Microsoft

NextGen Windows Workshop

NextGen Windows Overview
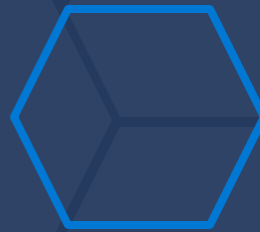
PSM
TECHNOLOGY | TALENT

Agenda

Windows in the Cloud

Windows 11 designed for hybrid work

Unified Management with Microsoft Intune

Summary

Windows in the Cloud

How and where we work has changed

57%

of remote workers are considering going hybrid in the year ahead

52%

of workers are considering going hybrid or remote in the year ahead

38%

of workers say that flexible work hours are 'very important'

Windows 365 unlocks enterprise hybrid work scenarios

Data security
Improve regulatory compliance and IP protection via data centralization and a reduced threat surface.

High-capacity computing
Cloud-scale compute and storage to support specialized workloads like design and development.

BYOPC programs
Enable secure Cloud PCs, even on personal devices.

Disaster recovery
Help ensure continuity and access for your workforce and company data even in the most challenging circumstances.

Temporary workforces
Simplify and accelerate the onboarding and offboarding process for elastic workforces.

Mergers and acquisitions
Provide seamless transitions and access for growing businesses.

Hybrid work creates new opportunities, and new challenges

Onboarding and provisioning

Zero-touch approach to getting employees, vendors, and contractors up and running across a variety of devices and locations.

Business continuity

Responding quickly to changing workplace situations to mitigate negative impact and seize opportunities.

Security and regulation

Securing organizational and customer data while addressing growing complexity in compliance, without sacrificing productivity.

Today's computing solutions
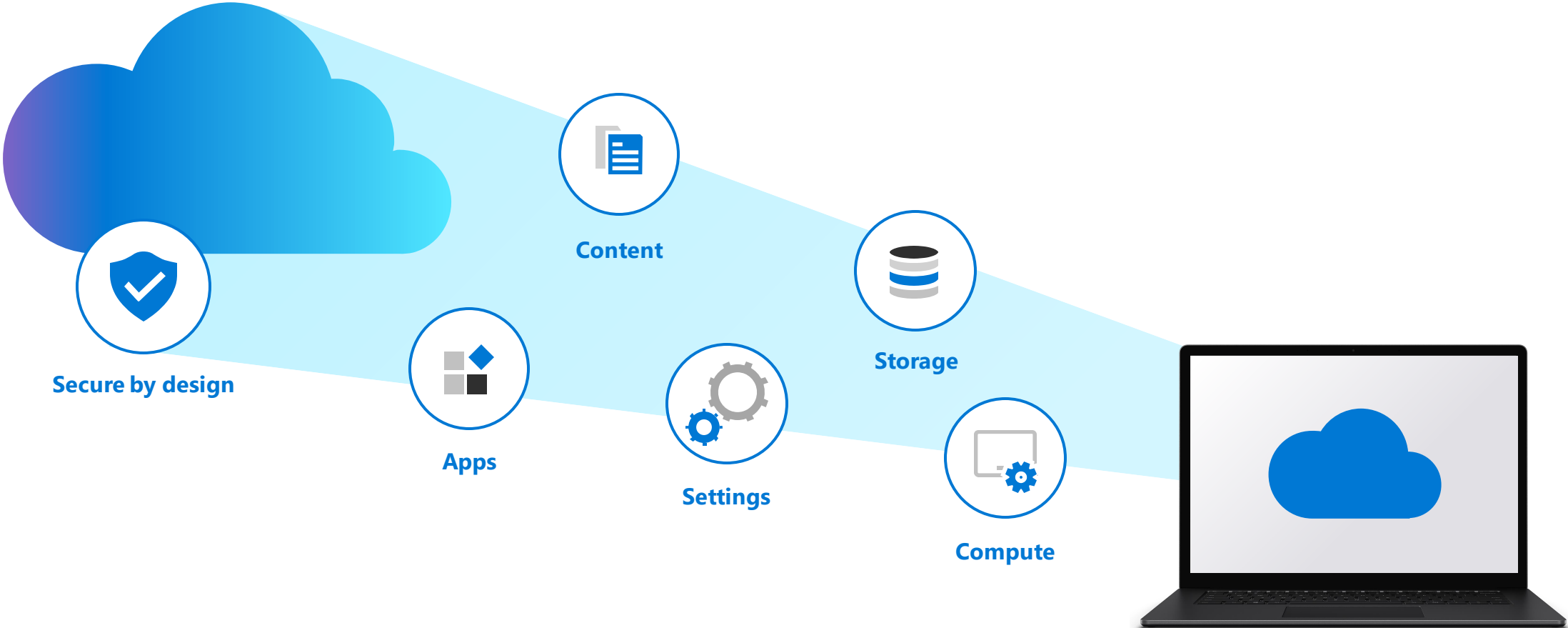
Client PC

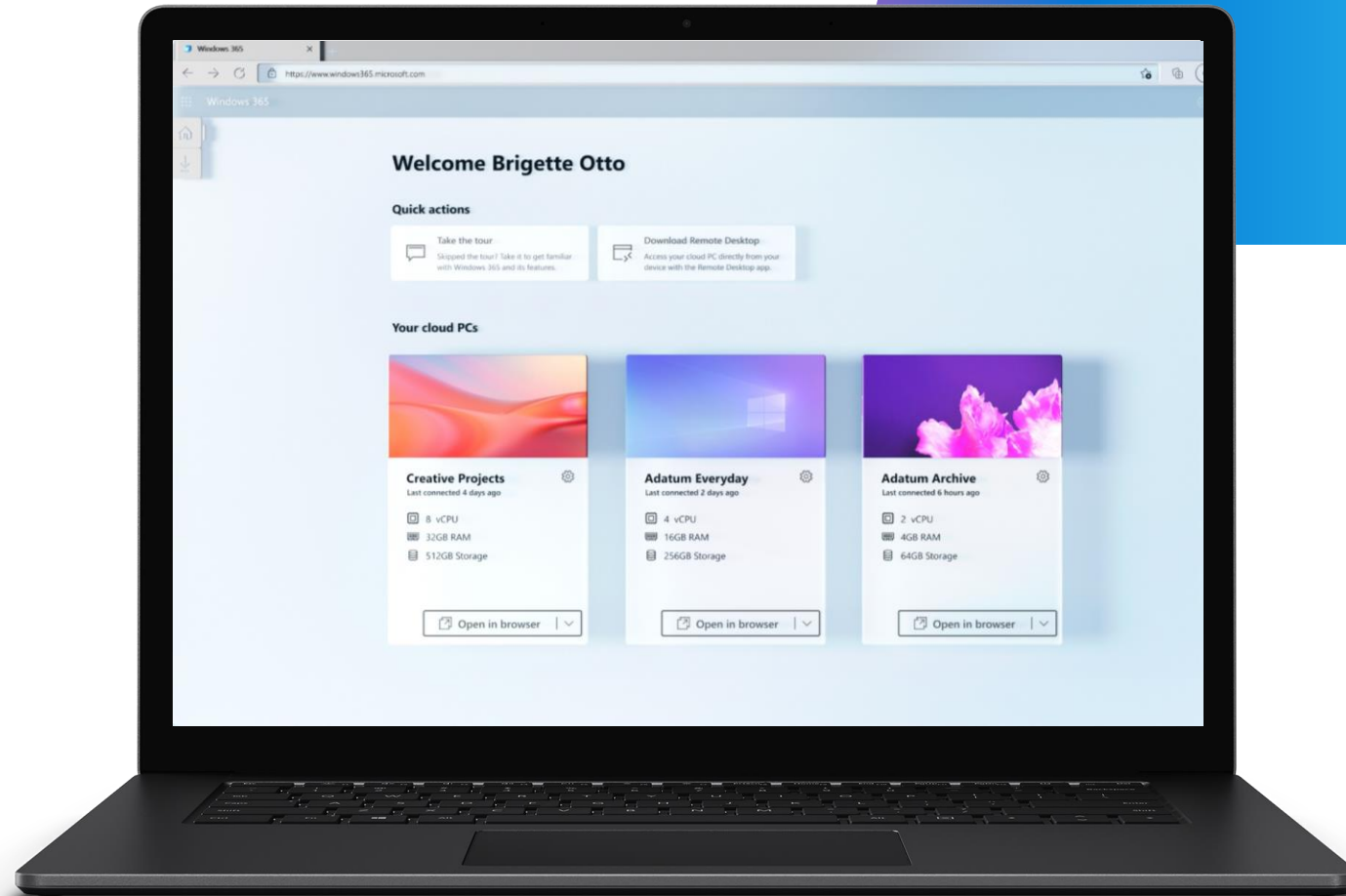**Virtualization**

Desktop as a Service (DaaS)

