



SimpleAz – Windows Virtual Desktop

User Productivity, Security, Cost Savings with VDI in the cloud

Gold
Microsoft Partner




Eighty20 Solutions – Why WVD?

01



Security

- WVD uses same security as Azure.
- Data is not stored on local physical devices
- Benefit from the 1 Billion dollars invested in security each year

02



Scalability

- Ability to scale up or down hosts in minutes
- No on premise infrastructure required
- Windows 10 Multi session hosts

03



User Experience

- Decrease logon times
- Increased performance with tailored compute and region landing zone
- Analytics to proactively fine tune
- M365 optimised

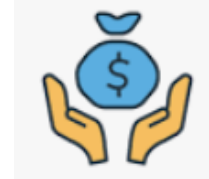
04



Automation

- Self Serve integration
- Self Heal capabilities
- Automatically change compute needs
- Auto scale
- Alerts and ticket creation

05



Cost Savings

- Reduce usage cost
- Reduce compute needs based on analytics
- Increase productivity with increased performance and availability
- BYOD can be used

A day in the life of your employees is demanding

Jake, Sales Manager

Sales manager requests a new application through ServiceNow whilst dropping kids at school



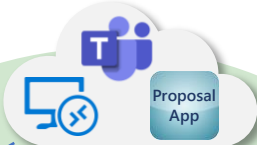
SCHOOL



Jake hosts a Teams meeting with Dan, a green energy start-up founder, and initiates a new proposal for Dan

Jake uses his WVD to share secure screens with Dan using the newly acquired app and presents the proposal details and business case

RPA bots cross reference multiple systems and generates detailed reports for review and approval



Josephine, Head of Sales

Division Head attending an offsite leadership meeting securely approves the paperwork via a WVD RemoteApp



Michelle, IT Service Manager

IT Ops remotely monitoring cost, security, identity, device compliance, end-user experience and policies



Rakesh, Operations Support

Offshore team on WVD VDI hosted in country performs validation and background checks



WVD Benefits Realisation – Forrester Research

34%

Reduced cost of prior VDI-related expenses

\$20

Average cost per active user (US\$)

22 hours

Added annual productivity per end user

59%

Cost savings on deployment and maintenance expenses

210%

ROI over 3 year period

<3 months

Payback period

"Identity and access were top of mind in our decision to go with Windows Virtual Desktop. The ability to control who's connecting, from where, and from what is so important.."

IT cloud specialist, food and agriculture

"Windows Virtual Desktop saves our IT team a lot of time. Anytime we needed to make a change related to our VDI environment, it could take days or weeks. We're saving 50% of this time on some processes."

IT architect, food and agriculture

"Windows Virtual Desktop is a part of our Microsoft 365 license. So, we already bought it as part of consuming Microsoft 365. It was almost, dare I say, a freebie."

IT infrastructure manager, government

"When COVID-19 came along, management was surprised by how quickly we responded. We scaled to thousands of people working from home relatively quickly. Without Windows Virtual Desktop, we would have lost months of service delivery."

CIO, government

"As we add more users, we get more cost savings. Even for those instances where we haven't seen net cost savings, we are getting more for the same money."

IT architect, food and agriculture



SimpleAz Engagement Models

We provide our clients with guided navigation based on where they are in their WVD journey and lifecycle.

SimpleAz PoC

- Up to 10 Users
- Existing AD and AAD environments with working sync
- Existing landing zone
- Azure marketplace Windows 10 image

1 – 2 weeks



Add-ons

- Custom images
- Landing zone creation and optimization
- Autoscaling and optimisation

SimpleAz Pilot

- Up to 300 Users
- Existing AD and AAD environments with working sync
- One custom Windows 10 image
- Azure initial landing zone creation for WVD
- Autoscaling and WVD optimisation
- Endpoint security

4 – 6 weeks



Add-ons

- Custom images
- Landing zone optimisation
- Current state spend baseline assistance
- App packaging
- App migration and modernization
- Business Change and adoption enablement
- Enterprise Security

SimpleAz Rollout

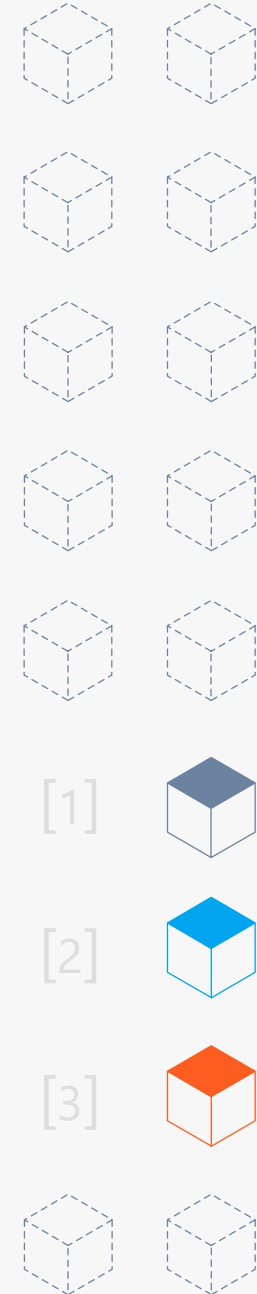
- Enterprise rollout
- Windows image as per organization requirements
- Azure initial landing zone creation and optimisation for WVD
- Autoscaling and WVD optimization
- App packaging
- App migration and modernization
- Business Change and adoption enablement
- Operational framework and image management
- Device management
- Enterprise and endpoint Security
- App deployment
- User, device and data migration

Depending on client requirements



SimpleAz – WVD PoC offer

User Productivity, Security, Cost Savings with VDI in the cloud

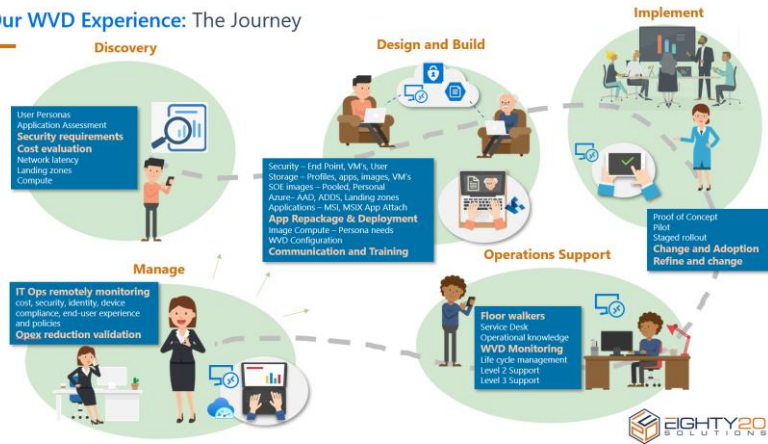


- [1] People
- [2] Process
- [3] Technology

Executive Summary



Our WVD Experience: The Journey



Our Vision:

Help accelerate our customer's journey to a secure, robust and yet cost-effective remote workforce solution through Windows Virtual Desktop.

