

HCLTech | Supercharging
Progress™

LibreSpace – Unified virtual workspaces

Delivering smarter, more
connected and fully secure
modern enterprises



Overview

The hybrid work model took center stage during the COVID-19 pandemic, when 'work from home' became the norm practically overnight. While the pandemic is behind us now, it ushered in a new era of remote workspaces and the birth of the virtual desktop infrastructure (VDI) concept. These are dynamic, agile and adaptable work environments that promote innovation and creativity by empowering employees to work where and when they perform best.

In response, subscription-based 'desktop-as-a-service' (DaaS) platforms have emerged as a viable option for enterprises that are making virtual workspaces a reality. These platforms provide organizations the ability to offer VDIs through managed services, giving them more flexibility to scale as needed, as well as the freedom to focus on what they do best rather than committing talent, time and money to build an inhouse IT staff capable of supporting a VDI.

In the post-pandemic VDI landscape, security has emerged as a paramount consideration. With the widespread adoption of hybrid work models, VDI technology has bolstered its security features to mitigate potential risks associated with remote access. Encryption protocols have been reinforced, ensuring the confidentiality of data during transmission. Multi-factor authentication and stringent access controls have become standard, safeguarding VDI environments against unauthorized entry. Continuous monitoring and threat detection mechanisms have been integrated to promptly identify and address security breaches. The evolution of VDI post-pandemic



reflects a meticulous focus on fortifying its infrastructure to meet the heightened security demands of the modern workplace.

Importantly, it appears that neither virtual desktops nor DaaS platforms are going anywhere anytime soon:

- The global VDI market is anticipated to reach **\$5.4B** by 2028, with a CAGR of **18.33%** during the forecast years.
- By 2024, according to Gartner, organizations providing a total experience akin to VDIs will outperform those that don't by **25%** or more in satisfaction metrics for both customer experience (CX) and employee experience (EX).
- Gartner predicts that by 2024, **80%** of remote-user virtual desktops will be part of a DaaS platform, up from fewer than 30% in 2021.

HCLTech's response to the DaaS movement

We broaden the 'desktop' concept to include all aspects of an employee's work environment, not just the technology that sits on their desktop computer. With that in mind, Unified Virtual Workplace platform is an end-to-end 'workspace-as-a-service' that enables businesses to embrace the digital world and provide their employees outstanding all-around user experiences. It is designed to empower workers to collaborate virtually from any location, work productively anywhere, anytime and produce results consistently without being restricted to any fixed resources.

By aligning disparate solutions, HCLTech Unified Virtual Workspace offers an intelligent, hyper-converged and cloud hyperscale infrastructure that caters to the specific requirements of your modern workforce and modern IT. It is supported by the very latest virtualization technologies, our own IP solution and the newest collaboration tools – all with flexible implementation and centralized management that includes all your business processes.

Simply, it is a fully managed, truly hybrid, best-in-class virtual workplace solution built to enable enterprises to unleash new levels of agility, productivity and EX/CX satisfaction.



Product features



Centralized management

Let us handle your VDI environment. We assist you in managing your environment centrally and greatly reduce IT costs and compliances.



Perfect balance of flexibility and control

Multi-vendor environments require tight controls to ensure consistency across the enterprise and user-level app and desktop flexibility. Seamlessly integration with ServiceNow's ITSM delivers on both fronts.



Fully automated reporting capabilities

A dispersed workforce requires comprehensive monitoring and reporting. Our user profile management capabilities combined with a highly secure delivery platform gives you full transparency.



Superior security and governance

Enjoy peace of mind when it comes to security. Your remote workforce is geographically dispersed, making business security a true challenge. Rest assured, our cybersecurity acumen is second to none.



Persona-driven workspaces

And speaking of desktop flexibility at the individual user level, our solution employs a persona-driven strategy that gives users personalized environments, enhancing their experiences and productivity.



Analytics-driven insights

Sustainable success for boundaryless workspaces demands real-time analytics that offer user-centric, anticipatory, preventive and proactive support to increase employee collaboration and engagement.

Services details

We provide a wide range of DevOps services to accommodate your enterprise organization's existing virtualization landscape maturity.

Advisory and consulting services

We determine your current business landscape's feasibility for a Unified Virtual Workspace solution using assessments, persona blueprints and business case validation — including sizing, pricing and ROI — to ensure we deliver the right product, the necessary consulting and a full proof of technology needed.

Migration services

We provide user and application assessments to ensure we're delivering the migration services you need. These may include app and desktop cloud compatibility and remediation, standard desktop operating environment management, enterprise service and network integrations, user onboarding and data migration.



Professional services

Ensuring business security for effective management of your increasingly dispersed workforce. These services include but are not limited to centralized device management, security and governance, persona-driven workspace implementation and management and fully automated reporting capabilities with analytics-driven insights.



Managed services

We deliver full production environment support, ensuring flawless virtual desktop infrastructure imaging and service management and end-to-end integrated monitoring and reporting. Our full suite of workspace-as-a-service capabilities are available through our subscription-based model.



Why HCLTech

In a technology ecosystem full of desktop-as-a-service platforms available, what makes our workspace-as-a-service solution — **LibreSpace** — the right choice for your enterprise organization? Here's what sets us apart:



Rapid deployment and lower TCO

All your business requirements are met at an affordable price with our predictable subscription-based structure and flexible cloud deployment options.



Fully managed service... AND support

We offer superior performance with a markedly reduced administrative workload and operating cost for an enterprise-scale VDI service.



Exceptional user experience

We offer only state-of-the-art virtualization technologies from HCLTech and other global tech giants to consistently deliver the highest EX scores.



Simple as-needed scaling

Predictable scaling is made possible by HCLTech's cloud-based hyperconverged infrastructure, intelligent automation and machine learning analytics.



Access to an unmatched partner ecosystem

Our incredible ecosystem of partners (see below) ensure we deliver exceptional solutions with centralized management and streamlined operations.



Unparalleled availability and reliability

Reduce the risk of downtime through N+1 redundancy, automated failover and predictive monitoring and maintenance of all critical components.



Employee wellbeing at the core

We enable swift and empathetic transformation that prioritizes employee well-being to foster a healthy and productive work environment.

LibreSpace features a robust network of technology alliances

With this many of the world's leading tech companies aligned to bring you LibreSpace from HCLTech, it's easy to see why so many enterprises turn to us for their virtual workspace needs. Is your organization next?



Write to us at dwp@hcl.com to learn more and get started.

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HCLTech is a global technology company, home to more than 221,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2023 totaled \$12.9 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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