Hybrid Work Rapid Deploy
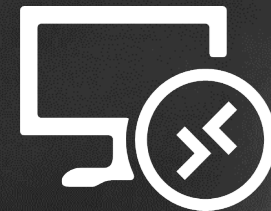
An Azure Virtual Desktop & Windows 365 Service delivered by Maureen Data Systems (MDS)

Windows 365
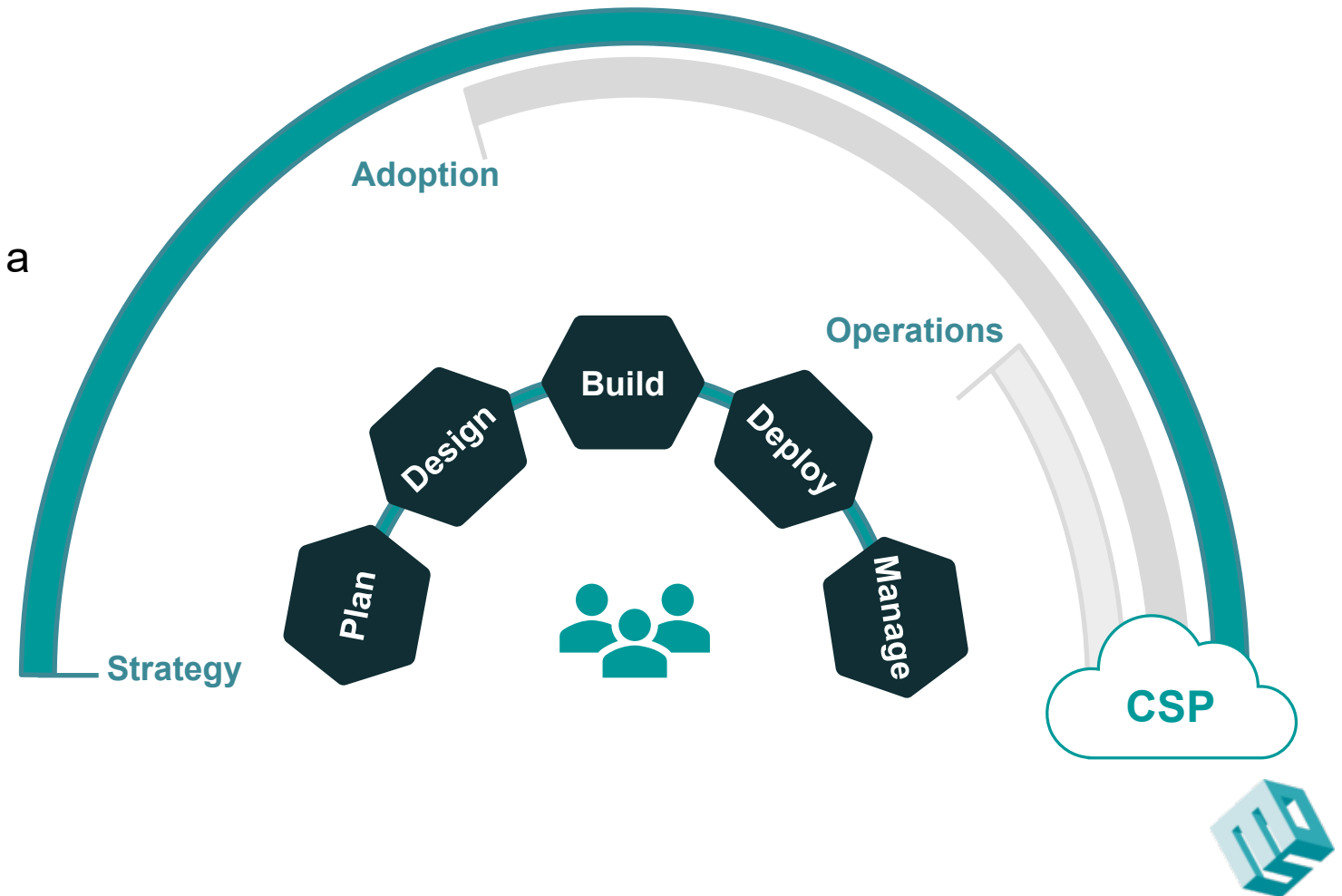
Updated July 2021

MDS Methodology
A Full-Lifecycle Engagement Model

Our engagement model provides clients with a readiness for their journey to the cloud and a full lifecycle methodology to guide them through their **Digital Transformation**.

