



# **KPN IT Solutions Virtual Desktop Services and BYOD**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Virtual Desktop Vendor Assessment for KPN IT Solutions is a comprehensive assessment of KPN's virtual desktop offerings and BYOD and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers and identifying vendor suitability for IT services, end-user computing services and virtual desktop technology and BYOD services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Key Findings & Highlights

KPN IT Solutions is the new name of KPN Corporate Market. It is the ICT services subsidiary of Dutch telecom service provider KPN.

KPN Corporate Market has in 2012 realigned its desktop service offerings into three main ones: As-Is managed services, FRW and Workspace Online. All of these three offerings include an option for virtual desktops services, whether based on server-based computing or on VDI technology.

As-Is is the traditional managed services offering where clients ask for a high level of service customization. KPN IT Solutions is to migrate, client permitting, towards mostly its FRW offering

- FRW is the flagship offering targeting enterprises with 500+ users and traditional or hybrid IT environments. FRW is designed to lower the level of customization required by clients by providing offerings based on standard service components e.g. service desk service from a set number of locations for a set number of languages and set SLAs
- Workspace Online (WO): WO was launched in 2010; it targets companies with 150+ seats, up to large enterprises. WO differs from FRW in its hosting location, which is in a KPN datacenter

## Scope of the Report

The report provides a comprehensive and objective analysis of KPN's virtual desktop and BYOD offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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## Report Length

12 pages

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## Vendor Assessments Also Available for:

CGI, Getronics (AURELIUS), Orange Business Services, Tech Mahindra, Unisys