

# Dell cloud client-computing partner playbook

Optimized desktop virtualization for today's mobile workforce



PartnerDirect





# When it comes to business, expectations are high.

Today, employees expect to work anywhere, anytime on the device of their choosing. IT is expected to save money and do more with less people. Organizations are expected to be productive, efficient and competitive. The expectations are high – which is not always in line with reality.

As a Dell partner, you know that none of your customers are the same. For the ultimate in productivity, one will require on-site employees functioning in close proximity, where another will need remote workers who go anywhere that business takes them. Adding to the complexity, personal mobile devices such as smartphones and tablets have made pervasive computing the norm, creating new trends like bring your own device (BYOD).

In an attempt to meet expectations and increase productivity, companies find themselves tasked with managing a vast array of operating systems and mobile devices, all needing access

to the same applications, networks and data. Employees are connecting to business-critical information that must be protected at all times – even when the devices that access it are out of IT's direct control.

While it's a complex situation that they didn't create, IT is responsible for bringing all of these disparate systems together for every user, making everything work and keeping everything secure. That's where you come in.

As a Dell partner, you hold the key to improving your customers' productivity, manageability, scalability and security. The answer is Dell cloud client-computing, and what it can do to grow your business is almost as powerful as what it can do for your customers.



## Speed read

Your customers utilize a vast array of systems and devices to access business-critical data from anywhere at any time. The data has to stay secure. IT has to make it all happen. Dell cloud client-computing can help.

## What is Dell cloud client-computing?

Dell cloud client-computing is comprised of desktop virtualization solutions and products that let any user access their applications and data on any connected device — personal or corporate-owned — while keeping their organization's systems and data secure, manageable and reliable.

It includes optimized solutions, products and services designed to enable organizations to reap the full benefits of desktop virtualization and personal access to the cloud for a broad spectrum of use cases. With purpose-designed, end-to-end solutions from Dell Wyse that work hand-in-hand with desktop virtualization software from Citrix, VMware, Microsoft and Dell vWorkspace; you can provide your customers the greatest breadth of choice in how their users access applications, data and desktops.

This playbook is intended to help you sell Dell cloud client-computing by helping you understand it yourself. It will show you not only the full portfolio of products that make up this solution — but how it works. From new applications to traditional desktop virtualization to cloud-based fixed and mobile device management, this playbook was designed to help you understand why Dell cloud client-computing is so important for your customers and how it can help you grow your business.

**Access the digital version of this playbook or download a PDF at [Dell.com/partner/ccplaybook](https://Dell.com/partner/ccplaybook)**

Follow us on Twitter **@DellChannel** and **@Wyse** and let us know how you're using this playbook to build your sales with **#PartnerDirect**.



### Speed read

This playbook is intended to help you sell Dell cloud client-computing solutions to your customers by helping you understand it yourself and by providing access to valuable sales tools and training.

## What are your customers' challenges?

While each of your customers is different, they all struggle with the same core challenges.

### **Risk has to be managed**

Unfortunately, the risks that can undermine a company take many forms. From lost laptops to malware viruses and catastrophic failures to ever-changing compliance and regulatory issues, your customers face a broad array of risks every day, and they need a solution that can help allay them all.

It all comes down to data that's everywhere — on tablets, smartphones, PCs and thin clients. Each device is vulnerable to data breaches and hefty noncompliance violations. The risks are always changing, so an organization is only as secure as their most exposed piece of data or inattentive user. When you have a solution that can help to completely secure your customers' data, it's a game-changer for them — and a sales-maker for you.

### **Employees must be empowered**

It's a different world for workers than it was 10 years ago — or even five. Business dynamics have changed and nine-to-five workdays are a thing of the past. Employees are expected to have access to key applications and content anytime, anywhere. In turn, they expect to access business-critical data through corporate devices as easily as they access their own personal data on a smartphone or other personal mobile device. Unfortunately, an increasing variety of devices, operating systems and apps actually make it more difficult to keep everyone productive.

With every new way for a user to connect, the demands increase for more robust IT services delivered faster. Customers want more efficient, safer ways to improve productivity. You can offer them a solution.

Recent research has shown an 81 percent increase in malicious cyber-attacks, impacting small and medium businesses.<sup>1</sup>

## What are your customers' challenges?

### **IT needs to provide a competitive edge**

Finding new ways to stay ahead isn't always easy. Many companies lack sufficient resources for innovation. The budgets aren't there and neither are the bodies. Too often IT staff is stuck supporting expensive legacy systems, spending too much time managing a slew of operating systems, devices and applications that are complex and inefficient.

What if you could reduce the demands on your customers' IT staffs? What if you could give them more time to devote to innovation, while still maintaining the level of support and accessibility their users require? You'd solidify your customers' IT as a business driver and strengthen your bottom line at the same time.



