

# PRINTING IN VDI

- THE CHALLENGES



**Virtual Desktop Infrastructure (VDI) has revolutionized the way we do business globally - allowing us to access our Windows desktops from a variety of computing devices across the enterprise.**

**The problem? An efficient and effective virtual workplace can be a printing nightmare.**

Here we address the challenges that come with printing from virtual desktops and talk you through potential solutions to deliver a better printing experience for your users - wherever they are working.

## What is VDI?

VDI stands for Virtual Desktop Infrastructure. In a nutshell, desktop virtualization means that you can access your Windows desktop anytime, anywhere, on any client computing device. For example, when you travel to another work location, you can access your desktop from any computer there, without taking a laptop. This is because your desktop is actually running on a server in the company's data centre, and the device you use to access your desktop merely provides keyboard and display functions.

## Benefits of VDI



Improve security and data protection



Simplify desktop deployment, customization and upgrades



Promote hardware utilization and consolidation.



Improve worker mobility



Provide businesses with greater flexibility and agility

Because desktops are centralized from a server, working with VDI means creating a new session each time you log on and off. This means that any printers added during a session are lost.

IT staff can create permanent changes - but even this can be problematic. IT organizations lack the tools to easily associate users, printers and terminals in an intelligent way and struggle to automate print driver management and deployment across virtual desktops.

## So, what steps can you take to smooth the printing process?

### LOWER COSTS

#### SCENARIO

An employee working in the buying department notes that the organization is spending a huge amount on printing and wants to reduce wastage.



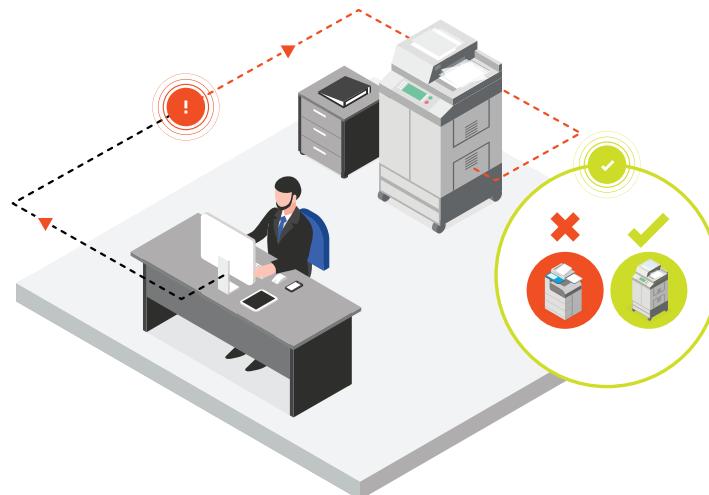
#### SOLUTION

Using pull printing in conjunction with VDI reduces cost by eliminating unclaimed documents that are never received by users. It also increases the mobility and productivity of users by letting them print whenever and wherever they want.

## MOBILITY

### SCENARIO

An employee accesses his virtual desktop in a remote office location but can't find printer definitions for devices nearby.

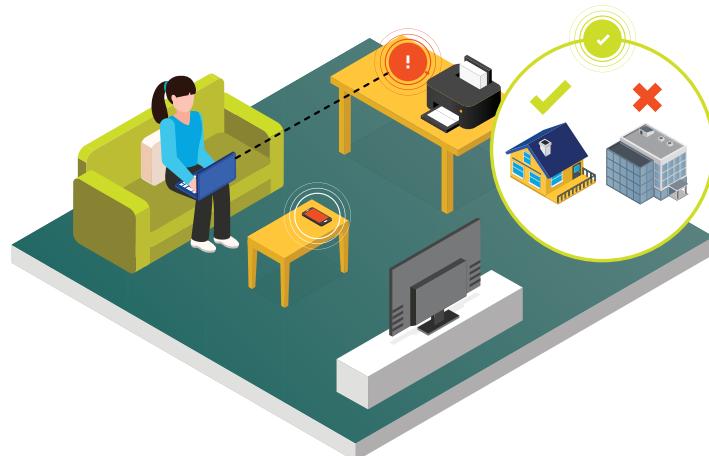


### SOLUTION

VDI print software can use IP address ranges, for example, to dynamically create printer definitions, so users can conveniently print nearby as they move from one location to another.