Cloud PC

A new solution for today's hybrid workforce

Secure by design

Content

Apps

Settings

Storage

Compute

Windows 365

Hybrid Windows for a hybrid world

Welcome to your Windows 365 Cloud PC

A new solution for today's hybrid workforce

Your content
wherever you go

Compute options
for different users

Consistent settings
across devices

The **apps** you need,
when you need them

Scalable storage
based on your needs

Integrated **unified
security** and **identity
management**

Windows 365, your Windows in the cloud

Loved by users

Trusted by IT

Streamed across devices

Always ready and updated

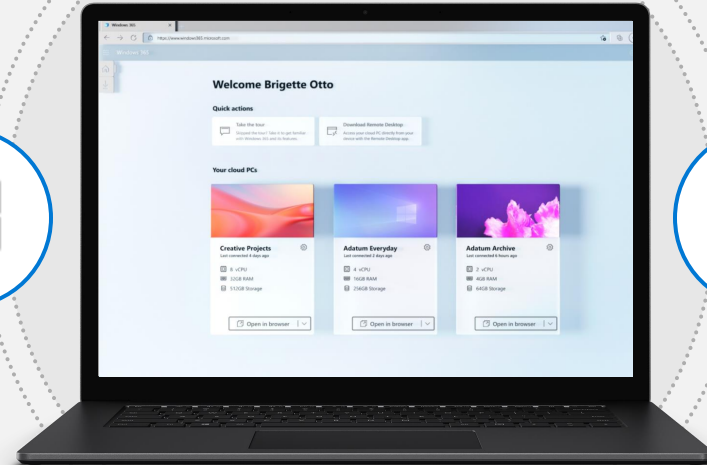Personal and familiar

Scalable and resilient

Predictable costs

Simple to buy, deploy, and manage

Works seamlessly with Microsoft cloud services

Azure Active Directory Identity

Microsoft 365 Apps

Microsoft Defender

Microsoft Intune

What it means for your enterprise workforce

Windows 365 securely streams your personalized Windows desktop, apps, settings, and content from the cloud to any device, leveraging the unified management of Microsoft Intune and natively integrated with Microsoft cloud services.

End users

Securely access a familiar personal Windows experience, wherever and whenever, across devices.

Business

Enable hybrid work scenarios, unlock new opportunities, improve business continuity, and mitigate risk.

IT

Simplify cloud-powered computing with a complete service to securely buy, manage, and scale, all in one place.

Windows 365 Enterprise:

Versatile options to meet your needs

Access from a variety of devices and operating systems

Form factor
Desktop / Laptop / Tablet / Phone

Platform
Windows / Mac, iOS / Android

Provision with your choice of Windows
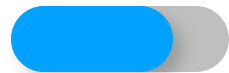
Windows 11   **Windows 10**

Choose from a range of compute and storage configurations—each offered at a predictable monthly per-user price

8vCPU

32GB / 128GB
32GB / 256GB
32GB / 512GB

4vCPU

16GB / 128GB
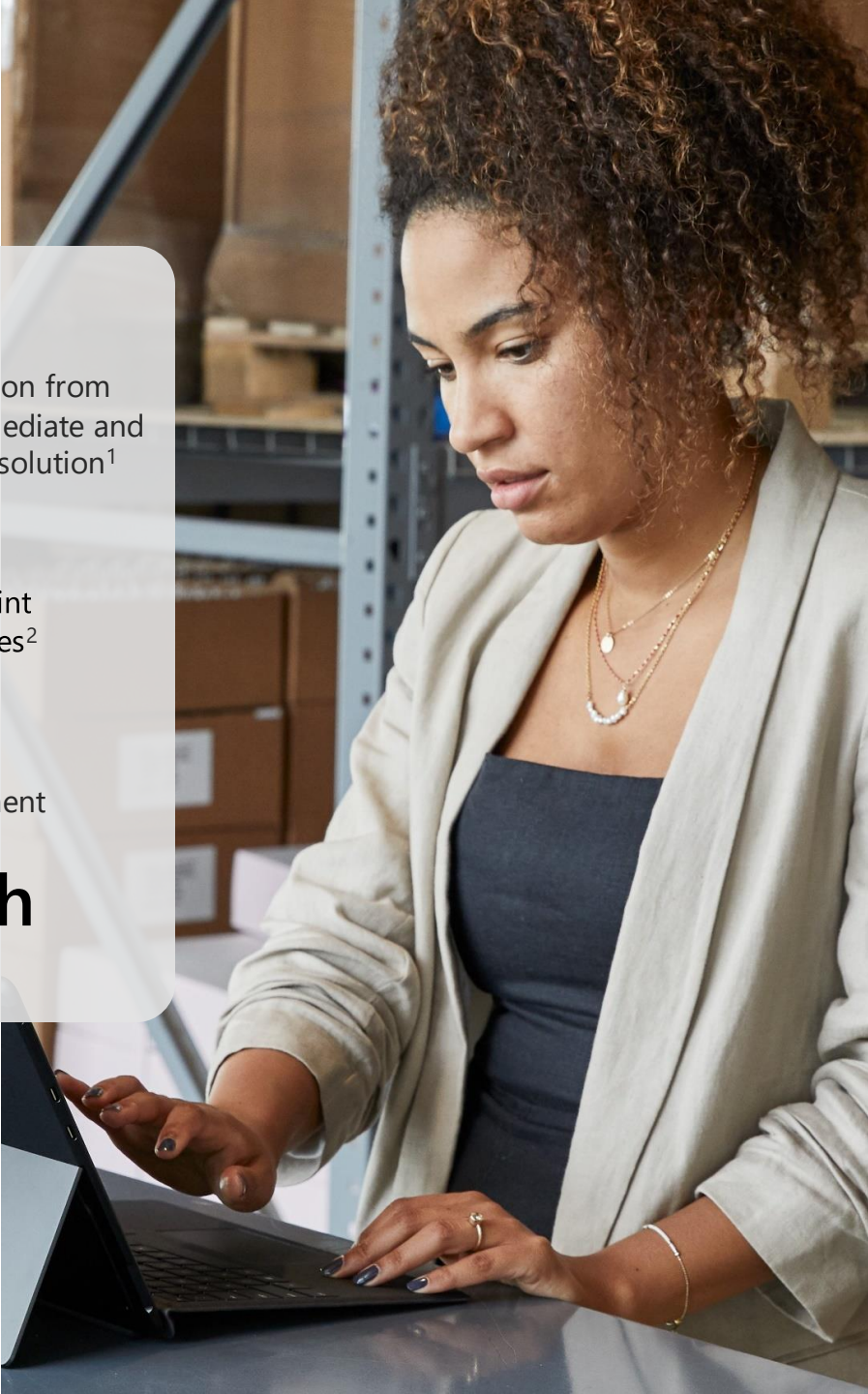16GB / 256GB
16GB / 512GB

2vCPU

4GB / 64GB
4GB / 128GB
4GB / 256GB
8GB / 128GB
8GB / 256GB

Cost savings and benefits of Windows 365

Annual cost savings will be different for every customer. Business Value & Cost Savings here are estimated from the Microsoft Value Calculator based on the Forrester Total Economic Impact & Enterprise Strategy Group product analysis referred to in the disclaimer.

Vendor license cost consolidation	**$480,000**
IT admin, deployment savings	**$1,800,000**
Reduce total cost of risk	**$1,800,000**
Savings on automation, process improvement	**$2,800,000**
Capex to Opex Cash Flow	**$982,000**

9%
increase in retention from providing an immediate and professional EUC solution[1]

75%
Decreased endpoint configuration times[2]

227%
return on investment

5-month
payback period

An organization with 10,000 licenses of Windows E3 and Intune and 2,000 licenses of Windows 365 may recognize benefits of **$16.5 million** over three years, adding up to a **net present value of $13.7 million**, or **$1,370 per user**.

Source: Results from the Microsoft Value Calculator for the Windows E3, Microsoft Intune, and Windows 365 license combination. Results based on multiple studies* by Forrester Consulting and the Enterprise Strategy Group, commissioned by Microsoft, combined with Microsoft research. The cost savings in this presentation are illustrative and only intended for your internal use. Prices may vary by reseller and channel. The results may not be accurate or appropriate for your needs and should not be relied upon as your sole reference. MICROSOFT MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ABOUT THE RESULTS WITHIN THIS PRESENTATION *Third party research used as inputs for this Sales Play: The Total Economic Impact™ Of Microsoft 365 E3, December 2020[2]; The Total Economic Impact™ Of Microsoft Endpoint Manager, April 2021. Enterprise Strategy Group Economic Validation; Exploring the Economic Benefits of Windows 365, May 2022[1].

Economic overview of Windows 365

Financial benefits

Lower costs

Moving to Windows 365 can reduce or eliminate costs in multiple areas.