### **Speed read**

Your customers face three challenges: 1) managing risk, 2) empowering employees and 3) providing a competitive edge through IT. Help them face those challenges using desktop virtualization, and you'll not only earn a loyal customer, you'll earn some serious revenue.

## Why is cloud client computing the solution?

Cloud client computing helps improve service delivery and competitiveness by changing the way IT delivers applications and data, dramatically increasing security and reliability while controlling IT costs and offering flexible usage options to end users. This enables the IT team to move from being a largely technical group to a strategic organization that is seen as a business enabler.

Cloud client computing can help free your customers' IT groups from the day-to-day tasks required to keep systems up and running, so they can focus on projects that make their companies more competitive.

By centralizing user data and resources into the data center — as opposed to individual dispersed systems — the data is more secure. The risk of losing data from a lost or stolen system is dramatically reduced. The ability of IT to meet regulatory requirements is enhanced, as it becomes easier to put processes in place to control access to sensitive data and easier to audit who accesses that data, and when.

Finally, if your customers' employees are able to access their critical applications, data and desktop seamlessly on the devices they want, where they want, they will not only be more satisfied, they'll be more productive.



# How can you benefit from Dell cloud client-computing?

Your customers aren't the only ones who can benefit from Dell cloud client-computing. By positioning Dell cloud client-computing solutions to your customers, you can grow your business profitably by becoming the trusted advisor your customers need to deliver the business outcomes they desire.

When you have a customer interested in an end-to-end solution, the benefits to your business are clear. With components that can be sold individually while optimally working together to span the data center, endpoints, software and services, Dell cloud client-computing is a remarkable opportunity for you to grow your footprint in your customers' businesses spanning all the way from the data center to the device. Not only can it help you increase your hardware and

software sales, it's also a great way to expand your services revenue by complementing the solution with consulting, imaging, assessment, application packaging, deployment and managed services in order to satisfy your customers' unique requirements.

Global virtual desktop infrastructure (VDI) market is expected to grow at a compound annual growth rate (CAGR) over 25% through 2018.<sup>2</sup>



## Speed read

Cloud client computing optimizes desktop virtualization through pre-engineered end-to-end solutions.



# Why Dell cloud client-computing is unique

Dell offers validated end-to-end desktop virtualization solutions, best-in-class endpoints and software that enable you to deliver the following key capabilities to your customers:

- **Hardware:** Powerful and efficient data-center hardware with Dell PowerEdge servers, Dell EqualLogic and Dell Compellent storage, and Dell Networking
- **Devices:** A wide variety of devices such as Dell Wyse cloud clients, Dell Wyse Cloud Connect, Dell PCs, tablets and Ultrabooks™ provides your customers with the utmost in choice and flexibility
- **Management software:** Device management software like Wyse Device Manager, Wyse Cloud Client Manager and more that can enable extreme scalability and streamlined management of up to tens of thousands of devices, including iOS® and Android® smartphones and tablets in addition to Dell Wyse thin clients
- **Virtualization software:** Integrated virtualization software that complements software from industry-leading providers like Citrix, Microsoft, VMware and Dell
- **Firmware:** Wyse ThinOS, the virus- and malware-immune thin client firmware base designed specifically for unsurpassed security, ease of use and ease of management
- **Tools:** Independent software vendor (ISV) certifications, reference architectures, configuration tools and deployment guides
- **Services:** Dell Professional Services, in addition to those that you provide

When you sell your customers Dell cloud client-computing, you sell them everything they need, all from one company with a single point of contact for support. It's something no one else can provide with such breadth — and that gives you a huge sales advantage.

Learn more about Dell cloud client-computing at [Dell.com/partner/cloudclientcomputing](http://Dell.com/partner/cloudclientcomputing)

Dell Wyse has nearly 240 patents, both issued and pending, covering its solutions, software and differentiated intellectual property.

# Dell cloud client-computing use cases

		Customer initiatives				
		Worker productivity	IT efficiency	IT outsourcing	Contract and seasonal workers	BYOD
Customer characteristics	<b>Main drivers</b>	User productivity, greater access and higher performance	IT efficiency, improved resource utilization, security and cost management	Capital expense reduction, outsourcing and IT	Quick provisioning, deactivation and security	User satisfaction and security
	<b>Customer examples</b>	<ul style="list-style-type: none"> <li>• Virtual labs</li> <li>• Engineering organizations</li> <li>• Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Banks</li> <li>• School districts</li> <li>• Large corporations</li> <li>• Small and medium businesses (SMBs)</li> </ul>	<ul style="list-style-type: none"> <li>• SMBs</li> <li>• Branch offices</li> </ul>	<ul style="list-style-type: none"> <li>• Call centers</li> <li>• Retailers</li> </ul>	<ul style="list-style-type: none"> <li>• Organizations with a mobile workforce</li> <li>• Universities</li> <li>• Hospitals</li> </ul>

