibility to expand to a unified workspace as a service in the future. The Cisco Desktop as a Service Solution serves as the core infrastructure for delivering a complete unified workspace solution (voice, video, and virtual desktop) as a service to Quest’s customers and its partners’ clients.

A powerful capability of Quest’s DaaS offering is the ability to deliver cost-effective, full-featured, cloud-hosted virtual desktops to any device on demand. “BYOD is growing dramatically. Customers have mobile users who need to access their desktops from their mobile devices, whether they are smartphones, tablets, or other devices,” says Burke. “Now, they can utilize those devices with a DaaS client and have full, secure access to their desktop no matter where they are.”

## Results

Today, Quest provides DaaS to more than 100 of its clients around the world, with DaaS being one of the most rapidly growing portions of the IT service provider’s overall business. “From supporting a mobile sales force to disaster recovery, from educational settings to healthcare, there are so many great use cases and benefits for desktop as a service,” says Burke. “In all those cases, we can provide secure access to the desktop wherever the individual happens to need it. We’re reducing the cost of ownership for our customers while supporting mobility in a secure way.”

The Cisco infrastructure gives Quest the foundational capabilities that it needs to meet customer needs not only in the United States but worldwide as well. “Cisco gives us the scalability, performance, and efficiency to deploy and expand desktop as a service rapidly for our customers, no matter where those end users are located,” says Burke: “Today, if a customer needs 500 desktops in Europe, they can get that capability very rapidly and cost effectively without having to build the infrastructure on their own.”



## Product List

- FlexPod Data Center Platform
- Deskton Multi-tenant Platform delivering Desktops and Applications as a Service
- Cisco Unified Computing System (UCS) B-Series and C-Series Servers
- Cisco Nexus 2000, 5000, and 7000 Series Switches
- Cisco Aggregation Services Routers
- Cisco Wide Area Application Services
- Cisco Adaptive Security Applications
- Cisco Integrated Services Routers

Quest has also discovered that DaaS is serving as a way to gain access into new areas of its customers' businesses where it previously did not have a strong presence. "Desktop as a service is a unique opportunity for us to engage more with our customers," said Dillon. "We're now directly interfacing with end users and seeing the capabilities that various areas within the business require. This puts us in a position to help them with more than just infrastructure. Now we can assist with applications and business functionality, too."

## Next Steps

Building on the success of its DaaS offering, Quest plans to continue expanding its reach and services with capabilities that help its clients achieve new levels of operational effectiveness. The IT services provider sees Cisco as an essential partner in its success, now and in the future. "Regardless of how and where we expand our services, Cisco is, and will remain, a key component and a key partner in delivering our cloud and managed services," says Burke.

## For More Information

To learn more about Quest, visit: [www.questsys.com](http://www.questsys.com).

To learn more about Cisco Validated Designs, visit: [http://www.cisco.com/en/US/netsol/ns742/networking\\_solutions\\_program\\_category\\_home.html](http://www.cisco.com/en/US/netsol/ns742/networking_solutions_program_category_home.html).

To learn more about Cisco Virtualization Experience Infrastructure, visit: [http://www.cisco.com/en/US/solutions/ns340/ns414/ns742/ns1100/landing\\_vxi.html](http://www.cisco.com/en/US/solutions/ns340/ns414/ns742/ns1100/landing_vxi.html).

To learn more about Cisco Powered Cloud Solutions, visit: [www.cisco.com/go/cloud](http://www.cisco.com/go/cloud).

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