Our Approach:

Deliver a working solution in form of a POC capsule and work together to make it enterprise-ready through extensive experience drawn from similar engagements.

Strategic Alignment:

Reduced complexity with simplified service offerings to allow an enhanced user experience and amalgamated management.

Benefit Realisation:

To improve EUC services by delivering change that simplifies operational excellence and reducing management overheads allowing team to concentrate on service strategy.



Fast Delivery - Time-boxed delivery phases with specific deliverables and outcomes



Specialists - Experienced team working in collaboration with our customers



Technology - Improved use of virtualisation to enable operational excellence and reduced overhead



Simplification – Less infrastructure to manage and more time to focus on service improvement

Why us for your WVD PoC partner?



The key benefits that our customer get with Eighty20 as the WVD POC partner:

- Evaluate Windows Virtual Desktop offering in your environment without going big and hefty upfront investment (CAPEX)
 - No investment needed for hardware purchase
 - Pre-requisites will be shared in advance – leverages existing investments in Azure and on-prem technologies
- Key highlights of the rich feature set covered in PoC:
 - Personal and Pooled (multi-session) desktop sessions
 - Virtualised Remote Applications where applicable
 - Persistent user profile management (FSLogix)
 - Role-based Access Control (RBAC) based approach
 - Automated, fast deployments
- Quick time to value – Day-by-day schedule for the POC will be made available to you in advance
- Clear path and approach to WVD pilot and rollouts, based on our guided approach and incorporating the learning gained during POC. We will provide you with a proposal for the next steps after the conclusion of the PoC.
- Single point of contact from Eighty20 for the duration of POC
- No impact to any infrastructure outside the POC environment

Key Azure Components



Classification	Category	Description
Core	WVD Service	WVD as a Service – this contains all the Microsoft components (Web Access, Broker, Gateway) required to run the WVD service. These are abstracted behind the WVD component.
Core	Compute	These are the session hosts (virtual machines) required to run the VDIs.
Core	Storage	Azure Files – as part of Azure Storage, which provides a File Share solution required to store the FSLogix profile containers.
Core	Virtual Network	Virtual Azure Network to host the Session Host VMs.
Core	AD DC (for cloud authentication)	VM hosting an AD domain controller for authenticating users and joining VDIs to domain. Note that this approach might need to be further elaborated as noted in this approach document.
Core	Azure AD Tenant	Cloud native directory providing authentication and RBAC capabilities in Azure.
Core	Azure AD Connect	Synchronizes AD DS to Azure AD.
Recommended	Azure Monitor	Azure Monitoring solution providing log storage, analysis and reporting.
Recommended	Bastion Host (Jump Server) for admins	Jump server for admins to securely connecting to the rest of the Azure infrastructure.
Recommended	Network Watcher	Azure Network monitoring solution.

Prerequisites for WVD POC



- A valid Azure subscription for deployment of the WVD components:
 - The Azure subscription should be under the same AAD tenant that's synchronised to on-prem AD DS.
 - WVD Resource Provider registered in the Azure subscription. Subscription Owner permissions is needed for this registration.
- A Resource Group, Virtual Network (VNET), subnet (/27 or /28) and Storage Account to be used for WVD deployment.
- Contributor access on the subscription and Owner access on WVD resource group for E20 consultant.
- Healthy and functional Azure AD, AD DS, DNS, and AAD Connect infrastructure.
- Creation of specific AD security groups and test user accounts for WVD.
- An AD DS account to be able to join WVD Session Hosts to Active Directory domain.
- Internet access on the WVD Session Hosts.
- Firewall / network port exceptions, on-prem data centres and branch sites required to support the POC needs to be performed by the concerned customer team / third parties.
- 10 users should be appropriately licensed to be able to use WVD. Refer [Licensing Requirements for WVD POC](#).
- A domain-joined computer having Internet access and with Windows PowerShell and Azure PowerShell module installed.
- Couple of test machines on corporate network, to be used for testing access to desktop and application sessions.

Licensing Requirements for WVD



Microsoft WVD licensing is included in Microsoft 365 & Windows 10 Enterprise licences.

TYPE	DESCRIPTION	ELIGIBILITY
Virtualise Windows 10 and Windows 7	Access Windows 10 Enterprise and Windows 7 Enterprise desktops and apps at no additional cost if you have an eligible Windows or Microsoft 365 licence. Get free Extended Security Updates until January 2023 for your Windows 7 virtual desktop – offering more options to support legacy apps while you transition to Windows 10.	You are eligible to access Windows 10 and Windows 7 with Windows Virtual Desktop if you have one of the following per-user licences*: <ul style="list-style-type: none">• Microsoft 365 E3/E5• Microsoft 365 A3/A5/Student use benefits• Microsoft 365 F3• Microsoft 365 Business Premium**• Windows 10 Enterprise E3/E5• Windows 10 Education A3/A5• Windows 10 VDA per user

Source [Windows Virtual Desktop Pricing | Microsoft Azure](#)

