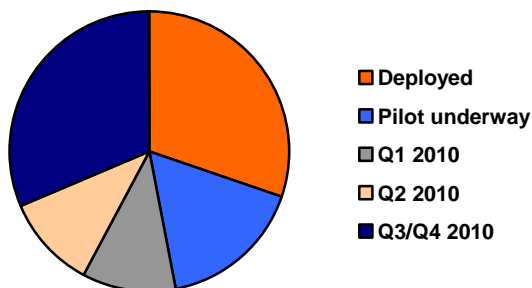




Virtual Desktop Infrastructure (VDI) Survey Results

February 2010

1. What best describes the stage of your VDI deployment or pilot?

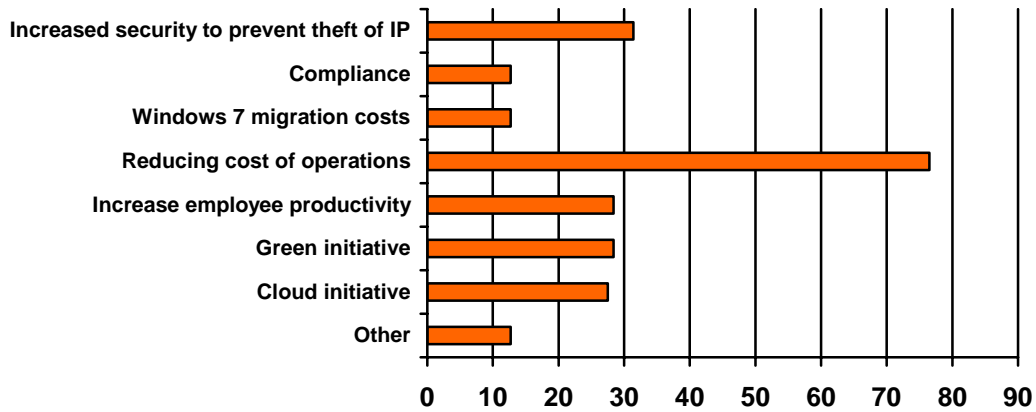


Deployed or deploying in one or more divisions	30.4%
Pilot underway.....	16.7%
Planning for Q1 2010 pilot.....	10.8%
Planning for Q2 2010 pilot.....	10.8%
Planning for Q3 or Q4 2010 pilot	31.4%

2. What is your current role with this VDI deployment/pilot?

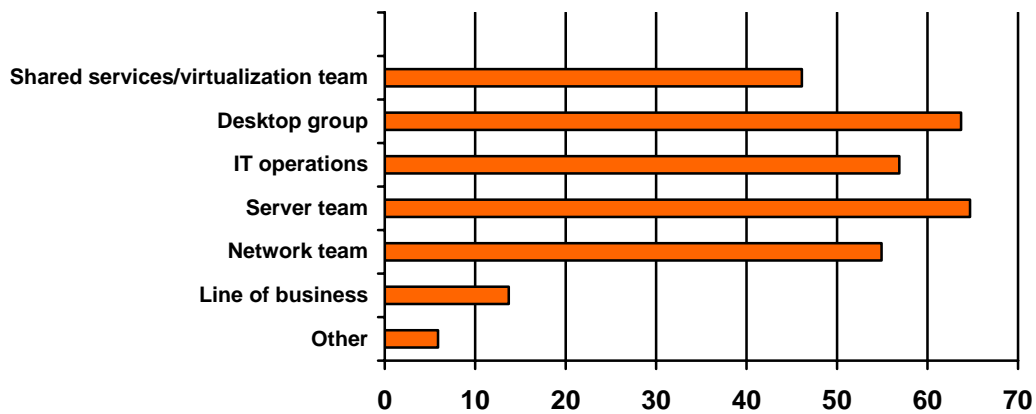
Team lead/project lead	34.3%
Influencer/stakeholder.....	18.6%
Project member.....	28.4%
Project falls under my management (but I'm not the project lead).....	8.8%
Line of Business – my organization will use the virtual desktops.....	9.8%

3. What are the top drivers moving your organization towards VDI?
 (Please select more than one if appropriate)



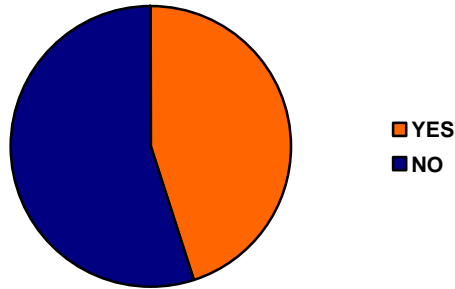
Increased security to prevent/deter theft of IP	31.4%
Compliance	12.7%
Windows 7 migration costs	12.7%
Reducing cost of operations/lower TCO.....	76.5%
Increasing employee productivity	28.4%
Green initiative	28.4%
Cloud initiative.....	27.5%
Other	12.7%

4. Which parts of your organization are actively involved in the VDI implementation?
 (Please select more than one if appropriate)