For example: VDI licenses, server OS, RDS licenses, administration, power and cooling.

Predictable price model

Most VDI pricing models are consumption based. This may seem like an advantage.

But: Organizations sometimes find that their monthly costs far exceed expectations, e.g., when consumption unexpectedly skyrockets.

Maximize existing IT investments

Manage your physical and Cloud PCs using your existing tools and skills.

With Microsoft Intune, you can provision a single Windows 365 Cloud PC or thousands at the same time, allowing you to reduce endpoint configuration times.

Economic overview of Windows 365

Business and user agility

Cut onboarding time

Moving to Windows 365 can reduce or eliminate costs in multiple areas.

For example: VDI licenses, server OS, RDS licenses, administration, power and cooling.

Provide employees with a highly secure Windows experience on any device

Most VDI pricing models are consumption based. This may seem like an advantage.

But: Organizations sometimes find that their monthly costs far exceed expectations, e.g., when consumption unexpectedly skyrockets.

React to seasonal trends with fast enablement of temporary work force

Manage your physical and Cloud PCs using your existing tools and skills.

With Microsoft Intune, you can provision a single Windows 365 Cloud PC or thousands at the same time, allowing you to reduce endpoint configuration times

Economic overview of Windows 365

Improve security posture

Ensure business continuity and governance

Supply chain issues are often a problem. These can impact business continuity.

Cloud PCs mitigate this concern and provide business continuity and governance, regardless of the user's location.

Prevent data loss through isolation

Cloud PCs offer a layer of isolation that provides strong protection for the work environment and helps prevent data leakage or loss. Customers have configurable options for how the Cloud PC interacts with available physical devices.

Protect your digital workforce

Windows 365 is managed just like a physical device.

This means that the Cloud PC can help you secure end user computing environment in the same way as other devices without incremental costs.

Windows for hybrid work

Options for maximum flexibility

Windows 11

Native on a **PC or Tablet**

across price points and form factors

Cloud VDI with **Azure Virtual Desktop**

*optimized for **flexibility** and **control***

Cloud PC on any device with **Windows 365**

*optimized for **simplicity** and **experience***

Microsoft cloud solution options

Windows 365

A complete SaaS solution that securely streams your personalized Windows desktop, apps, settings, and content from the Microsoft Cloud, to any device

Azure Virtual Desktop

A cloud VDI platform that delivers hosted desktops and apps with maximum flexibility and control

	Windows 365 Cloud PC	Azure Virtual Desktop Cloud VDI
OS Support	Windows 11 or Windows 10	Windows 11, Windows 10, single- or multi-session, Windows Server
Admin	• Microsoft Intune (Enterprise) • Web self-service (Business)	• Azure Portal • VMware or Citrix management panel
Service	SaaS: complete end-to-end Microsoft service	PaaS: granular controls over configuration and management
Pricing	Per-user, per-month	Consumption-based
Scale	Unlimited based on subscription	Unlimited based on consumption
End-user	Full Windows like-local experience	Single or multi-user, pooled, remote app

Finding the right Microsoft solution for your needs

Windows 365

Azure Virtual Desktop

Secure work on personal PCs
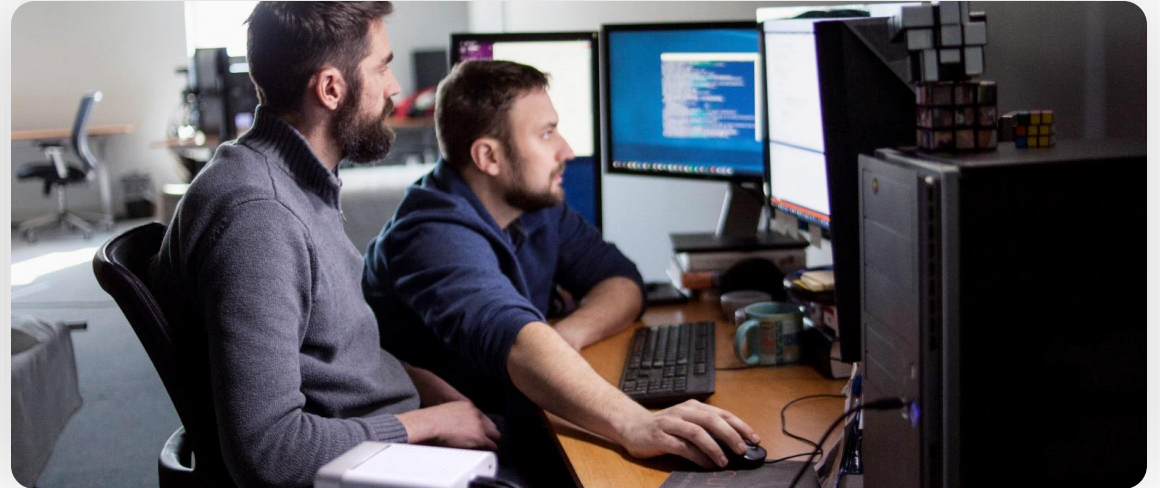
Onboard and offboard employees

Simple to buy, deploy, and manage

No employee or IT special skills or training

Quickly scale and and resize

Shift on-prem VDI to the cloud

Leverage existing VDI infra and expertise

Enable remote app streaming and non-persistent desktops

Windows 365 and Azure Virtual Desktop IT management

Legend: **MANAGED BY CUSTOMER** (blue) · **MANAGED BY MICROSOFT** (white) · **CAN BE MANAGED BY MICROSOFT OR CUSTOMER** (gray)

Responsibility	Windows 365	Azure Virtual Desktop (+Citrix/VMware)	Remote Desktop Services (RDS)/ Citrix/VMware	RDS/Citrix/VMware on Azure IaaS
Identity	Customer	Customer	Customer	Customer
End user devices (mobile and PCs)	Customer	Customer	Customer	Customer
Application security	Microsoft or Customer	Customer	Customer	Customer
Operating systems	Microsoft or Customer	Customer	Customer	Customer
Deployment configuration	Microsoft or Customer	Customer	Customer	Customer
Network controls	Microsoft or Customer	Customer	Customer	Customer
Virtualization control plane	Microsoft	Microsoft	Customer	Customer
Physical hosts	Microsoft	Microsoft	Microsoft	Customer
Physical network	Microsoft	Microsoft	Microsoft	Customer
Physical datacenter	Microsoft	Microsoft	Microsoft	Customer
	SaaS	**PaaS**	**IaaS**	**On-premise**

Windows 365 supports your hybrid workforce needs

**Windows 365 is a complete SaaS service that provides a personalized, powerful, simple, and secure full Windows 10 or 11 experience**

Personalized: all your apps, content and settings, streamed from the Microsoft Cloud to any device

Powerful: scalable Cloud PCs bring the Windows 11 experience to you, on any device

Simple: provision and deploy Windows on a Cloud PC today, right from Microsoft Intune or at windows365.microsoft.com

Secure: enhancing the security benefits of Cloud PCs with new Windows 11 security features
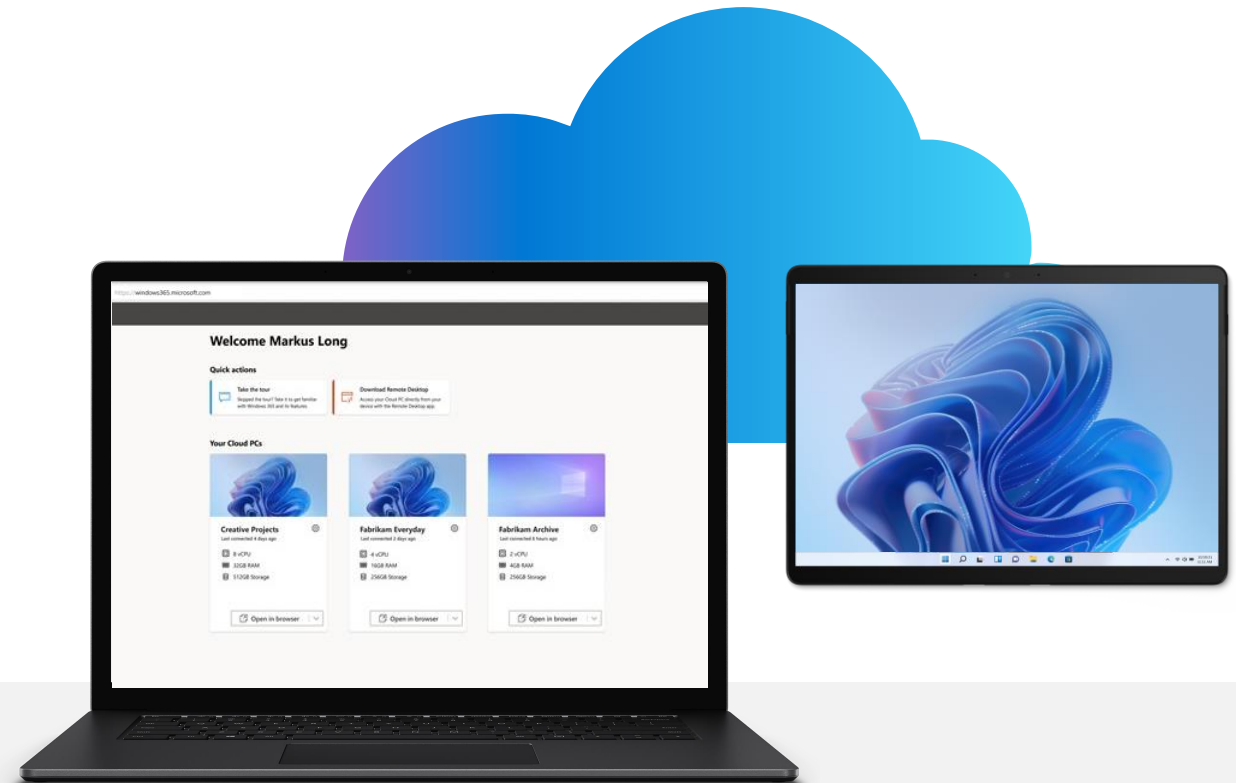
Azure Virtual Desktop is a cloud VDI solution designed to meet the challenges of remote work