Key Assumptions for WVD POC

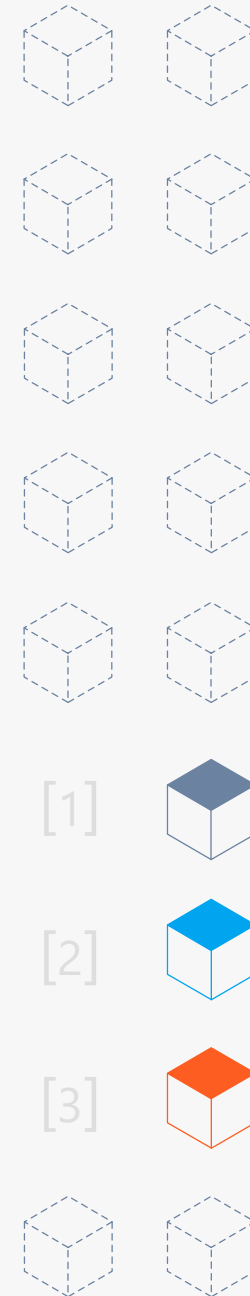


- Customer has active Azure subscription that's attached to an Azure AD tenant, which synchronizes with their on-prem AD using AAD Connect.
- There's already a network connectivity and routing established between on-prem and Azure environments. Network traffic (ports) needed to access WVS solution are also allowed through all the intervening firewalls.
- The scope of this POC is limited to single Azure region.
- All required Azure resources for the WVD POC will be in one Azure region – Resource Group, VNet, Subnet &, Storage etc.
- Currently WVD only supports storing the WVD service information / metadata to US and UK region and this doesn't raise any data sovereignty concerns.
- The POC WVD Deployment can happen in an existing VNet and subnet. However, this POC assumes that the WVD deployment will be done to a new / dedicated VNet and subnet, which might require setting-up additional infrastructure like VNet peering, in certain scenarios.
- WVD marketplace / gallery image will be used for POC purposes. This image includes Microsoft 365 (MS Office and MS Teams)