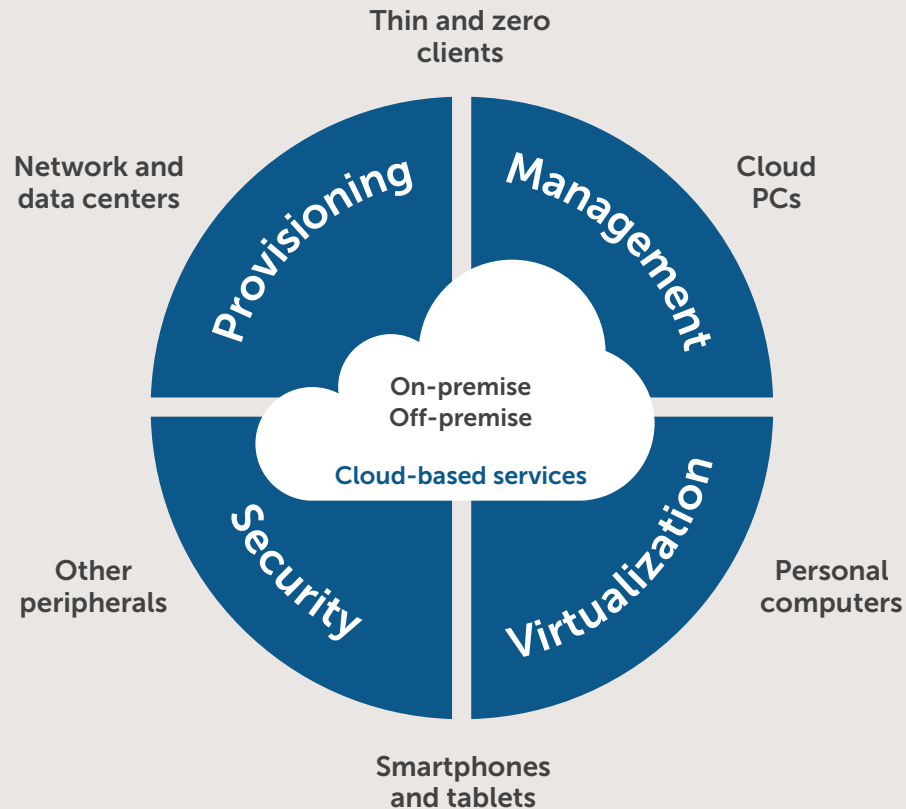


## Speed read

As a Dell partner, you can offer an entire cloud client computing solution composed of world-class components and technology from end-to-end – the data center components, endpoints, software and services to meet any need or use case.

# An overview of Dell cloud client-computing

Dell provides an array of hardware, software and devices that work together to optimize desktop virtualization, offering a complete end-to-end solution to address the most critical IT needs of your customers.



## In the data center: Dell Wyse Datacenter solutions

### Flexible and highly scalable

Dell Wyse Datacenter solutions feature Dell servers, storage and networking with your customers' choice of Citrix, VMware or Microsoft and Dell vWorkspace virtualization software.

Proven performance with maximum flexibility and scalability, Dell Wyse Datacenter solutions are ideal for environments of up to 50,000 users in a wide range of vertical markets. These solutions are expertly designed to lower implementation risk while being flexible enough to work with your customers' existing infrastructure.

### Dell Wyse Datacenter components

#### Dell PowerEdge servers

Your customers need servers that can effectively run multiple applications in a virtualized environment. For this reason, Dell PowerEdge servers offer high-density memory, maximized storage capacity, and highly flexible I/O (input/output) and networking options.

#### Dell EqualLogic storage

This virtualized storage solution offers your customers a simple path to rapid deployment, comprehensive data protection, enterprise-class performance and reliability, and seamless pay-as-you-grow expansion.

#### Dell Compellent storage

With advanced storage software, Dell Compellent helps your customers efficiently meet both performance and capacity requirements with automated intelligent data placement by keeping hot data on high-performance drives and cold data on large capacity-optimized drives. Dell Compellent can also cut administrative time and help eliminate the need for specialized administrative skills.

#### Dell Networking

Dell offers flexible, manageable and feature-rich top-of-rack and blade switching products with high-performance, scalable and open designs for uncompromising performance and reliability.



#### Speed read

With Dell Wyse Datacenter solutions, featuring Dell PowerEdge servers, Dell EqualLogic and Dell Compellent storage, and Dell Networking, your customers can reduce implementation risk and simplify virtual desktop deployment using proven, validated solutions.