Enable a secure, remote desktop experience from virtually anywhere

Access Windows 11 and Windows 10 from virtually anywhere

Maintain full control over configuration and management

Get the security and reliability of Azure

Optimize cost with multi-session and pay for only what you use

Azure Virtual Desktop helps companies improve productivity while keeping costs in check

22 ↑

Hours of **increased productivity** per person annually*

34% ↓

Reduced licensing and IT infrastructure costs when moving from on-prem solutions to Azure Virtual Desktop*

*The Total Economic Impact™ of Microsoft Azure Virtual Desktop, a commissioned study conducted by Forrester Consulting, January 2021

Three ways to save when migrating RDS to Azure Virtual Desktop

Infrastructure costs

- Scale infrastructure up or down in Azure based on your business needs

- Pay only for what you use

- Leverage multi-session and reserved instances to maximize VM usage

Licensing costs

- Use existing eligible Windows or Microsoft 365 licenses

- No Windows Remote Desktop Service (RDS) required with multi-session

- App Assure available to address compatibility issues

Total Cost of Ownership

- No requirement for brokering, Gateway or Web Access

- Track performance and resolve issues with Log Analytics and Azure Monitor

- Automate deployment with ARM and Azure DevOps

Windows 11
Designed for hybrid work

Attackers haven't wasted any time capitalizing on the rapid move to hybrid work. Every day, cybercriminals and nation-states alike have improved their targeting, speed, and accuracy as the world adapted to working outside the office.

David Weston
VP, Microsoft Enterprise and OS Security

The world of hybrid work is evolving...

38%
of people are already working hybrid

52%
of people are considering a transition to remote or hybrid work

50%
Of people use a personal device for work

And so are the threats and challenges...

83%
Organizations that experienced at least 1 firmware attack in the past 2 years

25%
Organizations that identified unauthorized access to sensitive data as a top security threat

921
Passwords attacked every second

How do you secure your distributed endpoints?

How do you reduce the complexity of IT workloads?

How do you ensure protection while enabling workforce flexibility and productivity?

Technology must allow us to stay connected and productive while at the same time reinforcing our security posture in an increasing sophisticated and complex world.

Windows 11 was built to help employees and teams focus on what is important: **get the job done and efficiently communicate and collaborate.**

Windows 11 is smart about how to achieve these goals that are so important for a hybrid workstyle.

Windows 11 is an evolution of Windows 10. **It is fresh, but also consistent,** for your employees and IT.

It delivers the **security and management** needed for hybrid work and can be **deployed alongside** Windows 10 devices without interrupting the business.

Windows 11 Enterprise is built to protect your hybrid workforce

Security by default
from chip to cloud

Secure your corporate
data, content, apps,
and people

Simplify IT
management

Streamline deployment
and management for a
distributed workforce

Power **exceptional
experiences**

Empower flexible
workstyles and
smarter work

Security by default from chip to cloud

Secure your people, data, and devices

Security by default

In Windows 11, hardware and software security work together to help keep people, data, and devices protected and private.

- Security controls are **on by default** [1] to protect out-of-the-box

- Protects against threats with **hardware root-of-trust** for powerful security from the start

- Delivers **robust application security** and prevents execution of unverified code

- **Protects identities** with passwordless security

* Some features require a new PC or a clean install of the OS.

Reduce security risks

Advance the journey across the Zero Trust security model

What you can do

Modernize your endpoints, select devices with Windows 11 hardware requirements

Require strong multi-factor authentication methods

Secure devices with tailored baselines

Encrypt all local data storage.

Protect the OS from ransomware threats

Prevent unknown apps from running

How you can do it

Follow Windows 11 minimum hardware requirements, to get the latest security capabilities.

Simplify MFA & SSO with Windows Hello for Business.[1]

Enable advanced Phishing protection with Microsoft Defender SmartScreen.

W[E3] Implement a security baseline across all versions of Windows in your estate and monitor drift with Microsoft Intune.[2]

W[E3] Set BitLocker policies and key escrow [1,2]

Application Guard isolates Edge and Office apps and Application Control only allows trusted apps

Why it matters

"86% of Security Decision Makers agree outdated PC hardware leaves organizations more vulnerable."

2021 Security Signals

Data encryption ranked as the 2nd highest software security investment, with 32% of those surveyed investing in data encryption.

2021 Security Signals

In 2021 alone, ransomware attacks shot up by 935 percent.

Ransomware study, Microsoft

[1]Azure AD required. [2]Microsoft Intune sold separately; baseline can also be established with 3rd party MDM systems.

Simplify IT management

Streamline deployment and management for distributed workforces

Streamline deployment and management for a distributed workforces

Prepare before you start

Proactively identify update targets proactively with **analytics.**

Feel confident migrating to Windows 11 with over **99.7% application compatibility.**[1]

Engage FastTrack services to help you plan your deployment or overcome application compatibility issues.

It's an update, not an upgrade

Build on the same foundation and **deploy Windows 11 alongside Windows 10.**

Zero touch deployment of **new company PCs** for hybrid workers.

Manage BYO scenarios with policies that protect company data.

Manage Windows 11 with the tools you own

Establish processes to upgrade, and service PCs with Windows services included in your subscription

Manage devices for the hybrid workforce with **insights** and **remediate** issues before employees know about them.

[1] Based on Microsoft App Assure data 2018-2021.

Automatic and managed deployments and proactive management

Save time with automation and endpoint compliance enforcement

What you can do

Rapidly onboard digital workers

Ensures app & user data are available

Upgrade eligible Windows 10 devices

Modernize endpoint security configuration in the cloud

Reduce risk

How you can do it

Deploy new PCs with Windows Autopilot

W^{E3} Use analytics to determine upgrade readiness.

W^{E3} Control quality, driver, and feature updates with Windows Update for Business deployment service.

W^{E3} Let Microsoft automate quality updates with Windows Autopatch.

W^{E3} See and remediate endpoints that don't meet policies with Endpoint analytics proactive remediation

Why it matters

"We have a lot of people who work from home, remotely, or from client sites, before Autopilot and Intune, they would have had to spend an entire workday coming to the office just to set up their devices. Today, they can tackle that same setup in under two hours, from home."
-- *Ralf van Houtem, Global Manager, Digital Workplace, ATOS*

"Windows 11 early adopter feedback has been positive, with comments on the modern interface and tighter integration with Microsoft Teams that enables deeper collaboration across our hybrid workforce."
-- *Brad Nyers, Global IT Infrastructure Services Lead, Accenture*

Empower flexible workstyles and smarter work

3

Empower flexible workstyles and smarter work

Bolster productivity and amplifies participation

Better user experience. Low learning curve; Snap assist; control Teams from the task bar; wake up the PC when you walk into your 'office'; start and adjust Focus time.

Eliminating print servers with Universal Print and enable employees to **print from anywhere on any**

Choose for maximum flexibility and inclusivity

Flexible virtualization options help you enable diverse work and BYO scenarios with Windows 365 and Azure Virtual Desktop and set policies that protect company data.

Embrace inclusivity to deliver the best experience for all your workers. Accessibility is built-in, for people with disabilities, Windows 11 is inclusive by design.

Minimize disruption with unobtrusive IT.

Better IT experience. Reduced update size; less-disruptive updates; cloud management; streamlined onboarding.