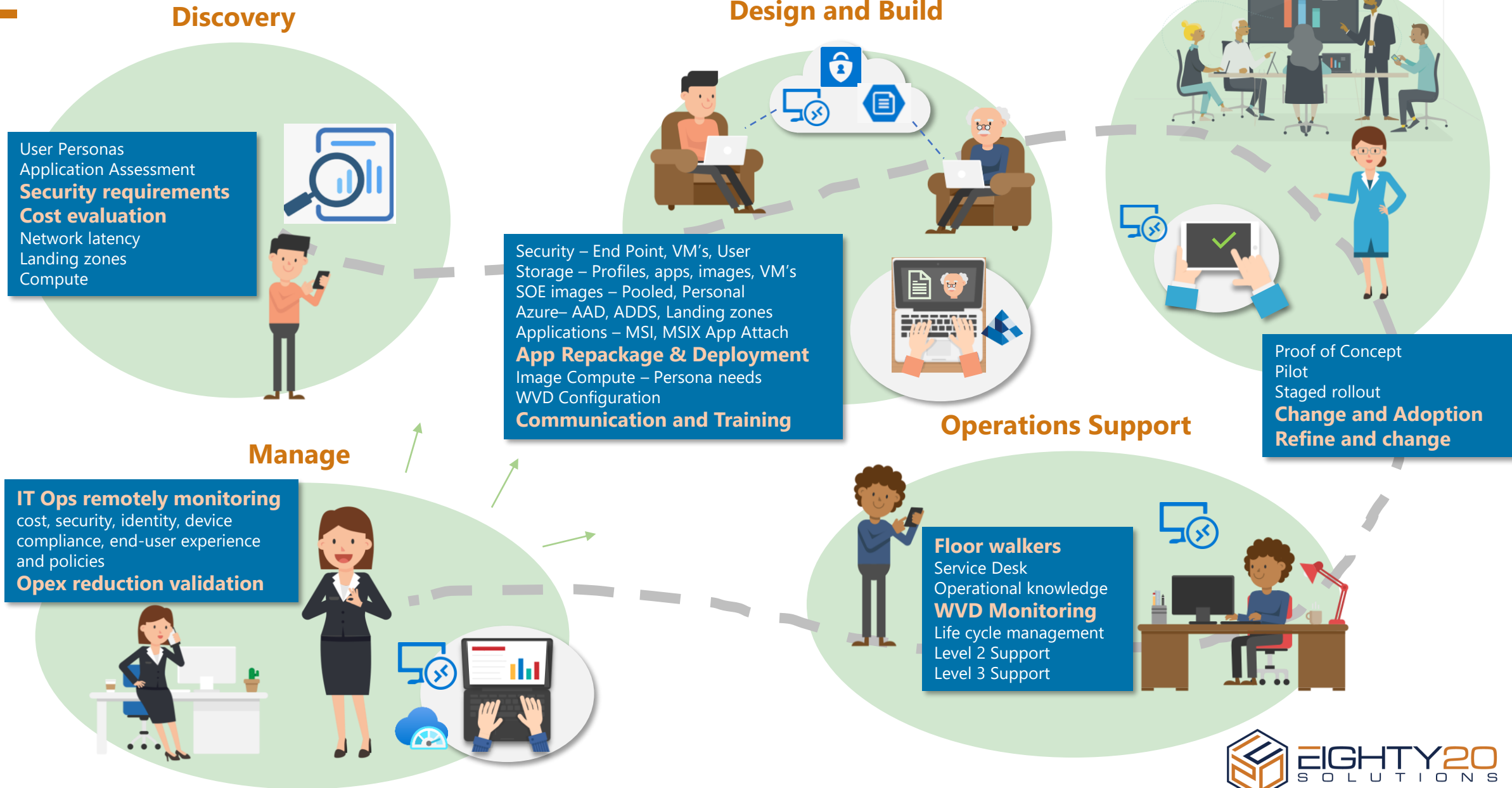


SimpleAz – WVD Pilot and Rollout

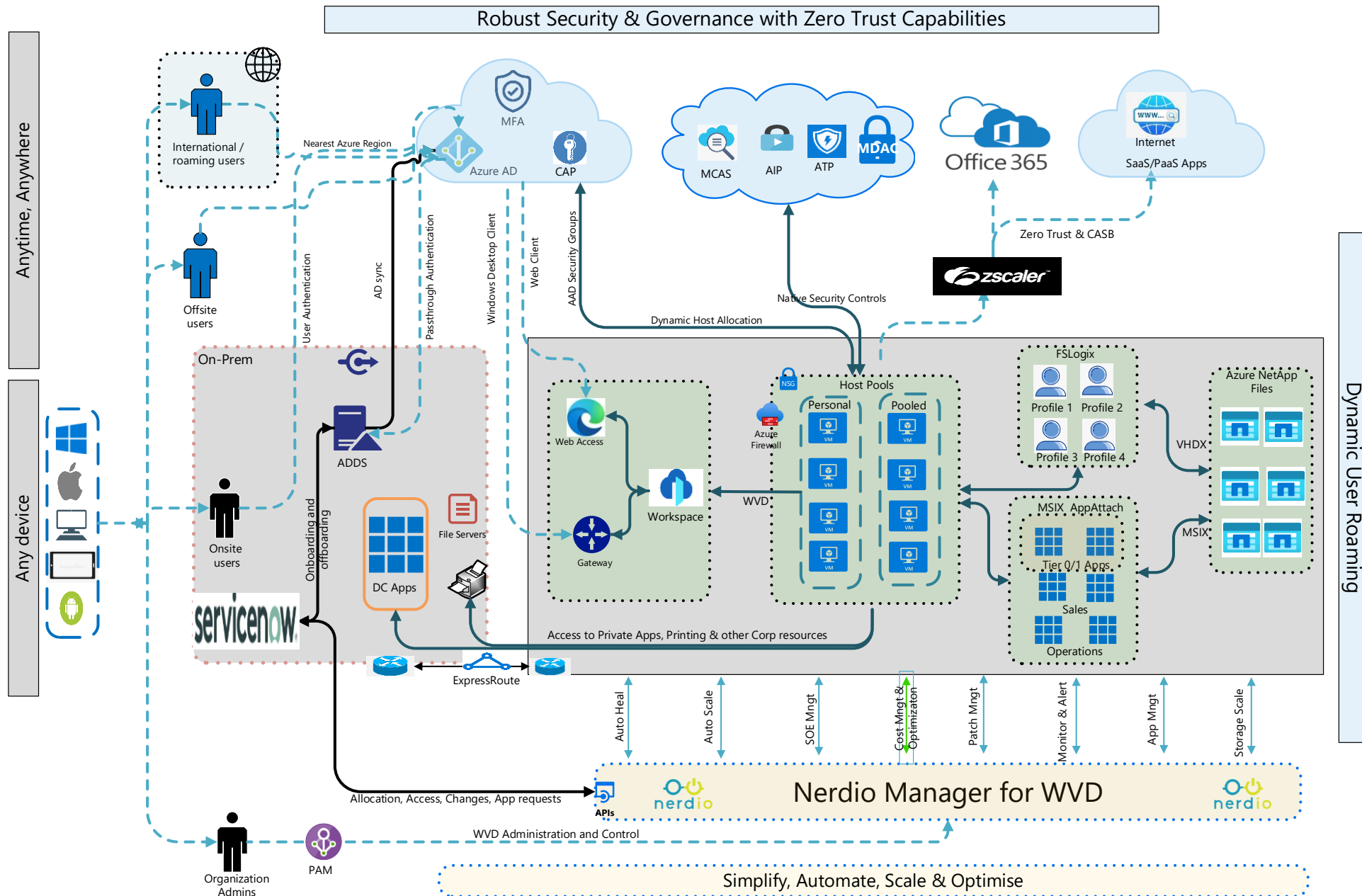
Take the proven value to Enterprise scale



Our WVD Experience: The Journey



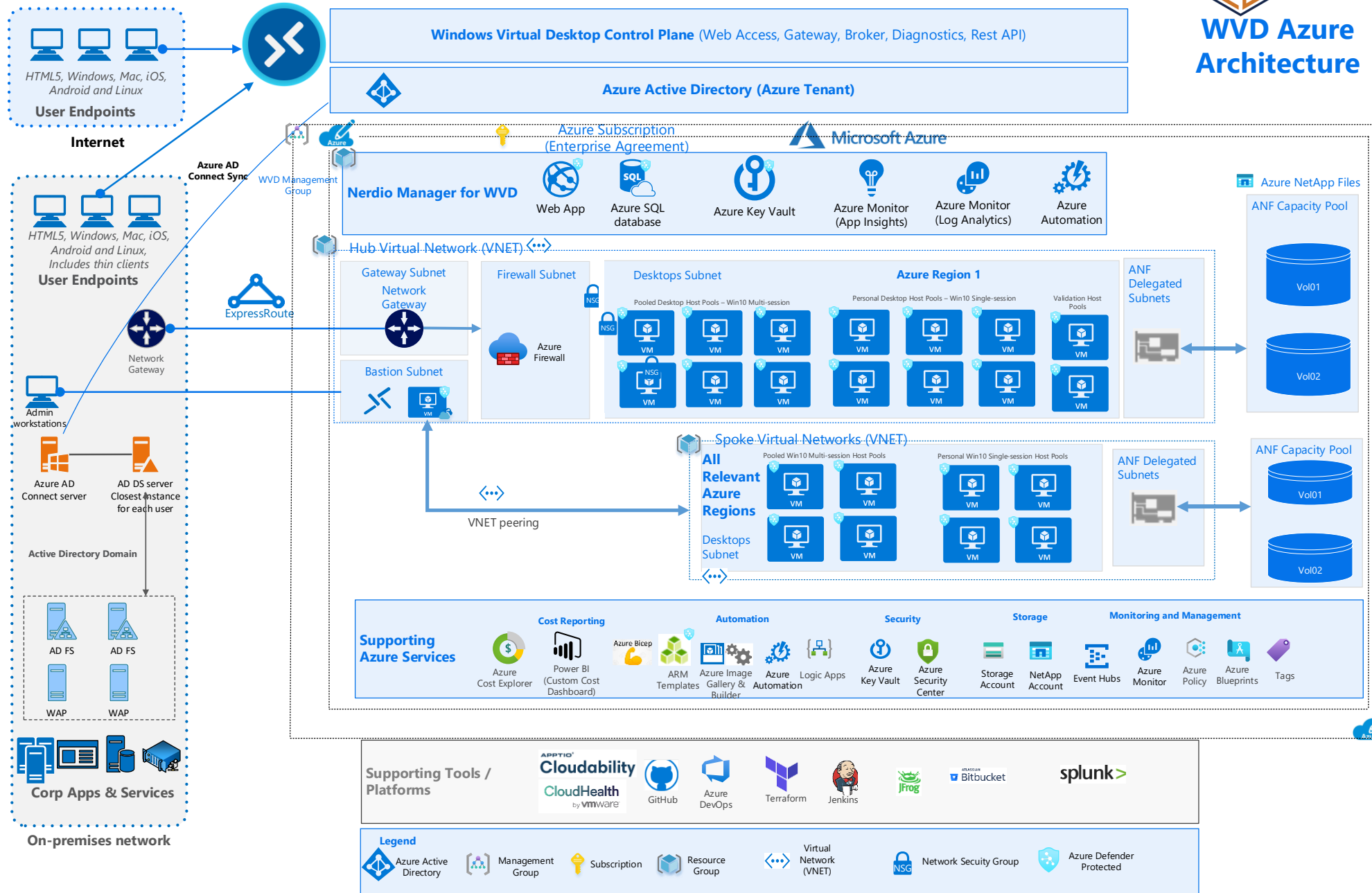
WVD Logical Architecture – where do these components fit