## In the data center: Dell Wyse Datacenter solutions

### Dell Wyse Datacenter solutions on Dell PowerEdge VRTX

By integrating leading desktop virtualization software from Citrix, Microsoft, VMware and Dell with Dell PowerEdge VRTX, Dell has created a unique converged solution that can support up to 500 virtual desktops within a single, compact platform. Your small to medium business customers, as well as those with remote and branch offices, can streamline deployment with this office-optimized 5U chassis that converges servers, storage and networking. When your customers choose to utilize Dell PowerEdge VRTX for desktop virtualization, they can easily manage and consolidate virtual desktops while:

- Streamlining deployments
- Eliminating complexity of disparate hardware and sprawl
- Utilizing existing standard wall outlets, instead of costly rewiring
- Reducing the need for external storage devices

**Learn more about Dell Wyse Datacenter solutions with Dell PowerEdge VRTX at [Dell.com/partner/dellwysedatacenter](https://Dell.com/partner/dellwysedatacenter)**





## Dell Wyse Datacenter for Citrix XenDesktop

Dell Wyse Datacenter for Citrix® XenDesktop® allows your customers to address their complex mobile workforce challenges that can't be met with traditional client deployments. This solution is ideal for organizations of 50 to 50,000 users where a sophisticated IT environment and IT resources require robust, flexible and highly scalable desktop virtualization at an optimal price/performance ratio for their workload. It provides a purpose-designed architecture based on industry standards and gives you a wide variety of options through an array of prequalified components. Choose Dell Wyse Datacenter for XenDesktop and count on:

- **Leadership in cloud client computing**  
Dell's mobile computing vision and industry-leading solutions portfolio for Citrix XenDesktop maximizes end-user productivity with advanced security, centralized management and an optimized user experience.
- **Reduced complexity with complete end-to-end solutions**  
Dell and Citrix collaborate on solutions from the data center to the endpoint device. Leverage integrated solution stacks and utilize Dell Active System Manager templates for fast, standardized deployment, or design a solution that fits your customers' specific requirements.

- **Accelerated time to value with pre-engineered, validated architectures**  
With more than 50,000 hours of testing, Dell can provide you with expert guidance when selecting from an array of products engineered to work together to optimize VDI installations for numerous customer use cases. Dell can help you select a solution that meets your customers' needs today and grows as their needs change.
- **A partnership driven by continuous innovations**  
Dell is a pioneer in validating shared and dedicated virtual GPU (vGPU) solutions for XenDesktop featuring NVIDIA® GRID™ technology, providing end users with powerful application performance and a superior virtual desktop experience. Dell is also driving down the cost of implementing virtual desktops with an innovative integrated storage solution for Citrix XenDesktop that breaks the US\$200 per user barrier for virtual desktop infrastructure cost.

Learn more about Dell Wyse Datacenter for Citrix XenDesktop at [Dell.com/partner/dellwysedatacenter](https://Dell.com/partner/dellwysedatacenter)

## Dell Wyse Datacenter for Microsoft VDI and Dell vWorkspace

This is a cost-effective, end-to-end desktop virtualization solution based on Windows Server® 2012 R2 Hyper-V® and optional Dell vWorkspace virtualization software, which is ideal for customers with a strong Microsoft relationship and who want to start small and grow. It brings the following benefits:

- **Highly cost-effective desktop virtualization**  
Leverage your customers' existing storage or networking hardware to deploy between 10 and 50,000-plus virtual machines (VMs). Using built-in data deduplication, you can deploy persistent VMs almost at the same price as pooled VMs.
- **Flexibility to meet the needs of a wide range of customers**  
Offer a choice of delivery methods such as application virtualization, pooled or persistent/personal VMs, and Microsoft® Remote Desktop Session Host (RDSH). Depending on your customers' needs, deploy a 10-seat proof of concept (POC) trial, converged infrastructure on PowerEdge VRTX and even custom configurations.

- **Consistently superior user experience**  
Deliver the freedom and functionality that your customers' users expect. Enhance productivity with Microsoft® RemoteFX®, shared graphics processing units (GPUs) for high-end graphics applications, unified communication with a Microsoft® Lync® 2013 plug-in, USB redirection and more. Provide your customers with true support for Windows 7 and Windows 8.1, BYOD initiatives and multi-touch devices.
- **Simplified and centralized IT management**  
Unify IT administration for your customers with a single, integrated console for roles, servers, collections, users and VMs. Offer wizard-based setup and deployment for multiple scenarios.

### Additional benefits with Dell vWorkspace

Dell vWorkspace brings scalability, advanced diagnostics and monitoring, reduced storage costs, accelerated VM provisioning, and increased flexibility and security.