Inform employees with organizational messages directly to an operating system surface, such the right above the taskbar, notification center, and the Get Started app

Better helpdesk experience. Self-serve features significantly reduce calls.
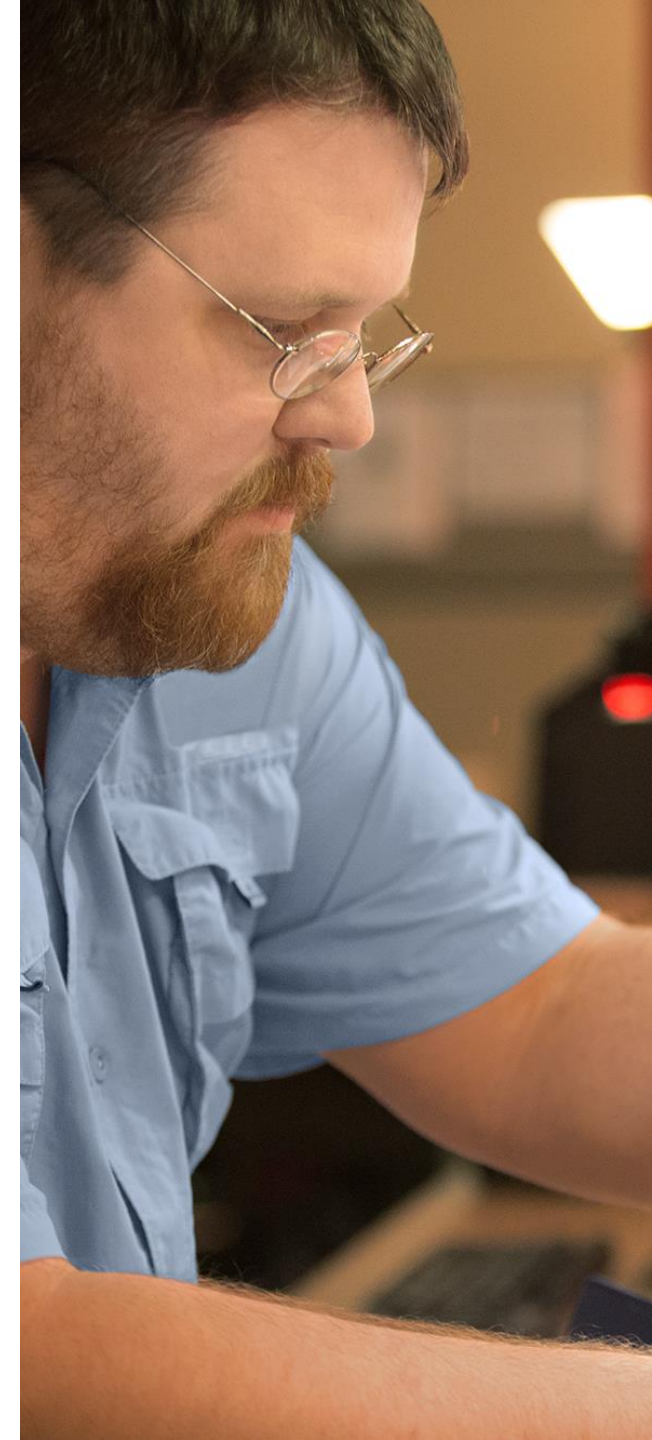
Proactively manage worker experiences and support costs
Power exceptional Windows experiences

What you can do

Get ahead of issues with device health and performance monitoring

Optimize productivity: update off hours

Onboard flex workers on BYO or partner devices

Reduce cost of maintaining on premises print servers

Mitigate the need for additional training and support

How you can do it

WE3 Endpoint analytics with proactive remediation

WE3 Reduce vulnerability with Windows Autopatch or Windows Update for Business deployment service

WE3 Provision Windows 11 with Cloud PC for contractors and temp workers

WE3 Move print to the cloud with Universal Print

WE3 Deliver organizational messages within the Windows experience

Why it matters

"Windows 11 is that extra step in productivity that I didn't know I was missing. It's smarter, faster, and didn't break a thing."

-- Comvalius, IT Infrastructure Specialist, Invendows B.V (Nextxpert)

Realizing the value of Windows 11 Enterprise and lower TCO

Get started today

Secure the digital workforce with Windows 11 Enterprise and Intune

Protect the digital worker
Security by default

Windows, Microsoft Intune and Azure AD can reduce the data breach risk

+

Simplify IT management
Proactive remediation and automation from a single source

Improve operational efficiency with Windows Enterprise and Intune

+

Power better experiences
Protected and productive without downtime

Increase in end-user productivity and give IT more time for other projects

TCO and cost savings benefits from Microsoft 365 E3

Total Economic Impact study Windows 11 Enterprise   aka.ms/Windows11EconomicValue

Total Economic Impact study Microsoft Intune   aka.ms/IntuneEconomicValue

Total Economic Impact study Microsoft 365 E3   aka.ms/Microsoft365EconomicValue

Next steps

✓ **Operating systems**   Upgrade eligible PCs to Windows 11 and stay current on Windows 10 in a mixed environment.

✓ **Devices**   Plan for modern Windows 11 devices and get Windows on any device with Windows 365.

✓ **Management**   Adopt cloud management to unlock key deployment and analytics tools in Microsoft Intune.

✓ **Endpoint security**   Implement Zero-Trust security and utilize common security baselines across client and cloud.

✓ **Windows Autopatch**   Let Microsoft automate quality updates with Windows Autopatch.

Resources

Windows 11 Enterprise Onboarding Kit

What: The Windows 11 Onboarding Kit helps you prepare, educate and support people in your organization before, during, and after deploying Windows 11.

The onboarding kit includes templates and documents that will help you communicate and support employees. The content can be customized and adapted to your needs.

Available in English only.

Where: aka.ms/WindowsOnboardingKit

Feedback: Anything missing? Let us know at
aka.ms/windows/OnboardingKitFeedback

New Technology: The Projected Total Economic Impact™ Of Windows 11

July 2022

A commissioned study conducted by Forrester Consulting on behalf of Microsoft.

Report: aka.ms/Windows11EconomicValue

Calculator: aka.ms/Windows11EconomicValue/calculator

Infographic: aka.ms/Windows11EconomicValue/infographic

Learn more about Windows 11 Enterprise at aka.ms/we3

Microsoft Intune

Microsoft Intune

A unified solution to manage endpoints anywhere

SIMPLIFY ENDPOINT MANAGEMENT
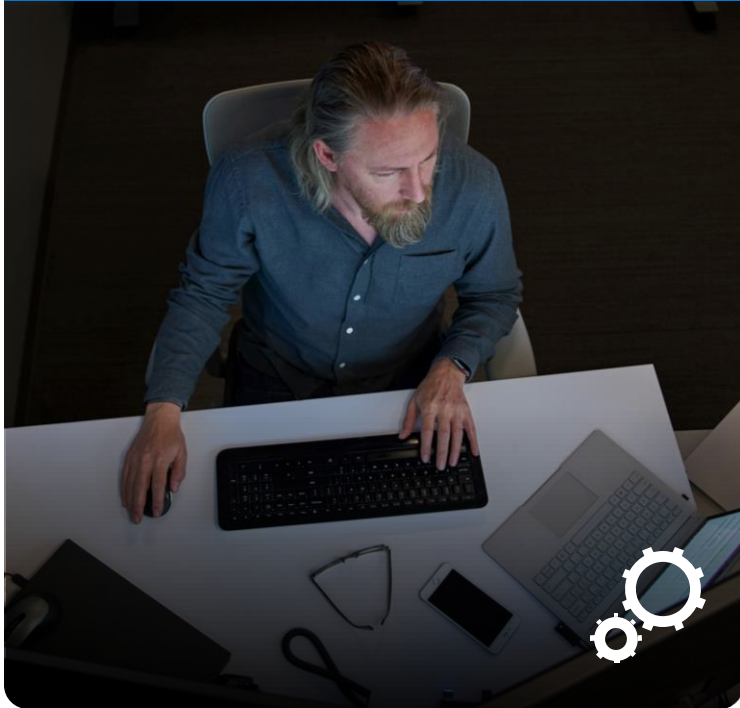
PROTECT A HYBRID WORKFORCE

POWER BETTER USER EXPERIENCES

Imagine if...

...you could **simplify your IT processes** and reduce complexity and costs

Today	The future powered by Microsoft Intune.			
Multiple tools **Limited resources for IT** **Limited cross visibility**	**Management and security tools in a single solution**	**Complete visibility and actionable data**	**Manage any device, regardless of ownership**	**Increase IT efficiency and reduce cost**
	✓	✓	✓	✓

Manage cross-platform endpoints

Day-in-the-life scenario

Paul | IT administrator

Paul needs to support workers' device preferences.

→

Paul realizes he can manage most devices and majority of OSs within Intune.

→

He can also use Intune for devices on premises and BYO.