WVD Infrastructure Architecture – where do these components fit



WVD Azure Architecture



Our WVD Experience: Bring Staff on the Journey



Organisation Change Management

Execs



- ▶ Vision & prioritisation

Business Leads



- ▶ Empower the change network & escalation point

Change Champions



- ▶ Change advocacy, champion of the people, remover to roadblock

Business Testers / SMEs



- ▶ UAT and business experts

Site Coordinators & Ground Support



- ▶ Hands on support contacts



Our WVD Experience: The Bumps in the Road



Incompatible applications

EARLY DISCOVERY WITH APP TEAMS

APPLICATION LIFECYCLE PROCESS



Lack of business engagement

ESTABLISH DIGITAL CHANGE NETWORK

REPRESENTATION FOR EACH BUSINESS UNIT



Poor staff experience

END POINT MONITORING

PROACTIVE PERFORMANCE TUNING



Lack of training

DIGITAL CHANGE ACADEMY

QUICK REFERENCE GUIDES, VIDEOS, EMAIL TEMPLATES



Executive endorsement

EXECUTIVE DIGITAL EXPERIENCE COUNCIL

BUSINESS CASE, GOVERNANCE, STEERING COs



Change fatigue

CHANGE IMPACT ASSESSMENTS

CHANGE FLIGHT PLAN

WVD Implementation Approach: Common Challenges and how we solve for them

Common Challenge	The Eighty20 Solution	Why we do it
<p>Applications Incompatible applications prevent users from upgrading</p>	<p>Early discovery of the application estate and engagement with application teams allows for rapid testing and planned application remediation</p>	<ul style="list-style-type: none"> Discovery of key applications and the knowledge of who uses them allow us to prioritise the readiness of applications to unlock business benefits We help businesses avoid lengthy and costly application transformation programs
<p>Lack of Engagement Business units and users are not engaged, willing or prepared to receive the change</p>	<p>Establish Digital Change Network empowering change champions & SMEs embedded within each business unit</p>	<ul style="list-style-type: none"> The most common complaint we hear in the industry is that users were not engaged enough to prepare them for a significant change We have developed a custom engagement model that helps solve this problem. Business units are all unique in the way they operate, we capture these requirements to ensure we can work collaboratively with minimal impact to their operations
<p>Insufficient data Lack of data or outdated or incomplete data impacts deployment planning</p>	<p>Implement a tailored data model to determine user, device and application readiness based on your organisations data output model. Track consistently and refresh often.</p>	<ul style="list-style-type: none"> Eighty20 know exactly what user/device/application data is required and where to look for it Constructing a data mapping model to plan and base decisions upon is critical to success
<p>Lack of training Ineffective communications and training materials prevents users from adopting new technology</p>	<p>Provide a Digital Change Academy to train users to the level most appropriate for the way they work. Email, quick reference guides, video guides and senior leader messaging</p>	<ul style="list-style-type: none"> Change and adoption is one of the top reasons for failures in enterprise projects We help users gain an early understanding of what the change means for them and how they will benefit from adopting experiences provided for them
<p>Investment Commitment Executive endorsement and investment in business unit time and asset uplift required</p>	<p>Create an Executive Digital Experience Council committed to lead the change and support prioritisation of business unit objectives supported by a solid business case</p>	<ul style="list-style-type: none"> Top down executive support is critical for any large technology change and, in particular, end user transformations We work with your key project sponsors to identify council members who will steer toward successful outcomes and benefit realisation, help clear roadblocks and provide stable governance. This ensures senior leadership is inclusive and informed
<p>Change Fatigue Too many technology implementations create resistance to change</p>	<p>Early change impact assessments inform a holistic change flight plan to support business units in prioritising change at times that work around their busiest periods.</p>	<ul style="list-style-type: none"> Change load is most often the cause of fatigue and resistance. Load is inescapable in large enterprise – navigating change toward least impactful times allows users to receive change at a time they can focus on the experience and understand how their workload can be optimised with new technologies

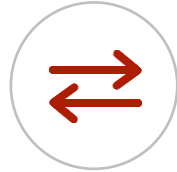
Migration and end user onboarding strategy: Application Readiness Approach



Ability to handle large volumes

Large transformation programs result in larger than normal throughput requirements in short timeframes

We have extensive experience with large enterprise clients and have the ability to flex up and down to meet volume requirements



Unnecessary packaging re-work

Miscommunication between application teams, business analysts & packaging teams creates waste and rework

Our solution is to engage with business units and application teams early and collaborate on best outcomes.
We manage the end-to-end pipeline to minimise re-work



Prioritisation of packaging pipeline

Packaging vendors often focus on packaging volumes whereas the key to successful migrations is the number of users ready, not applications

We control the pipeline and our benefits are aligned with those of your business. Users ready rather than apps packaged is the key to accelerating tranche deployments



Quality Assurance

The nature of packaging changes as new automation tools are introduced, and packaging standards are updated

Eighty20 utilise highly skilled, dedicated and experienced packaging teams who consistently adapt and grow as required to meet business delivery objectives



Data management & workflows

Packaging progress tracking and reporting can often be minimal and difficult to align to program objectives

Management and tracking of application data and workflows managed by Eighty20's application management tool **Trackr**. Data validation is key. We have to trust our data

Migration and end user onboarding strategy: User Migration Strategy

Transforming end user technology experiences for employees will **enable your people** to onboard to their new technology services from any device, anytime, anywhere - **empowering them to connect**, collaborate, and communicate in the ways they want to work.

