

# Desktop Virtualization

PCI Technology Conference

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San Antonio, Texas

# CALIFORNIA CASUALTY MANAGEMENT COMPANY

- Founded in 1914 as a customer-owned Workers' Comp Company
- Privately owned – Fourth generation of the family as CEO
- Pioneered affinity insurance in 1951
- Auto and Home Insurance offered through affinity groups
- Over 100 affinity groups-- educators, law enforcement, public safety, universities and medical centers
- Approximately 600 employees
- Direct written premium -- \$315MM
- Three service centers – Colorado Springs, Kansas City and Phoenix
- 44 state “footprint”
- Customer Service Satisfaction 99.5%
- A. M. Best Capital Adequacy Ratio 440

# Desktop Virtualization Strategy/Approach

- Centralization strategy
  - Improved security – data and programs within the data center
  - Easier collaboration – easier with data and programs centralized
  - Uniform load on WAN – eliminates large file transfers between service centers
  - Improved response times
  - Reduced desktop maintenance
  - More reliable desktops
  - Lower overall costs

# Desktop Virtualization Strategy/Approach

- Conducted two Proof of Concepts
- Deployment Strategy
  - select groups
    - Programmers and Kansas City office
    - Offshore Contractors
  - Service Centers
  - Companywide

# Lessons Learned / Considerations

- Identify all the desktop virtualization requirements
  - Versions of product
  - Versions of Operating Systems
  - Number of custom images
- Management tools requirement
  - Server management
  - Creation of desktops
  - Desktop setup needs
  - Management of desktop farm
- Bandwidth utilization varies greatly with virtualization software
- Plan for more bandwidth
- Plan for more central storage
- Response times are typically better
- Desktops generally more reliable – tolerant of WAN problems
- Video performance could be an issue

# Wrap Up

- Develop your requirements carefully
- Conduct a pilot to understand
  - Maintenance
  - Storage
  - Bandwidth
  - Training
  - Usability
- Deploy in Phases
- Pay attention to video requirement