Cisco Virtual Experience Infrastructure for Government

Virtualize Your Desktop and Increase Agency Efficiency

CISCO

County Enhances Municipal Services

Muskegon County offers a wide range of diverse programs to local municipalities and their residents. The county virtualized its data center to improve opportunities for collaboration between municipalities enhancing citizen services.

Results:

- Regionalized government programs and services, such as accounting
- Increased employee productivity and effectiveness
- Upgraded voice over IP phone system improved inter-agency collaboration
- Improved security and manageability of network

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We've become a model for years to come when it comes to information technology in local governments.

—Heath Kaplan, Finance and Management Services, Director, Muskegon County

Reduce Costs and Increase Control of Data and Security

Government organizations at all levels are continuously challenged to develop and maintain the vital technologies that support mission-critical services.

Cisco® Virtual Experience Infrastructure (VXI) addresses a broad set of requirements. Desktop virtualization changes the way government agencies deploy desktops by providing highly secure access to centrally managed computer resources from any device, on any network.

Manage Centralized User Desktops

Desktop virtualization moves the data, voice, and video productivity applications now used on phones and personal computers onto servers in the data center, creating a virtualized, unified workspace. Agency users can securely access their server-hosted virtual desktop from anywhere and from a broad range of agency-owned or user-owned devices, such as laptops, tablets, and smartphones.

Cisco VXI combines the power of the virtualized, collaborative workspace with a virtualization-aware network and a virtualized data center. This combination helps to accelerate the adoption of desktop virtualization by offering an open, validated, and unified desktop, voice, and video solution.

This smart solution is based on Cisco data center, networking, and collaboration technologies, combined with services and support. Tested and validated with leading virtualization and storage partners, the comprehensive Cisco VXI solution allows you to deliver simplified deployment, reduced overall costs, and minimized implementation risk.

French Municipalities Virtualize a Vast Range of Public Services

Le Bourget Communauté, a group of three municipal authorities in the northeastern suburbs of Paris, has virtualized 99 percent of its servers and desktops. One thousand desktop PCs support the efforts of 2500 employees, delivering a vast range of services to the public.

Results:

- 70 virtual servers
- Virtualized network edge
- Virtual-mode voice over IP
- Significant savings and better control of the virtual infrastructure

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We're spending one-third of the time we used to, and our VDI deployment is more reliable. In fact, with the Cisco Nexus 1000V, we no longer have to think about virtualization. We just virtualize, with no limits on what we want to do.

—David Larose, IT infrastructure, Communauté de Communes de l'aéroport du Bourget

Flexible, Secure, and Uncompromised Virtual Desktops

Cisco desktop virtualization solutions deliver a server-hosted desktop infrastructure to help government agencies increase administrative control and data security, provide a near-native end-user computing experience, and help IT control operational and capital expenses.

Cisco VXI delivers:

- **Flexibility:** Cisco VXI supports different work environments and a choice of virtual desktops, voice, and video endpoint devices, while enhancing the user experience.
- **Security:** Cisco VXI improves data confidentiality and integrity by centralizing, protecting, and controlling access to critical data and sensitive information at the data center and across the network, rather than at the endpoint.
- **No compromise:** Cisco VXI allows government agencies to achieve mission objectives without compromising cost or resilience mandates, IT control, or the user experience.

Desktop Virtualization Advantages for Government Agencies

Desktop virtualization provides advantages for agencies that need simple, cost-effective, and highly secure delivery of applications for government employees, like elected officials, or for field workers, such as social workers or public works employees, who may be spread out across geographic regions. Benefits include:

- **Easier-to-manage desktop environments:** Centralized management and control of desktops save time and resources while increasing access to applications and productivity.
- **Increased security and data protection:** Each virtual desktop can be configured with a standard image that is compliant with the agency's security and protection guidelines. You can onboard government and agency employees and provide access to applications and data that never leave the confines of the government data center. The Cisco Identity Services Engine (ISE) lets IT use persistent security technology and policies to recognize devices and approve their access to information.