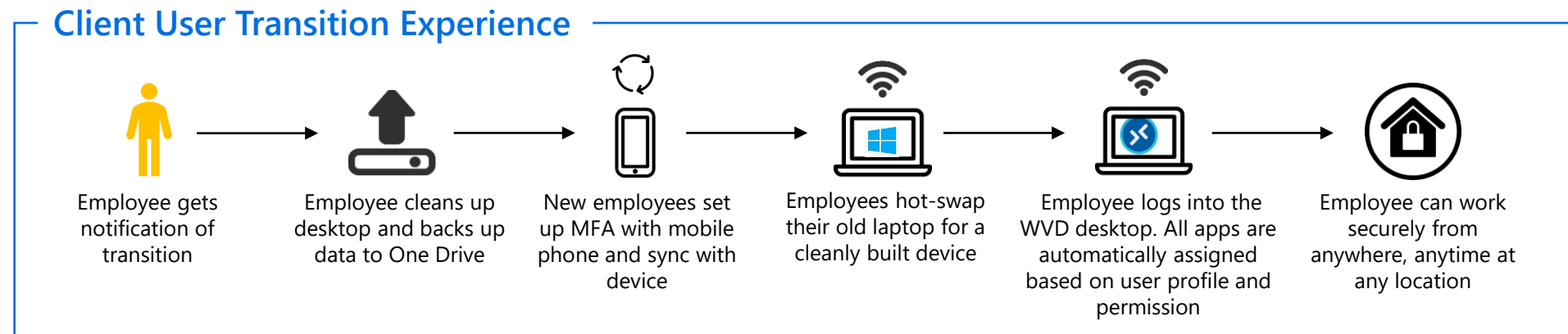
Detailed change analysis will inform communications, engagement, user profiling, leadership alignment, coaching, training, and adoption campaigns.

Collaboration with teams across Technology, Privacy, Risk, Finance, Security & HR will inform workforce planning.

Successful transition outcomes for your people are underpinned by **4 guiding principles**:

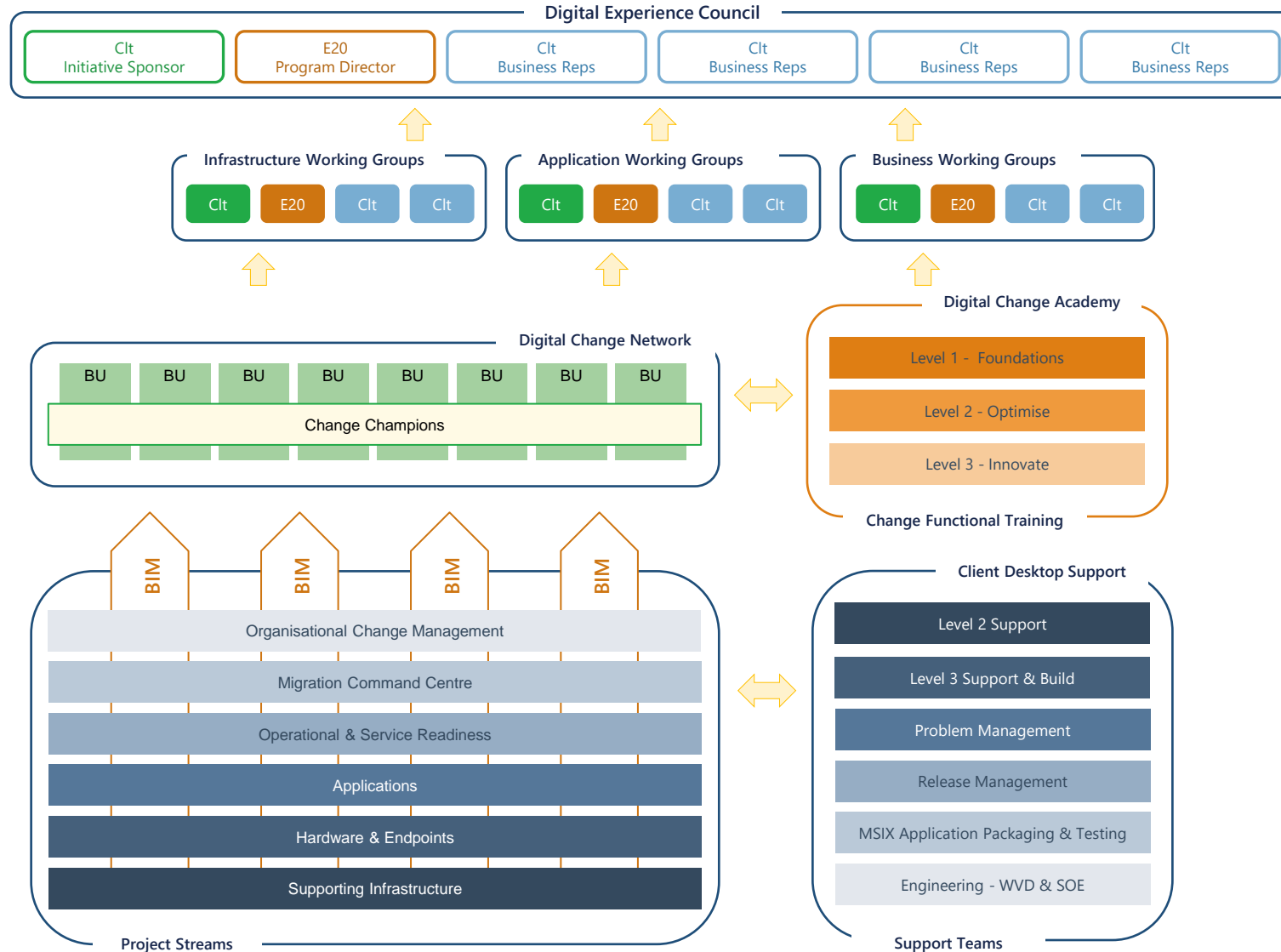
- *I know what is expected of me to be able to move to my new technology experience*
- *I know how to easily connect to my virtual desktop from any device, anytime and anywhere*
- *I have access to the applications and tools I need to complete my day-to-day activities*
- *I have the knowledge and ability to use the tools to effectively communicate and collaborate*

Onboarding to Windows Virtual Desktop should be simple and seamless for employees – it's as easy as just logging in.



WVD Implementation Approach: Our Delivery Structure

A framework for end-to-end technical execution, experience delivery, organisational change, business engagement and product adoption.