Shared services team/virtualization team	46.1%
Desktop group.....	63.7%
IT operations	56.9%
Server team.....	64.7%
Network team	54.9%
Line of business	13.7%
Other	5.9%

5. Did you use (or are you planning to use) external consultants as part of your VDI pilot or project?



Yes 45.1%
No 54.9%

6. What factors were/will be evaluated to determine success of the VDI pilot? (Please select more than one if appropriate)

End-user experience/satisfaction..... 83.3%
 Ease of pilot deployment (extent to which project varied/varies from schedule) 35.3%
 Cost of pilot (were deployment and support costs higher/lower than expected)..... 52.9%
 Critical business apps worked as expected 71.6%
 No unintended consequences for other parts of the IT infrastructure 37.3%
 Other 3.9%

7. On what networks was your VDI pilot run/will it be run?

	Yes	No
LAN	93.1%	6.9%
WAN.....	72.5%	27.5%
VPN.....	73.5%	26.5%
Network of outside contractor	28.4%	71.6%
Cloud hosted VDI.....	13.7%	86.3%

8. Please rank these network considerations for VDI in order of importance.

	Most Important			Least Important		
Latency/User Experience	67.8%	25.3%	3.4%	1.1%	1.1%	1.1%
Network workload of VDI protocol.....	3.8%	26.3%	37.5%	15.0%	11.3%	6.3%
Ability to shape/prioritize VDI traffic	0.0%	2.5%	24.7%	33.3%	25.9%	13.6%
Capacity of WAN.....	5.0%	13.8%	20.0%	25.0%	25.0%	11.3%
Ability to support Internet access w/o hybrid VDI.....	0.0%	0.0%	8.6%	8.6%	29.6%	53.1%
Implementation and support costs	26.7%	32.6%	7.0%	15.1%	5.8%	12.8%

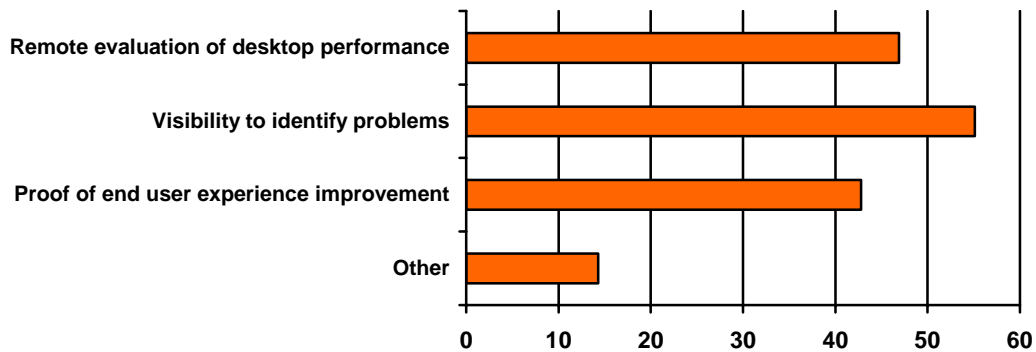
9. What do you see as likely obstacles to full scale VDI deployment?
 (Please specify more than one if appropriate)

Business/end-user resistance to giving up existing desktops	63.7%
Lack of management solutions for VDI performance/visibility.....	16.7%
Need for an IT chargeback model.....	15.7%
Network infrastructure performance/readiness	31.4%
Adapting IT operations processes to support VDI end-users.....	26.5%
Hidden costs / overall VDI deployment costs.....	39.2%
Not enough resources allocated to project (people, dollars, hardware, software).	33.3%
Other	10.8%

10. Which of these functions do you expect a management solution to provide in your VDI deployments? (Please select more than one if appropriate)

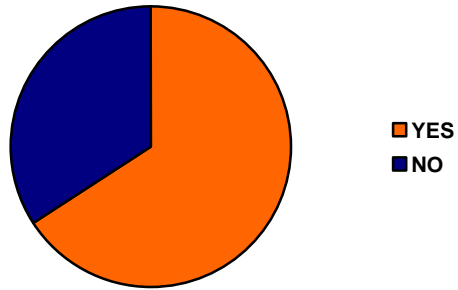
Help avoid pitfalls that delay project timelines	35.3%
Assess what is adversely affecting end-user experience.....	62.7%
Provide insight into infrastructure's readiness to support VDI.....	40.2%
Deliver proactive service assurance for VDI	34.3%
Tell me what isn't working.....	52.0%
Enable service desk to support end-user VDI calls.....	42.2%

11. When our VDI pilot had a problem, what did you wish you had more of? (Please select as many as appropriate)



Ability to evaluate end user desktop performance without watching them directly or speaking with them live	46.9%
Visibility into what's happening to identify where problems were	55.1%
Ability to easily prove end user desktop experience was improving or a problem had been resolved	42.8%
Other	14.3%

12. Do you believe that 2010 is the watershed year for VDI?



Yes..... **65.7%**
No..... **34.3%**