### SCENARIO

While working on her computer at home, a user's angry boss calls to tell her that her sensitive documents are printing out in the office.



### SOLUTION

VDI print software can deploy printers based on the computing device that she is working on or her location, preventing documents from being delivered to the wrong printers.

### SCENARIO

The company has decided to deploy VDI with thin-client terminals in a hot-desking work environment. Employees quickly discover that their printer definitions do not change based on their location, forcing them to walk long distances to pick up their documents.



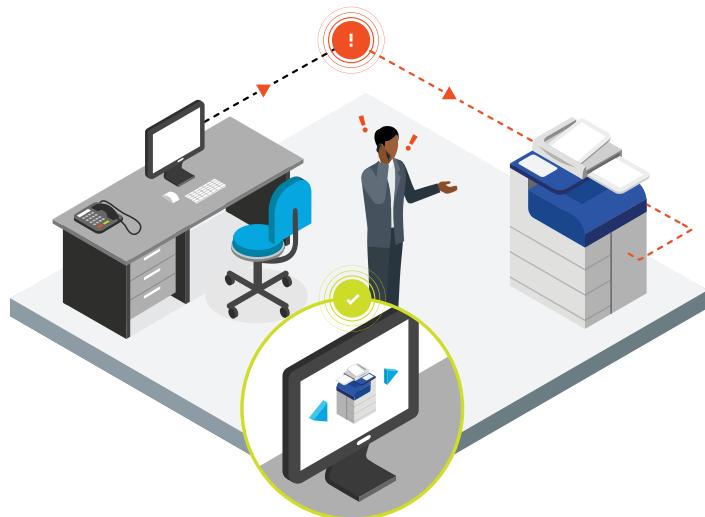
### SOLUTION

VDI print software ensures that printer definitions are dynamically created based on the unique terminal the employees use to access their desktops, ensuring that documents are sent to the correct printer nearby.

# USER EXPERIENCE

## SCENARIO

A user running late for a meeting finds his closest printer is not working properly and he can't print the documents he needs.

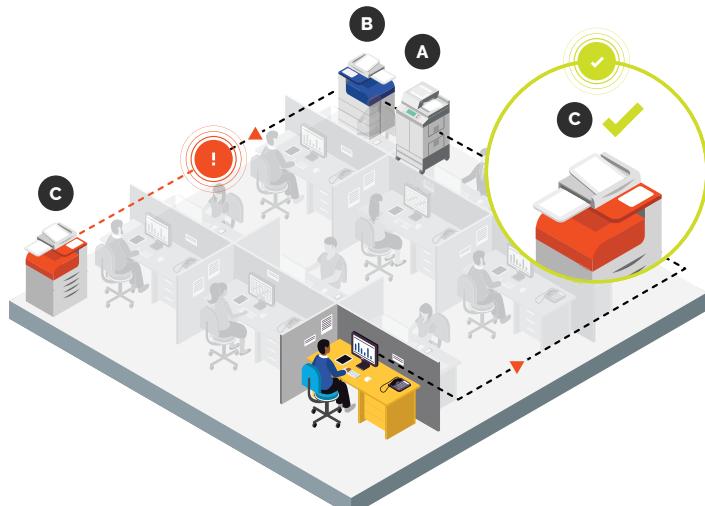


## SOLUTION

Rather than wasting time waiting for the helpdesk to fix the printer, the user can easily select a printer near the meeting room using the self-service printer portal.

## SCENARIO

A user's virtual desktop is configured with two printer definitions: "A" and "B". However, the user finds that printer "C" is located closer and wants to print to it.



## SOLUTION

VDI print software lets users add or delete printers from their virtual desktops and ensures that these changes are persistent across multiple virtual desktop sessions. By making virtual desktop printing more like traditional workstation printing, VDI print software improves the user experience and reduces support calls.

## SCENARIO

User "A" and user "B" are running different versions of Windows in their virtual desktops and have the same printers defined; however, user "B" is unable to print because of print driver problems.



## SOLUTION

VDI print software automates the management and deployment of print drivers across the virtual desktops to ensure that users receive the correct versions for the operating system and printers that they are using.

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