→

Paul saves time and money with a single solution for most endpoints.

Unified management saves time and resources

Centrally manage on-premises and cloud-based endpoints.

Empower advanced endpoint management and security tools from a single, cloud-powered solution.

Reduce costs across hardware, licensing, maintenance.

Reduced IT time **frees up more than $479,000 in human capital** to apply to under-resourced projects.*
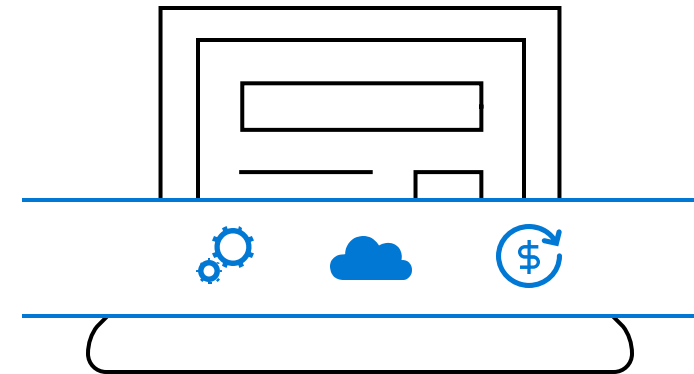
**"The Total Economic Impact™ Of Microsoft Intune," commissioned by Microsoft, Forrester Consulting, April 2021.

Proactive visibility and control

Know the health, compliance,
and security status of any device.

Secure access to cloud and on-prem apps.

Proactively manage updates, patching,
and policy across platforms and apps.

Imagine if...

...you could **protect hybrid workers** with integrated management and security

Today

The future powered by Microsoft Intune.

Growing attack surfaces

Frequency of security breaches

Complex corporate devices, BYOD, shared devices

Data protection regardless of enrollment

Risk-based policies for conditional access

Controls to enable threat protection across platforms

Integrated endpoint security and compliance for Zero Trust

Securing people and devices
Day-in-the-life scenario

Tony | IT manager

Patti | Security manager

Both Tony and Patti care about endpoint performance.

→

Patti can deploy and adjust security configurations.

→

Transparency gives Tony the ability to avoid security configuration conflicts with device configurations.

→

Tony and Patti collaborate to ensure endpoint security.
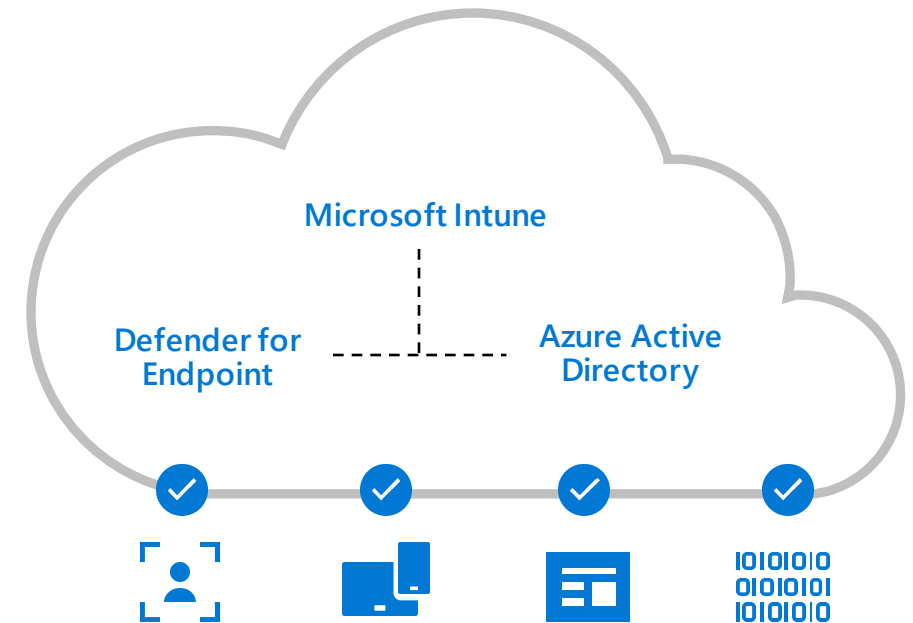
Endpoint security is integral to a Zero Trust approach

Verify user identities with strong authentication methods.

Allow only verified apps and devices access to cloud and on-prem resources.

Reduce risk with data protection on all devices regardless of ownership.

Microsoft Intune

Defender for Endpoint

Azure Active Directory

Proactive detection and response
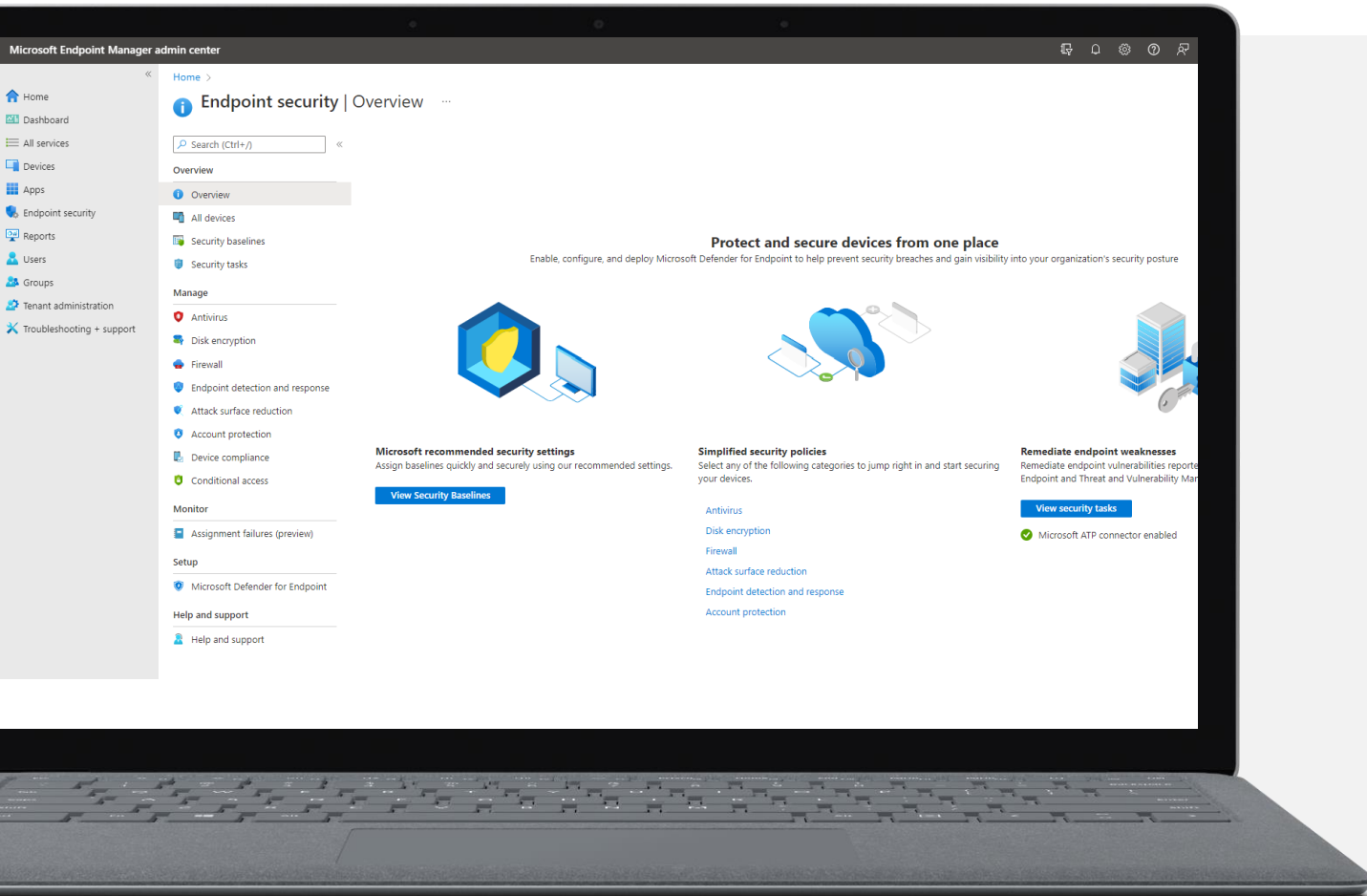
Improved security adds **$1.2 million** to the bottom line.*

Automatically investigate alerts, remediating threats faster.

Stop malicious activity from trusted and untrusted applications.

Revoke access to exploited resources in near real time.

*"The Total Economic Impact™ Of Microsoft Intune," commissioned by Microsoft, Forrester Consulting, April 2021.