City Increases Efficiency Through Desktop Virtualization

The City of Jacksonville is the fourteenth largest city in North Carolina with more than 70,000 residents. The city's information technology services department provides citywide support for all computer, phone, security, and geographic information systems through its operations center.

Results:

- Unified virtual desktops, voice, and video with VXI virtual workspaces
- Updated servers take full advantage of new virtualization infrastructure
- Support for more than 400 virtual desktops across the city's public service departments
- Increased online services for city residents and employees
- Improved security of virtual environment

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Our IT department no longer has to waste time monitoring for threats, VXI has made our environment increasingly secure and protected us from the growing number of online threats that comes with such a large number of users.

—Earl Bunting, IT Director, City of Jacksonville, North Carolina

- **Improved regulatory compliance, backup, and disaster recovery:** You can back up virtual desktops centrally and regularly in the data center without expensive local backup software on individual PCs and laptops. Cisco VXI allows backup of the full desktop image so it can be redeployed in a matter of minutes, rather than the longer time it can take to reimage a physical desktop. In the event of a disaster, users can get secure access to their data and applications from any location.
- **Support for Bring Your Own Device (BYOD):** Cisco VXI helps IT organizations provide highly secure access to workers who bring their own devices into the workplace, without requiring IT to control or remotely wipe these devices.
- **Untethered access:** Field workers can have secure, persistent access to applications and data on the device of their choice, without being tethered to a government facility.
- **Reduced operational costs:** By managing desktops centrally for a large number of users, agencies can reduce help desk calls and enhance the provisioning of new desktops, while supporting a larger user base with fewer IT support resources.
- **Reduced ongoing capital expenditures:** Consolidating IT infrastructure into the data center helps delay hardware refreshes and reduces storage requirements for endpoint devices.

Why Cisco?

As the leader in world-changing technology for more than 20 years, Cisco is uniquely positioned to improve everyday experiences for government employees and citizens.

The end-to-end systems approach offered by Cisco VXI delivers desktop virtualization that provides a superior, unified desktop, voice, and video user experience. Cisco VXI reduces risk and simplifies deployments through a validated and fully tested system that combines data center, network, and collaboration architectures together with services, support, and partner technologies.

Cisco VXI delivers:

- Simplified desktop operations on a unified data center infrastructure, with fewer servers and cables to manage
- Highly secure, pervasive, virtual-machine-aware networking and security for virtual desktops
- Scalable, predictable performance with an uncompromised user experience
- Reduced costs and increased operational efficiency with an optimized infrastructure and investment protection

Cisco desktop virtualization technologies, services, and best practices combine with partner offerings to deliver:

- An open, industry-leading approach for resource efficiency and control
- Access to the Cisco VXI partner ecosystem
- Cisco Validated Designs that reduce the risk of moving from proof of concept to full-scale production
- The foundation for next-generation workspaces built on Cisco VXI

Cisco Services: Realize New Levels of Efficiency, Productivity, and Success

Cisco Desktop Virtualization Services provide the cross-domain expertise you need to smooth your transition to a Cisco desktop virtualization environment. Backed by an architectural approach and by Cisco's proven expertise in data center, borderless networks, and collaboration technologies, Cisco Desktop Virtualization Services enable you to build and optimize a highly scalable and secure Cisco VXI solution that extends the benefits of desktop virtualization to rich media applications and services. So you can provide an uncompromised user experience while protecting your information and intellectual property, and lowering your total cost of ownership.

These services also help provide the right fit with your existing investments and align your IT and business strategies.

For More Information

Learn more about Cisco VXI for Government at: www.cisco.com/go/government

Cisco Virtualization Experience Infrastructure: www.cisco.com/go/vxi

Cisco Virtualization Client: www.cisco.com/go/vxc

Cisco Validated Designs: www.cisco.com/go/designzone

Cisco VXI Services: www.cisco.com/en/go/services