



BCBSKC Virtual Desktop Environment

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- Facets (client/server) Application Environment
 - Facets 4.51
 - AWD Imaging application

- Statistics
 - 1200 Node Company
 - 650 physical Desktops
 - 550 virtual Desktops
 - 500 Windows Servers
 - 175 physical servers
 - 325 virtual servers

The Challenge

- Give our employees the same user experience no matter where they were.
- Provide mobility for subset of internal users (meeting rooms, building to building, etc)
- Convert existing Citrix remote users to unified environment (200 users)
- Refresh desktop environment infrastructure
- Reduce / retool manpower needed to support desktop
- Ability to provide Disaster Recovery/ Business continuity.

- 1:1 Virtual Desktops
 - Each typical user gets the following:
 - Windows XP SP3
 - 1 Virtual Processor
 - 1024 GB RAM
 - 32 GB disk
 - Physical Hardware (underlying hardware)
 - 20 ESX's servers running ESX 3.5 across two farms
 - 2 AMD processors, quad core 2.3 GHz
 - 32GB RAM
 - 20 TB SAN attached Storage

- Know your Applications
- Know what does not work (well)
 - Multimedia
 - Peripherals (usb devices, local ports, etc)
- Develop Use Cases
- Understand performance statics
- Start Fresh OS, don't P2V

“If it works through remote desktop, it will work with VDI.”

The Issues and Future Solutions

- Some Applications don't Virtualize well.
- Multi-monitor Support
- SAN Disk Space costs
- Virtual Desktop proliferation (just too easy to get another desktop)
- If Datacenter is unavailable, so is the desktop.
- If a physical server does fail, multiple servers go down (to many eggs in one basket)

- Key Benefits
 - VDI Users are able to access their desktop environment from anywhere.
 - Remote and internal desktop are supported the same way reducing Admin Costs
 - Ability to provide redundancy for desktops
 - Reduced downtime due to Hardware Failure
 - Reduced downtime due to Hardware Maintenance
 - Ability to replace physical hardware with no downtime
 - Replicate Desktops to Alternate Datacenter for disaster recovery / business continuity.

Summary: Blue Cross Blue Shield of Kansas City

The Challenge: We saw an immediate need for a unified desktop for internal and external users that allowed them to get their environment from anywhere.

The Solution: Providing virtual desktops provides mobility with the ease of management

"Mobility Drives Innovation- Putting information in the hands of people who need it, exactly when they need it facilitates agility and accuracy. This is what our Healthcare system desperately needs to survive."

**- Jeff Shipley,
Director of Infrastructure Services
Blue Cross Blue Shield of Kansas City**

- **Allowed transparent mobility to the end user.**
- **Consolidation of internal and external environments.**
- **Addressed DR/Business Continuity concerns for desktop environment.**

Questions?

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