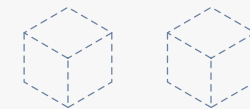
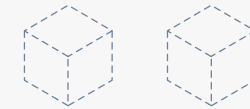
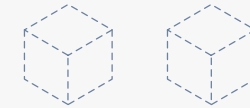
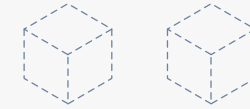
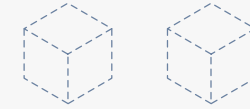




Eighty20 Solutions

We focus on what matters

Gold
Microsoft Partner

[1]



People

[2]



Process

[3]



Technology



Eighty20 Solutions: We focus on what matters

Cloud transformation specialists

Eighty20 Solutions brings together a team of Cloud specialists with experience **delivering Transformation programs for some of Australia's largest companies**

Microsoft
Partner



Gold Cloud Productivity
Gold Cloud Platform
Gold Windows and Devices
Gold Project and Portfolio Management
Silver Security
Silver Datacenter
Silver Application Integration
Silver Application Development

Customer DNA

Careers spent as the customer mean **we've walked in your shoes** and truly understand the real business drivers and customer pain points which helps us forge stronger partnerships

Eighty20 was formed to address a gap in the market for a **customer centric, outcomes focused consultancy**, with proven results delivering complex IT programs

End to end capability

Our diverse team consists of experts across **Strategy, Project Delivery, Technical Execution, Organisational Change & Adoption and Managed Services**

We place equal focus on the people, technology and logistical elements required to achieve outcomes

Est. 2018

100% **Australian privately owned**



497% Avg YoY growth

4th fastest growing IT company 2020

Exceptional Service Partner Award 2020

WOOLWORTHS GROUP



100

team members across **NSW, QLD, VIC, WA**
(Sydney headquarters)

95%

Customer reengagement rate

Our Services: We're transformation specialists with customer DNA and an end-to-end capability



Financial services



Retail and consumer goods



Government



Manufacturing and energy



Media and communications



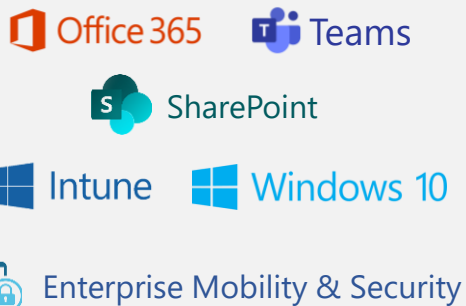
Information Technology

Industries



Our mission is to deliver technology transformations and managed services in a faster, simpler and more collaborative manner

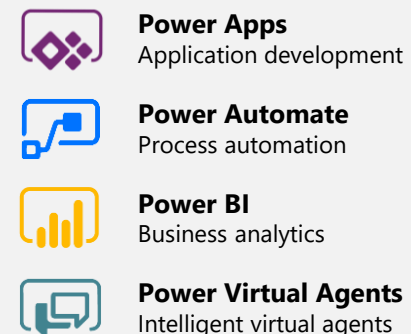
Modern Work & Security



Cloud



Business Applications



Managed Services + Operations



Technology



Transformation + Change, Adoption & Training



Process



Strategy + Architecture



People



Our Customers across Industries



Financial services



Retail and healthcare



Government



Media and communications



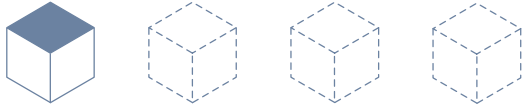
Manufacturing and energy



Information technology



You're in good company

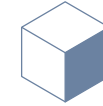
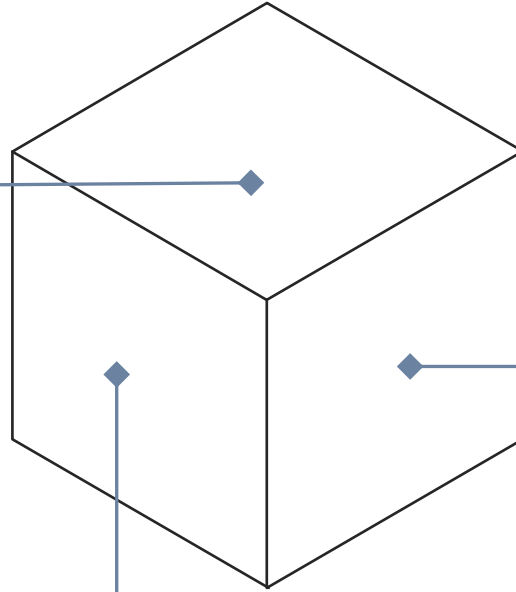


Cloud Services



Strategy

- Cloud Strategy and Roadmap
- Cloud Business Case
- Cloud Migration Plan
- Cloud Operating Model
- Azure Architecture and Design
- Azure Landing Zones



Optimisation

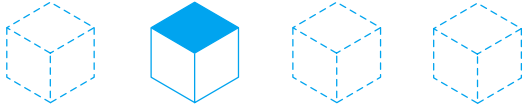
- Organisational Change Management
- Cost Optimisation
- Security and Compliance
- Governance and Operational Excellence
- Reliability
- Performance and Efficiency



Transformation

- Azure Migration – Apps and Infra
- Azure Application Modernisation
- Azure Cloud Native Applications
- Virtual Desktops on Azure
- DevOps – App, Infra, Process
- Azure Integration Solutions
- Data and AI





