

# Enterprise class support and management for Windows Virtual Desktop

Automation and intelligence for Windows Virtual Desktop support and management



**flexible** <sup>®</sup> | **SMARTWORKSPACES**  
for Windows Virtual Desktop

Flexible | **SMARTWORKSPACES** is a multi-tenant capable enterprise management and support platform designed for Windows Virtual Desktop that runs within your Azure tenant.

**SMARTWORKSPACES** greatly simplifies Windows Virtual Desktop support and management with the automation of common processes that would otherwise require time-consuming manual intervention. With a single pane console for administration and support, **SMARTWORKSPACES** allows you to focus on delivering the best levels of service and the ultimate experience for your users.



# Streamlined Support

**Realtime session performance displaying CPU, RAM, network and latency graphs**

**Simplified session control, shutdown, logoff, restart and disconnect sessions**

**Automation of common support actions through custom PowerShell scripts**

**Delegated administration for level 1& 2 support with no required Azure permissions**

**Dedicated Level 1 and 2 Support Console** – SMARTWORKSPACES facilitates support through a dedicated console for level 1 and level 2 support roles. Administrators can assign and delegate admin rights to the support team for these roles to perform their functions. And, through personalized custom scripts configured by admins, support actions can be automated and safely executed to resolve common issues. Extensive monitoring and reporting of user sessions and virtual machines ensures you know the health of your Windows Virtual Desktop environment. SMARTWORKSPACES enables proactive management of Windows Virtual Desktop through the ability to send alerts to any SNMP capable monitoring platform when defined resource thresholds are reached. This ensures potential problems are addressed before they impact user experience.

## Optimized User Profiles

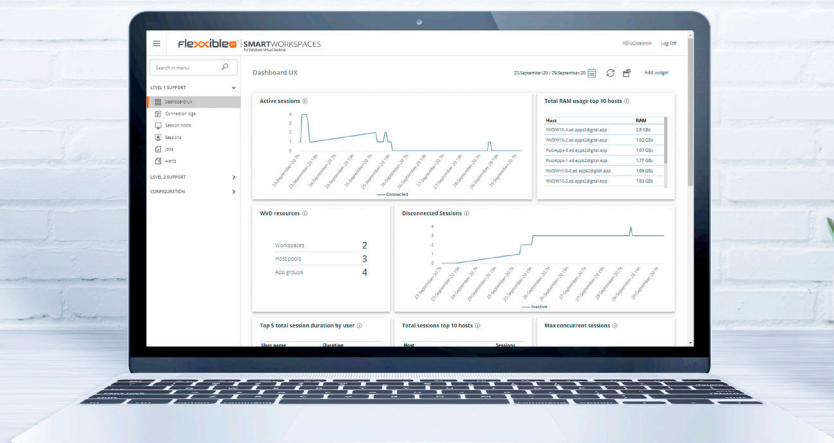
**FLogix Shrinking and Compacting**

**Streamlined user profiles** – A key benefit of Windows Virtual Desktop and Azure is that user profiles are independent of the virtual machine that serve the user's desktop. The profile containers, handled by FSLogix technology, are stored separately from the desktop in virtual hard disks. Over time users' profiles require optimization. Using FSLogix shrink and optimization, SMARTWORKSPACES allows you to schedule FSLogix User Profile shrink and optimization jobs for automatic execution. This ensures that storage does not grow unnecessarily and profiles remain optimized.

## Remote Assistance

**User shadowing for VDI, shared desktop and application sessions with multimonitor support**

**User session shadowing** – When users call for support, finding a solution to their problem can often be done most effectively with remote assistance. SMARTWORKSPACES delivers user shadowing with the ability to easily search for and identify users and to remotely shadow their session. With user permission, support staff can take control of a session to quickly resolve support issues.



# Extending Benefits of Microsoft Azure

**Manage multiple tenants within a single Azure subscription**

**Manage tenants across multiple Azure subscriptions**

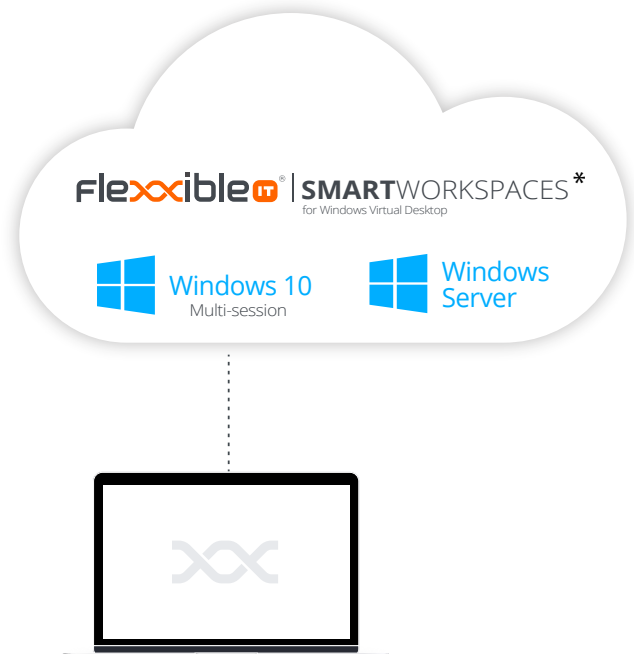
**Multitenant management platform** – Windows Virtual Desktop in Microsoft Azure cloud, delivers the ability to host Windows Virtual Desktop environments within a single subscription or across multiple subscriptions. This affords organizations a high degree of flexibility to choose in-house management or managed service provision or perhaps a combination. SMARTWORKSPACES extends this flexibility with multitenant management and support, either within the same or different Azure subscriptions. Configure, manage, and support multiple Windows Virtual Desktop environments from a single management and control pane. Whether you are an organization or managed service provider SMARTWORKSPACES enables you to consolidate and align resources for efficient and cost-effective IT.

## Auditing and Reporting

**Record historical performance data for SLA reporting**

**Change auditing** – By maintaining an up to date log of all changes and actions made in the console, including date, time, user and action specifics, SMARTWORKSPACES for Windows Virtual Desktop ensures complete transparency in your environment.

**Connection history** – SMARTWORKSPACES for Windows Virtual Desktop delivers extensive capabilities for auditing and reporting of historic connection data. Connection data such as the end point host, type of session, username, start date and time can be recorded and exported to CSV files for auditing and analysis.



\*patent pending

**flexible IT**<sup>®</sup>  
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Official worldwide Windows Virtual Desktop  
partner integrators

Flexible IT leads innovation in digital workspace management and delivery. SmartWorkspaces, a family of cloud services, software and purpose-built appliances, delivers an intelligent, fast and simple way to deploy and manage multi-cloud hosted digital workspace infrastructure. Our solutions help organizations fast-track transformation while offering unparalleled experiences for users and IT.

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