



PowerON

SERVICE DEFINITION

Windows Virtual Desktop – Delivery Services





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LET'S TALK

We'd love to hear your feedback on our offering, so please don't hesitate to contact us if you require any assistance

Call us on 0800 3029280

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POWERON PLATFORMS UK LTD

1 Purpose

The following document has been prepared to provide a simple set of overview information to guide buyers in understanding top level information for making a buying decision for the offered service.

2 Service Description

PowerON's Windows Virtual Desktop Delivery Services are designed to provide a combination of capabilities to support customer to receive the highest value from their solution investments. PowerON can provide support from concept inception to the full deployment and management support of Windows Virtual Desktop for a customer's environment.

2.1 Service Levels

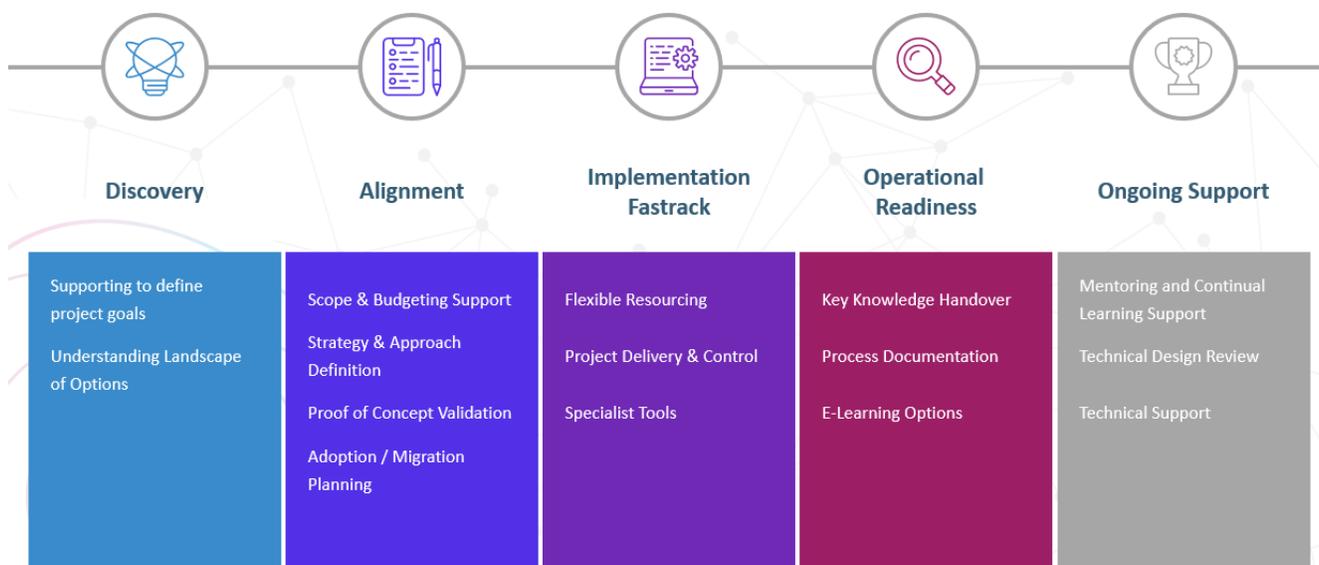
PowerON operate a target SLA of 2-4 weeks of commencement of work from receipt of a signed contract and purchase order.

3 Implementation Plan

3.1 Delivery Approach

PowerON will follow our structured lifecycle for the delivery of customer engagements based on the following. The engagement would be tailored to the specific customer needs and appropriate Statement of Work created to support the engagement.

Professional Services Lifecycle



3.2 Technical Requirements

Customers will require to have an Azure Subscription in place with connectivity to support the engagement.

3.3 After Sales Support

During the engagement PowerON will allocate an Engagement Manager who will be responsible as the point of contract to organise, manage and ensure the successful delivery of the engagement with the customers team. This is partnered with Account Management support who will be able to assist with general queries and commercial questions.

4 Commercial Information

4.1 Pricing Model Description

The following provides an understanding of the pricing model(s) used for the service. Please refer to the pricing sheet for actual pricing.

PowerON can provide specialist Consultancy Service to provide a flexible model for the range of structures and options that can be provided to support the deployment and adoption of Windows Virtual Desktop into the customers environment. The primary costs elements are made up of the following:

- **Azure Consumption Costs:** The Windows Virtual Desktop will incur Azure costs based on the number of Users and the resource requirements for users.
- **Windows 10 Licensing:** To access the Windows Virtual Desktop Service customers are required to own the appropriate Microsoft Windows Licensing to grant access to the Service.
- **Consultancy Services:** Based on the scope required and the level of support required PowerON will provide appropriate consultancy to support the delivery.

4.2 Ordering and Invoicing

Ordering services can be done directly with PowerON through contacting our account team, or through certain approved resellers if you have a preferred commercial partner. To order simply request an official quotation and once agreed raise the necessary paperwork and G-Cloud call off contract.

Invoicing for Consultancy Services are based on 25% on Order and the remainder Monthly as work is delivered.