Our Approach



Technology

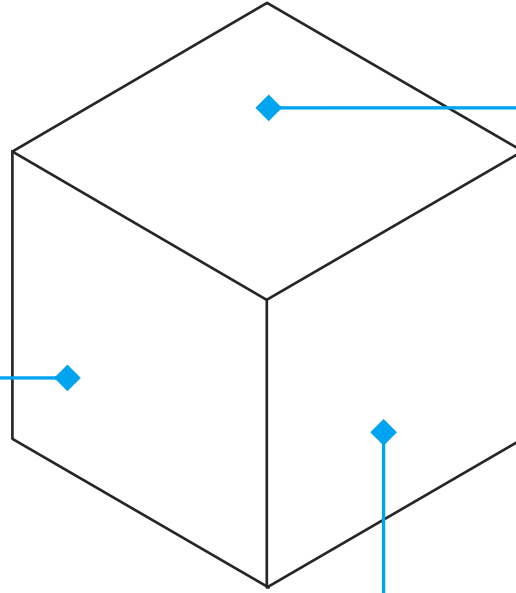
Cloud Architecture

Patterns, Practices, Blueprints

Innovation, Art of the Possible

Observability, Control Tower, SDLC, DevOps

Guardrails, Policy, Automation



People

Operating Model

Organisational Change Management

Learning and Development

Organisation and Team Structures



Process

Guiding Principles

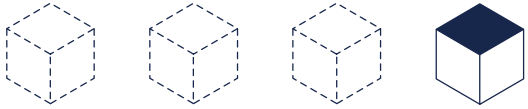
Governance and Control

Information Security and Risk Management

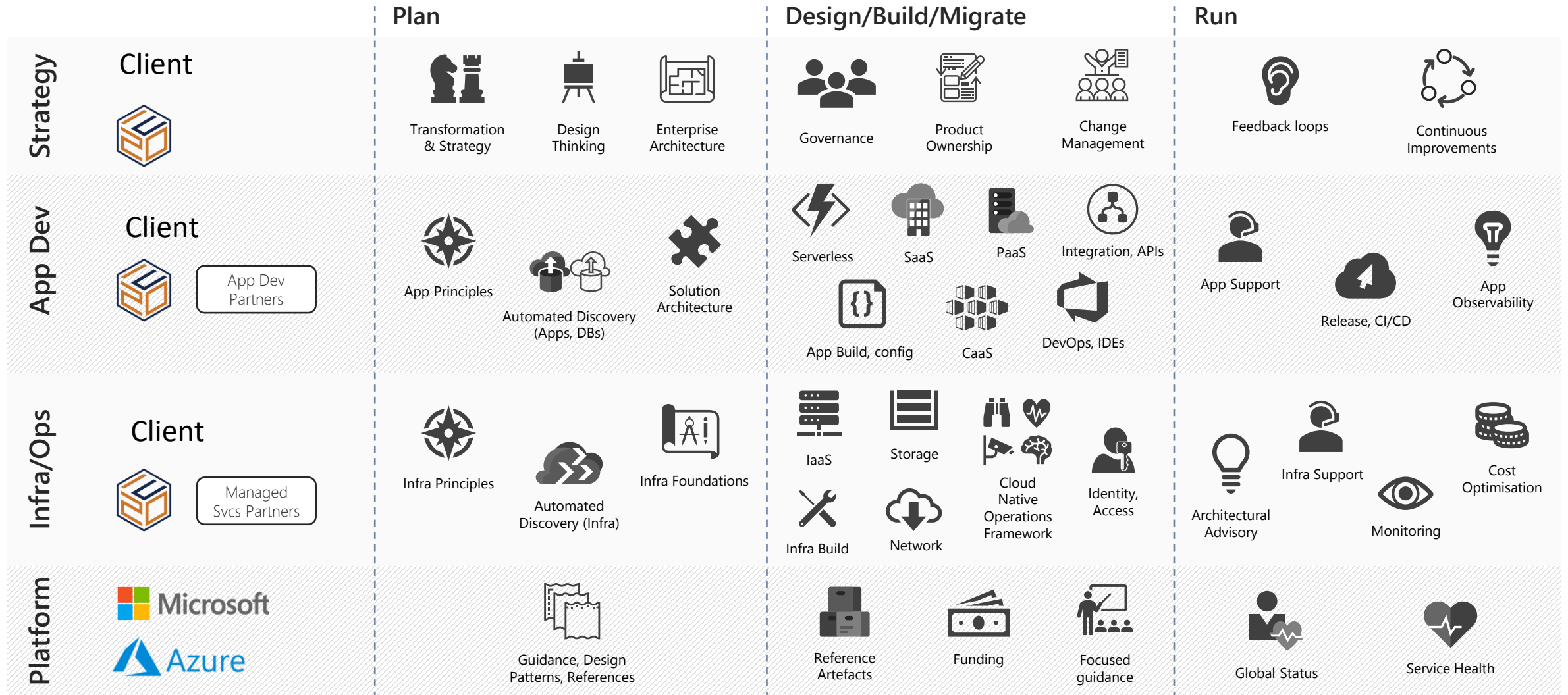
Financial Management

DevSecFinBizOps + Design Thinking





Cloud Services – Partnership Operating Model



Our Microsoft Partnership



30,000

Desktop deployments



20,000

Mobile devices enabled



50,000

Users cloud enabled



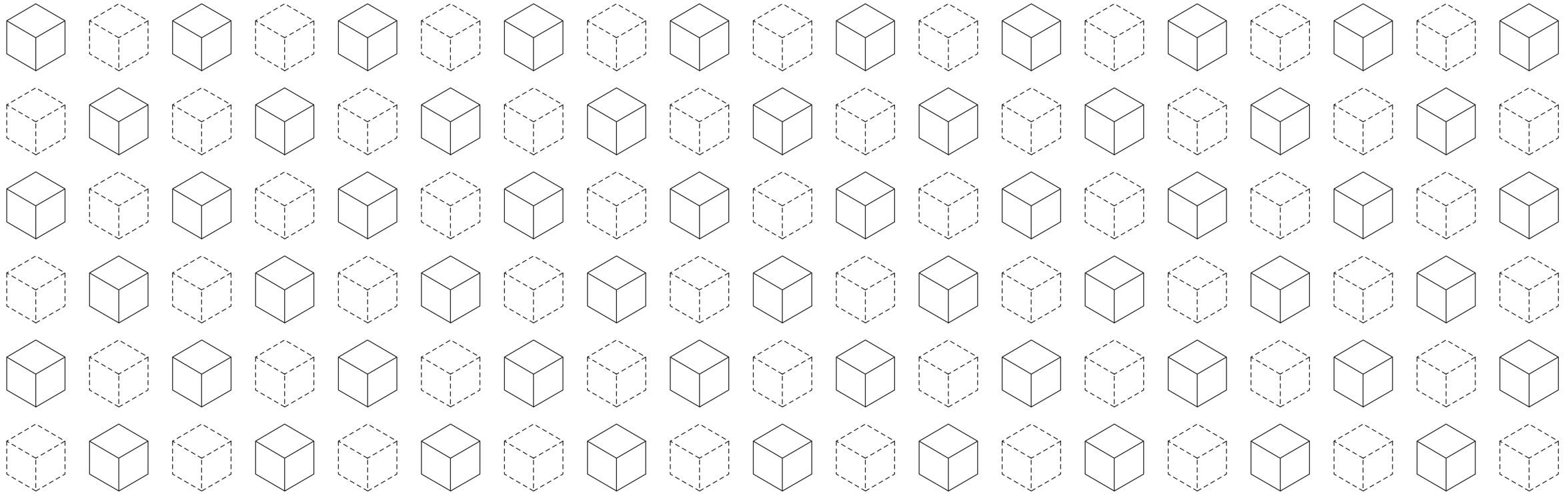
\$45m

Transformation projects delivered

Microsoft Partner



Gold Project and Portfolio Management
Gold Cloud Platform
Gold Cloud Productivity
Gold Windows and Devices
Silver Security



Thank you

SAYAN GHOSH CLOUD LEAD

✉ sayan.ghosh@eighty20solutions.com.au

☎ +61 (0) 0420 351 306



JOHN KELLY FOUNDER and CEO

✉ john.kelly@eighty20solutions.com.au

☎ +61 (0) 0409 999 912



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