Learn more about Dell Wyse Datacenter for Microsoft VDI and vWorkspace at [Dell.com/partner/dellwysedatacenter](http://Dell.com/partner/dellwysedatacenter)

## Dell Wyse Datacenter for VMware Horizon View

Deliver the performance, security, mobility and productivity that your customers require. Dell Wyse Datacenter for VMware Horizon View can provide your customers with rapid deployment and time to value, a scalable design point based on industry standards, and a flexible, modular approach so they can scale their virtual desktop deployments as they grow.

- **Designed for customization and integration within existing enterprise data centers**

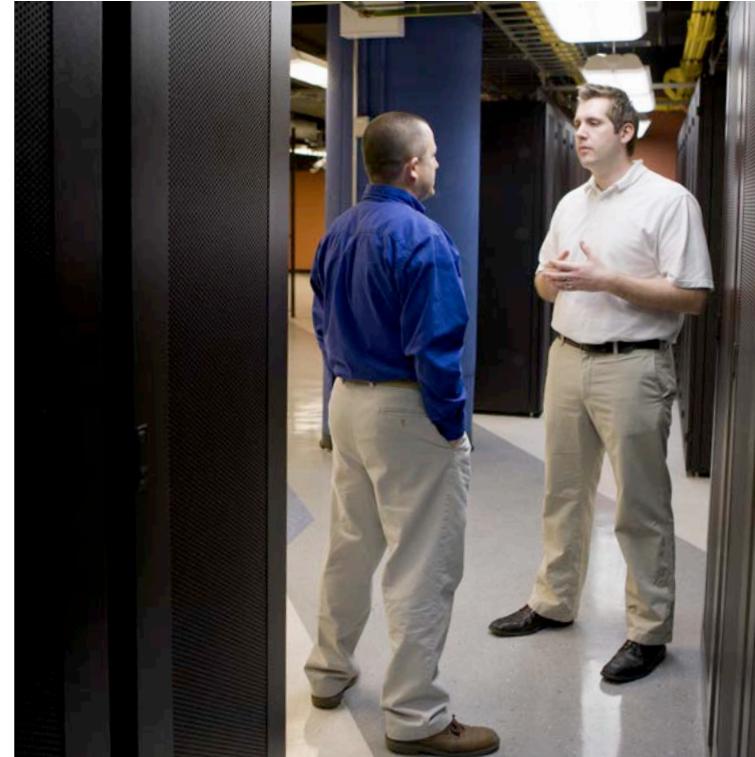
This solution offers Dell PowerEdge blade and rack server configurations alongside Dell storage and networking solutions and can easily work with your customers' existing third-party components.

- **Delivers 3D-accelerated applications and workloads**

Dell Wyse Datacenter utilizes the latest VMware Virtual Shared Graphics Acceleration (vSGA) and Virtual Dedicated Graphics Acceleration (vDGA) enhancements and NVIDIA GRID solutions.

- **Performance-optimized VMware Horizon View and VMware® vSphere™ with Dell PowerEdge VRTX**

It offers extensive performance and capacity for desktop virtualization in a single, compact tower chassis that integrates server nodes, storage, networking and management.



Learn more about Dell Wyse Datacenter for VMware Horizon View at [Dell.com/partner/dellwysedatacenter](https://Dell.com/partner/dellwysedatacenter)



## Improve quality of patient care

Help your healthcare customers improve quality of patient care with improved IT efficiency and secure data access anywhere clinicians need it. With Dell Mobile Clinical Computing, healthcare organizations can protect sensitive data, improve clinical workflow and simplify IT deployment and management.

### Dell Mobile Clinical Computing

Providing virtual desktops, applications and identity access management for healthcare, Dell Mobile Clinical Computing (MCC) gives your customers data security that complies with the Healthcare Insurance Portability and Accountability Act (HIPAA) and speeds up access to electronic medical records. Your healthcare customers will benefit from:

#### Data security

- **Client virtualization:** Data is stored in the data center, not the endpoint, preventing data loss and simplifying HIPAA compliance.
- **Multifactor authentication:** Multiple forms of identification, including contactless smartcards, can be required to avoid data breaches.
- **Role-based access:** Information is delivered according to roles to ensure that the right people have access to the right data.

#### Clinical efficiency

- **Single sign-on and application auto launch:** One-time authentication grants clinicians faster access to the applications they need.
- **Session transfer and follow-me printing:** On-the-go healthcare providers can maintain consistent computing sessions across devices and locations.

#### IT productivity

- **Dynamic provisioning:** VMs can be deployed, provisioned and de-allocated easily.
- **Centralized management:** Applications and security policies can be updated from a single location without impacting user productivity.
- **Multivendor compatibility:** Citrix, VMware or Microsoft and Dell vWorkspace desktop virtualization software can be used with Dell MCC solutions.

