

# Desktop Virtualization

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# State Auto Insurance Company Overview

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- Founded in 1921
- Headquartered in Columbus, Ohio
- \$1.6 billion written premium
- Personal Insurance 66%
- Business Insurance 34%
- 1.1 million policies in force
- 34 states of operation
- 2,200 associates
- Independent agents exclusively
- 6,018 agency locations – 28,500 agents
- Rated A+ (Superior) by A.M. Best
- 10 years of virtual desktop solutions

# Client Virtualization Experiences

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- Provide Windows environment and applications to non-Windows clients
- Provide applications that require close proximity to the data to remote users
- Provide support for unique, non-supported OS's
- Provide Work-at-Home capabilities to applications not otherwise exposed to the Internet for both routine and Business Continuity purposes
- Provide “sandboxes” for developers
- Support development environment for remote developers and testers, both offshore and onshore

# Lessons Learned

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- **Know Your Users**
  - Make sure the solution fits the needs of the intended users especially around video and audio requirements.
  - Have buy-in into a more controlled, less customized environment
- **Don't Underestimate Support Needs and Complexity**
  - Often now supporting two desktop OS's per user
  - Provide adequate training to support staff
  - Invest in monitoring of the hosts as well as guests
  - Have quick recovery strategies
  - Know your bandwidth requirements