Improve security with automatic updates

Day-in-the-life scenario
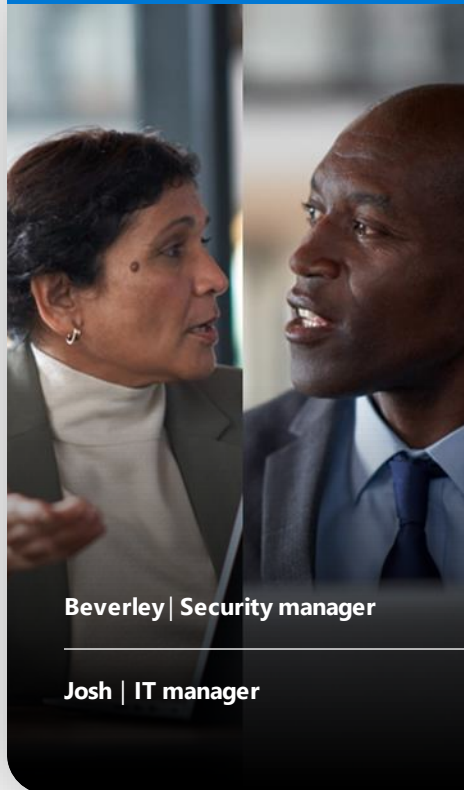
Beverley | Security manager

Josh | IT manager

Beverley wants to understand how device update compliance impacts their security posture.

→

Josh must evaluate updates and schedule the rollout process in addition to addressing competing priorities.
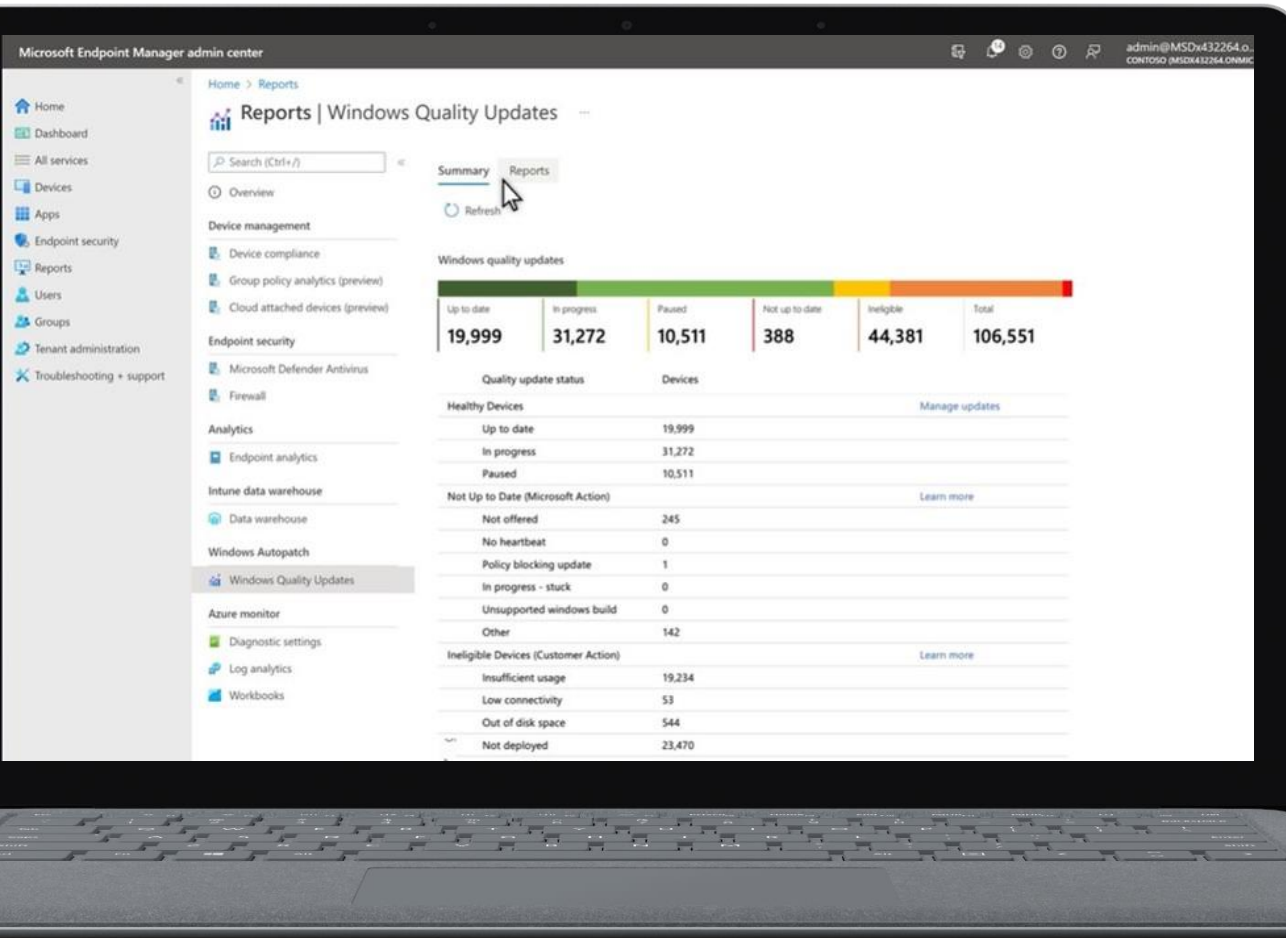
→

With Windows Autopatch, Josh can delegate updating to Microsoft.

→

Beverley gets detailed compliance reports – and Josh's team has increased capacity to address other needs.

Keep current, stay secure

Automated updating **gives time back to IT admins and peace of mind** to security teams

---

Trust Microsoft to manage updates for Windows and Microsoft 365

Harden your posture against exploits and ransomware

Transparency and reporting keep you in control

Microsoft leverages insights to proactively address challenges and limit interruptions

Imagine if...

...you could **empower end-user needs**, no matter the workplace, no matter the endpoint

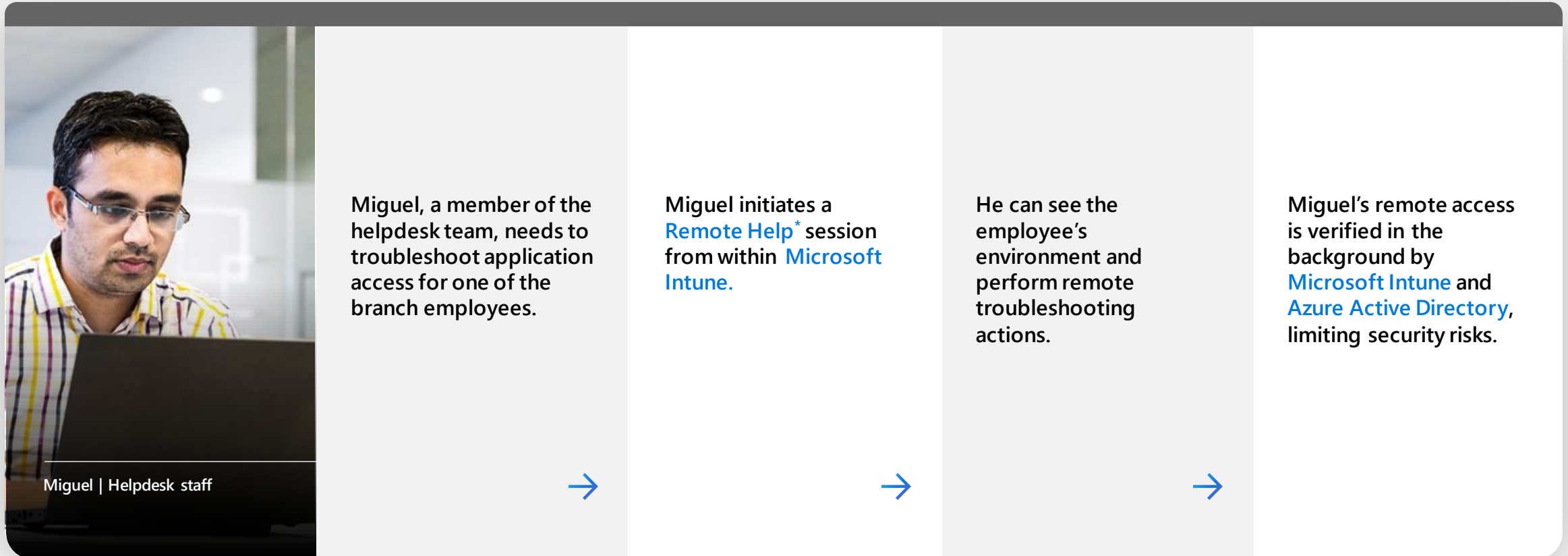| Today	The future powered by Microsoft Intune.			
Fragmented technology experience Access challenges Devices not customized for roles and needs	Insights and proactive recommendations	Windows experiences: native, virtual Cloud PC, or BYOD	Integrated protection across virtually all endpoints	Zero-touch deployments and frictionless access
	✓	✓	✓	✓

Support frontline workers with remote troubleshooting

Day-in-the-life scenario

Miguel | Helpdesk staff

Miguel, a member of the helpdesk team, needs to troubleshoot application access for one of the branch employees.