Learn more about Dell Mobile Clinical Computing at [Dell.com/partner/MCC](https://Dell.com/partner/MCC)

## In the users' hands: Dell Wyse cloud clients



Dell Wyse T10D



Dell Wyse P45



Dell Wyse Cloud Connect



Dell Wyse X90M7

Now you can offer your customers the broadest selection of secure, reliable and cost-effective endpoints with the broad Dell Wyse portfolio. Designed to easily integrate into any virtualized or web-based infrastructure, Dell Wyse cloud clients can also meet the budget and performance requirements of any organization.

### Dell Wyse thin clients and cloud desktops

<b>Dell Wyse thin client desktop 3000 series</b>	Excellent web, Citrix, Microsoft and VMware VDI-user experience on a budget (available as a thin client)
<b>Dell Wyse C class</b>	Compact, highly capable thin clients featuring a powerful processor and an enhanced hardware graphics accelerator
<b>Dell Wyse thin client desktop 5000 series</b>	Midrange, high-performance, dual and quad-core thin clients for a wide variety of applications, including 3D graphics and high-definition (HD) multimedia (available as a thin client or cloud desktop)
<b>Dell Wyse thin client desktop 7000 series</b>	Ultra-powerful dual and quad-core, high-end thin clients for the most demanding applications (available as a thin client or cloud desktop)
<b>Dell Wyse thin client laptops</b>	Rich integrated WiFi and 3G card support (available with 11.6" or 14" widescreen displays and as a thin client laptop or cloud laptop)
<b>Dell Wyse Cloud Connect</b>	Ultra-portable personal cloud access device that converts a capable screen (monitor or television equipped with HD multimedia interface [HDMI]/Mobile High-Definition Link [MLH <sup>®</sup> ]) into a functioning interactive display

## In the users' hands: Dell Wyse cloud clients

### Dell Wyse thin clients and cloud desktops

#### Dell Wyse zero clients for Citrix

Ideal for users who need to access a wide variety of applications, including demanding graphics-intensive apps, within a Citrix XenDesktop or Citrix XenApp® environment

#### Dell Wyse zero clients for VMware

High-performance PC-over-IP (PCoIP) workstation-class zero clients that support 3D modeling and other demanding multimedia applications

#### Dell Wyse zero clients for Windows MultiPoint Server

Designed to connect to and seamlessly support Windows MultiPoint Server

Learn more about Dell Wyse cloud clients at [Dell.com/partner/wyse](http://Dell.com/partner/wyse)

In addition to cloud clients, Dell cloud client-computing can also deliver applications and desktops on the following devices optimized for Windows 8.1:

- Dell Venue 11 Pro tablet
- Dell Venue 8 Pro tablet
- Dell Latitude 7000 Series Ultrabooks
- Dell Chromebook 11
- Dell OptiPlex 9020 All-in-One Touch desktop



#### Speed read

Dell Wyse offers a wide range of thin client desktops, cloud desktops, zero clients and portable cloud access devices that deliver an optimized user experience.

## Dell monitors

### Dell monitors with Dell Wyse cloud clients: the perfect match

Gain additional revenue by bundling award-winning Dell monitors with every Dell Wyse cloud client you sell. Dell monitors deliver the screen performance, connectivity and productivity features to meet your customers' needs. Dell monitors are fully tested and validated to work flawlessly with Dell Wyse cloud clients.

**Learn more about recommended Dell monitors at [Dell.com/cloudclientcomputing](https://www.dell.com/cloudclientcomputing)**



## In the cloud: Dell Wyse management software

### The software that makes it run smoothly

Dell Wyse cloud clients are easy to deploy and many require no external management software. As your number of cloud clients grows, Dell offers management software that makes it easy to configure, monitor and control your Dell Wyse cloud clients as well as iOS or Android mobile devices. Dell also offers configuration and management of Microsoft® Windows Embedded devices via existing Microsoft management platforms.

#### **Dell Wyse Device Manager (WDM)**

Enables lower total cost of ownership (TCO) through scalable remote monitoring, management and reporting of Dell Wyse clients.

- Centralized control of clients
- Easy-to-view status monitoring
- Full image or patch/update distribution
- Scheduled after-hours updates
- Out-of-the-box, auto-configuration of devices
- Detailed asset management
- Scalable to 100,000 devices
- Standards-based and secure



#### **Speed read**

As your number of cloud clients expands, Dell Wyse management software grows with you and helps you easily configure, monitor and control them all.

## In the cloud: Dell Wyse management software

### **Dell Wyse Configuration Manager (WCM)**

Automates deployment of Dell Wyse thin clients based on Windows Embedded through your private cloud or server.

- Automatic configuration with Dell Wyse Configuration Manager
- Advanced security with write-filter technology — no imaging or rebooting required
- Support for small and medium businesses to enterprise environments
- Support for stationary or mobile thin clients, in or out of the office
- Microsoft® Active Directory® integration, when present

### **Dell Wyse Cloud Client Manager**

A fixed and mobile device management console from the cloud that enables secure, scalable client infrastructure and service delivery management. It gives thin clients, mobile devices and users secure access to apps and content management from a single, simple and cloud-based console.

**Learn more about Dell Wyse management software at [Dell.com/partner/wyse](https://Dell.com/partner/wyse)**



### **Speed read**

As your number of cloud clients expands, Dell Wyse management software grows with you and helps you easily configure, monitor and control them all.

## In the cloud: Dell Wyse virtualization software

### The software that brings it all together

Enable your customers' remotely accessed applications to perform as if they were running locally on the endpoint device itself with Dell Wyse virtualization software. It helps overcome the performance challenges brought on by network design, physical distance and VDI protocol limitations to ensure a superior user experience for the most demanding multimedia applications. It's the perfect complement to Dell Wyse endpoint products, which work seamlessly in any desktop virtualization environment to improve the user experience.

#### **Dell Wyse Collaborative Processing Architecture**

Built into Dell Wyse cloud clients, Dell Wyse Collaborative Processing Architecture addresses limitations previously found in virtualization, enhancing the user experience, reducing network bandwidth needs and expanding server scalability.

#### **Dell Wyse User-Experience Expander**

Offering an outstanding user experience in virtualized environments, Dell Wyse User-Experience Expander virtualization software enables desktop and mobile users to run diverse multimedia formats (including Adobe® Flash®), use multiple monitors, plug in USB devices and run voice applications. Dell Wyse User-Experience Expander software:

- Makes virtual desktops and applications work better across multiple displays
- Makes client-attached USB devices visible to virtual desktops
- Enables collaborative processing architecture, improving multimedia quality while reducing load on servers and networks
- Enables virtual desktops and applications to deliver rich, bidirectional sound for applications, like voice over IP (VoIP) and unified communications
- Extends a high-quality user experience for a wide variety of multimedia traffic

#### **Dell Wyse PC Extender**

Your customers need to access the benefits of thin and virtual computing environments. With Dell Wyse PC Extender, they can repurpose their existing PC hardware into intelligent virtualized desktops.

## In the cloud: Dell Wyse virtualization software

### Dell Wyse User-Experience Accelerator

In areas where network packet loss and latency present operational barriers, Dell Wyse User-Experience Accelerator enables virtualized desktop environments to be deployed. With this software, more users can receive the full benefits of Dell cloud client-computing with an outstanding PC-like experience over virtualized desktops. Dell Wyse User-Experience Accelerator:

- Delivers the best user experience for the allocated network bandwidth
- Neutralizes the effects of network latency and packet loss, making “thin” suitable for more remote-site, branch or field-based users
- Accelerates Microsoft® Remote Desktop Protocol (RDP) and Citrix Independent Computing Architecture (ICA®) protocols on networks with latencies up to and exceeding 300 milliseconds and with at least 768 Kbps bandwidth

Learn more about Dell Wyse virtualization software at [Dell.com/partner/wyse](https://Dell.com/partner/wyse)



### Speed read

Your customers want their remotely accessed applications to perform as if running locally on the endpoint device itself. Dell Wyse virtualization software makes a seamless experience possible.



## In the cloud: Dell Wyse mobility software

### The software that takes it further

Give your customers' mobile devices the power and security of a desktop with Dell Wyse mobility software. It provides easy access to the business-critical information and the applications users need, and makes it simple for IT to keep track of it all.

#### **Dell Wyse Cloud Client Manager**

With this intelligent and dynamic cloud-based console, IT can enable and securely manage user access to corporate applications and content from a wide range of devices, including smartphones, tablets, thin clients and zero clients – whether the device is owned by the company or by the individual employee.

- Secure, cloud-based deployment that allows for instant deployment and scalability
- One-stop shop for managing all devices; avoid the hassle of dealing with siloed consoles for each device type
- Natural and intuitive user-centric views and policy management as well as traditional device-centric approach

- User and device pages that provide instant visibility into the asset as well as the IT ecosystem around it
- Dynamic and personalized data feeds expose most important activities and events intuitively
- Discovery of, and orchestration with, existing on-site assets and management systems

#### **Dell Wyse PocketCloud**

For the ultimate in productivity, your customers need secure, highly optimized remote access to physical and virtualized desktops in the palm of their hand – and Dell Wyse PocketCloud delivers. They can access files, pictures and applications like Microsoft Outlook®, Microsoft Word, Adobe® Photoshop® or any other program. Simple to install on iOS® or Android® devices, PocketCloud offers powerful features, enterprise-grade security and multiple connection options.

**Learn more about Dell Wyse mobility software at**  
[Dell.com/partner/wyse](https://Dell.com/partner/wyse)



#### **Speed read**

Secure mobile device connectivity and management for cloud environments are easily achieved with Dell Wyse mobility software.