→

Miguel initiates a **Remote Help**[*] session from within **Microsoft Intune.**

→

He can see the employee's environment and perform remote troubleshooting actions.

→

Miguel's remote access is verified in the background by **Microsoft Intune** and **Azure Active Directory**, limiting security risks.
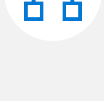
*Remote Help service is a premium add-on feature

Start with remote help

Bring together mission-critical management and security tools into a single, cloud-powered solution.

- Secure, **cloud-based**, helpdesk-to-user connections for Windows desktops, no matter where they are

- **Role based access control** that allows administrators to configure who can help whom and with what permissions (view only, full control or elevate)

- Helpers can use their credentials within User Access Control prompts to complete actions that require **administrative rights**

- Device **compliance warnings** to alert helpers if user's device is out of compliance, informed by Microsoft 365 integration

- Session **reporting** that indicates who helped whom, when and on what device

- Build trust between helpdesk and sharer before connections are made by showing **Azure AD profile** picture, company, name, title, and verified domain to each other

- Centralized experience in Intune admin center helps get you started for **a trial or to purchase additional licenses**

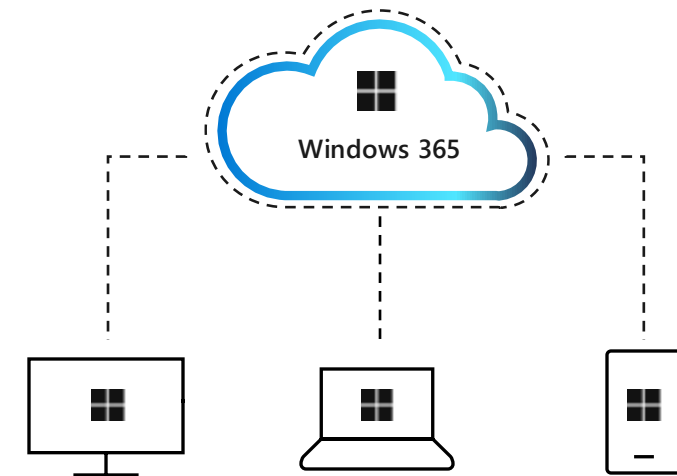# Streamline endpoint experiences for remote and temporary workforces

Zero-touch deployment provides employees ready-to-use, secured devices.

Automation enables IT to set up the process and scale to distributed workforce.

Provide virtual or cloud-delivered endpoint experiences to rapidly onboard workers using their own devices.
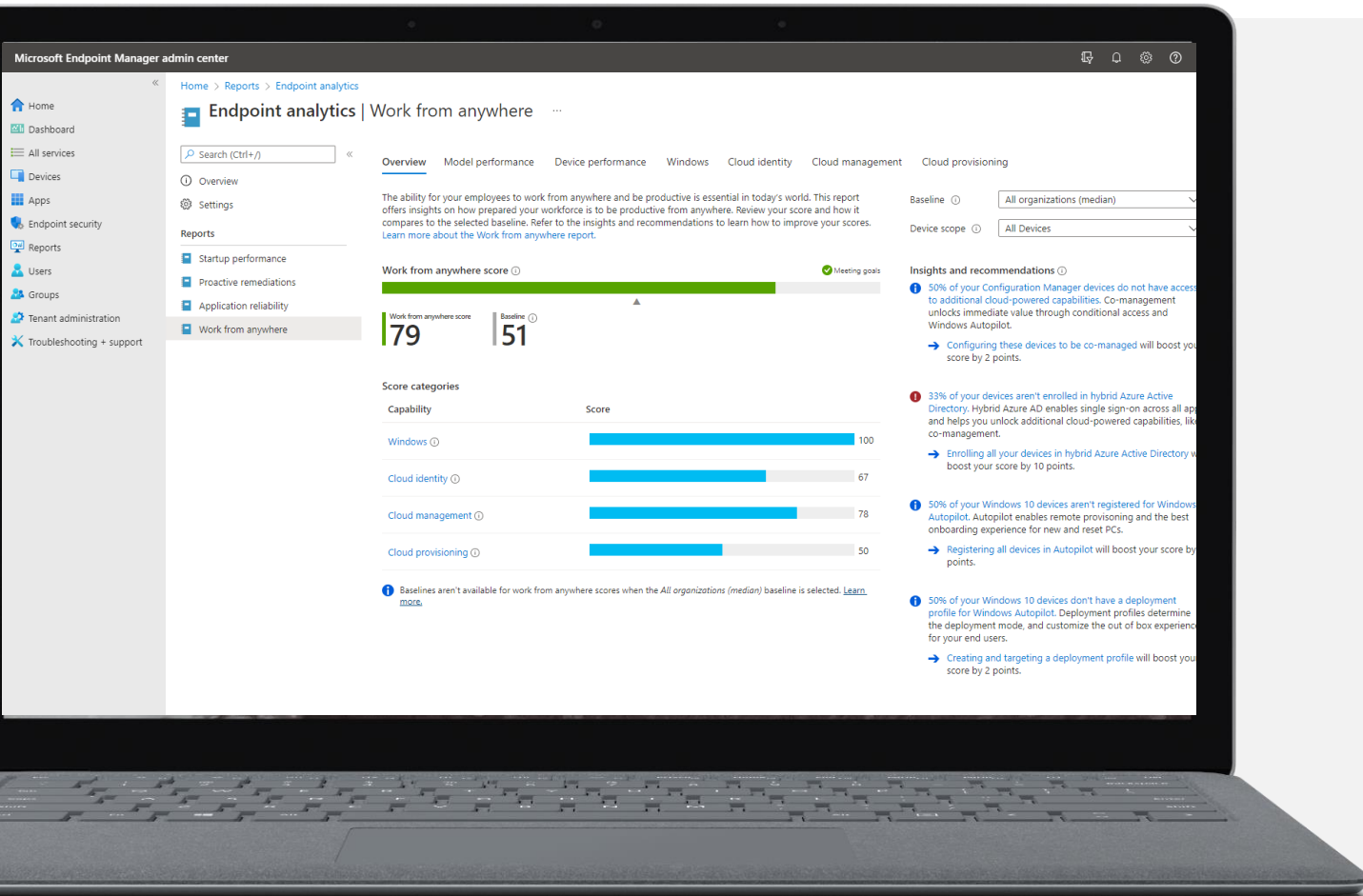
Windows 365

80% deployment time saved with Microsoft Intune.*

*"The Total Economic Impact™ Of Microsoft Intune," a commissioned study conducted by Forrester Consulting, April 2021. Forrester based all savings estimates on the composite organizations developed for its TEI studies.

# Proactively manage the quality of user experiences

Use app and device health scores to improve the everyday experiences of end users with Endpoint analytics.

Remediate issues before they impact end users and provide Remote Help* for live troubleshooting.

Provide unobtrusive application protection with unified mobile application management.

*Remote Help service is a premium add-on feature

Summary
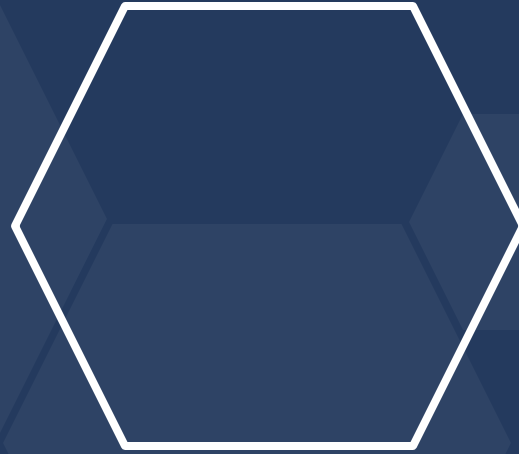
Your NextGen Windows powered by Microsoft Solutions

Windows 11

Windows 11 Enterprise

Windows 365

Cloud PC –
Windows 365

Microsoft Azure

Cloud VDI –
Azure Virtual Desktop

Microsoft Intune

Intelligent
Security

Risk-based
Control

Unified
Management

Zero Touch
Provisioning

Advanced
Analytics

Deep Microsoft
365 Integration

Microsoft 365

Next steps

Options for next steps:
1. Schedule a workshop with us.
2. Work with us to start implementing Microsoft next generation solutions today.

Resources

Windows 365 solution website
windows365.com

Windows 365 Innovation blog
https://aka.ms/AAd173w

AVD and Windows 365 Inspire blog
https://aka.ms/AVDInspireblog

Microsoft Intune solution website
aka.ms/microsoftintune

Microsoft

Thank you.

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