## In the cloud: Dell Wyse cloud software

### The software that delivers the power

For most customers, the goal is desktop and application virtualization software that allows them to virtualize desktops and applications, while providing their users with a full PC experience. Dell Wyse cloud software delivers. It offers zero security exposure or management on the desktop, reduced operating expenses through a centralized operating system and application management and personalized access to applications.

#### **Dell Wyse Cloud Desktop Server**

Want to give your customers the local processing power of a PC with management and security benefits of their own private cloud? Dell Wyse Cloud Desktop Server provides full PC desktop functionality without complexity by delivering everything a user needs — operating systems, media-rich applications and documents — on demand to Dell Wyse cloud desktops or diskless PCs.

Not only is it designed to scale from small, single-server systems to high-availability, multisite deployments with centralized management, Cloud Desktop Server integrates seamlessly with virtualized application and desktop technologies from Citrix, Microsoft or VMware when full PC functionality at the desktop is required.

**Learn more about Dell Wyse cloud software at**  
[Dell.com/partner/wyse](https://Dell.com/partner/wyse)



#### **Speed read**

Dell Wyse cloud software lets your customers virtualize desktops and applications, while providing their users with a full PC experience.

# What resources does Dell have to help you sell cloud client computing?

## **Dell cloud client-computing advisor tool**

This simple, web-based tool can help you easily configure customized, end-to-end desktop virtualization solutions for up to 50,000 users.

- Makes it efficient and easy to design and size an end-to-end desktop virtualization solution
- Outputs a PDF summary that includes all servers, storage, networking, Dell Wyse cloud clients and cables needed for your customers' solution
- Creates a customized solution ID number that your Dell representative can leverage to quickly provide a quote back to you for your customer
- Supports rack or blade servers for 50 to 50,000 users
- Supports Citrix, Microsoft, VMware or Dell vWorkspace VDI software deployments
- Supports configurations for customers who want to leverage their existing networking or storage infrastructure
- Includes compatible Dell Wyse cloud clients
- Provides a list of recommended software which you can add based on specific customer requirements

**Access the Dell cloud client-computing advisor tool at [Dell.com/partner/advisor](https://Dell.com/partner/advisor)**

## **Dell Solutions Configurator**

Exclusive to Dell PartnerDirect partners, the Dell Solutions Configurator is a configuration and collaboration tool with the ability to create and customize validated Dell Wyse Datacenter solutions through a unique self-service online experience, easing the way you do business with Dell.

- Configure a Dell Wyse Datacenter solution more quickly with full validation rules.
- Access a library of pre-engineered templates for Citrix, Microsoft and VMware solutions.
- Address your customers' needs autonomously and proactively.
- Collaborate with your Dell sales representative on the ideal configuration.
- Shorten the time between the initial request and the final purchase.

**Access the Dell Solutions Configurator at [Dell.com/partner/solutionsconfigurator](https://Dell.com/partner/solutionsconfigurator)**

# What resources does Dell have to help you sell cloud client computing?

There are a variety of resources to provide you even more information about Dell cloud client-computing.

## **PartnerDirect portal pages**

Additional information about Dell cloud client-computing, including videos, spec sheets and other resources, is available on the PartnerDirect portal.

- Learn more about Dell cloud client-computing at [Dell.com/partner/cloudclientcomputing](https://Dell.com/partner/cloudclientcomputing)
- Learn more about Dell Wyse Datacenter solutions at [Dell.com/partner/dellwysedatacenter](https://Dell.com/partner/dellwysedatacenter)
- Learn more about Dell Wyse cloud clients and software at [Dell.com/partner/wyse](https://Dell.com/partner/wyse)

## **Dell cloud client-computing sales specialists**

Dell sales specialists and engineers can jointly engage with you on qualified Dell cloud client-computing opportunities. For more information, please contact your Dell sales representative.



# Become a Dell cloud client-computing expert.



Complete select training modules to achieve the Desktop Virtualization Solutions Competency for your organization and expand your knowledge of Dell cloud client-computing. Dell Preferred and Premier Partners with Desktop Virtualization Solutions Competency can take advantage of discounts on select Dell Wyse products, enjoy enhanced deal registration, access to incentive programs and more.

**Learn more about Desktop Virtualization Solutions Competency, including prerequisites and minimum sales requirements at [Dell.com/partner/dvscompetency](https://Dell.com/partner/dvscompetency)**



## Speed read

If you want to increase sales, expand your services opportunities and have a great reason to reach out to new and potential customers, learn more about Dell cloud client-computing through Desktop Virtualization Solutions Competency training.

1. Internet Security Threat Report, Symantec, April 2012.

2. ResearchMoz, October 2013

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