MDS – We are Certified and Specialized

ADVANCED SPECIALIZATION Identity & Access Management	**ADVANCED SPECIALIZATION** Teamwork Deployment	**ADVANCED SPECIALIZATION** Threat Protection	**ADVANCED SPECIALIZATION** Calling for Microsoft Teams	**ADVANCED SPECIALIZATION** Windows Server and SQL Server Migration	**ADVANCED SPECIALIZATION** Information Protection and Governance
⭐	⭐	⭐	⭐	⭐	⭐

**ADVANCED SPECIALIZATION** Microsoft Azure Virtual Desktop ⭐

Microsoft Advanced Specialization program is only for Partners with an active gold competency who demonstrate a deep knowledge and meet stringent requirements in a specific technology areas. Advanced specialization increases visibility by prioritized ranking in expert partner searches and assures our customers that MDS meets the highest standards for service delivery and support.

Microsoft CERTIFIED

Today's computing solutions

Client PC
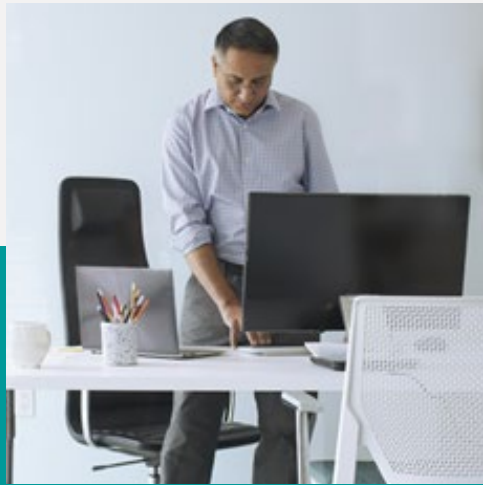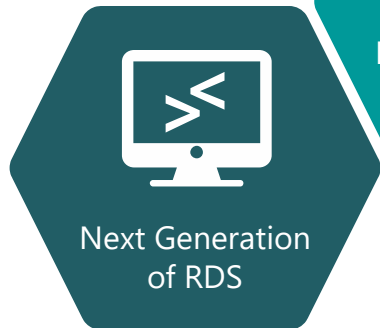
Virtualization (VDI)

Desktop as a Service (DaaS)

Azure Virtual Desktop Overview

Delivered natively from Microsoft Azure

Enable Windows 7 extended support scenarios

Supports desktop and application virtualization

Next Generation of RDS

Enables Windows 10 multi-session capabilities

Supports Windows Server 2012R2 and above

Incorporates the power of M365 security

Azure Virtual Desktop Scenarios

Branch Office

Centralizing & Consolidating

Mobile Workforce

Home Workers Contractors

Regulated Industries

BYOD

Windows 7 Migration
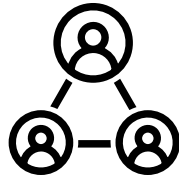
Azure Virtual Desktop Use Cases

Security and Regulation

Financial Services
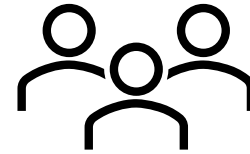
Healthcare

Government

Elastic Workforce

Mergers and acquisition

Short term employees

Contractor and partner access

Specific Employees

BYOD and mobile

Call centers

Branch workers

Specialized Workloads

Design and engineering

Legacy apps

Software dev test

Azure Virtual Desktop Infrastructure Options

Windows Server RD Session Host	Windows 10 Enterprise multi-session	Windows 10 Enterprise
Scalable multi-session legacy Windows environment	Scalable multi-session modern Windows user experience with Windows 10 Enterprise security	Native single-session modern Windows experience
Windows Server Multiple sessions Win 32 Office Perpetual/Office ProPlus (Windows Server 2016, 2019) Long-Term Servicing Channel	Windows 10 Multiple sessions Win32, UWP Office 365 ProPlus Semi-Annual Channel	Windows 10 Single session Win32, UWP Office 365 ProPlus Semi-Annual Channel

Azure Virtual Desktop Models

Multi-session

Reduce costs with pooled, multi-session resources

Use a Gallery image with/without Office 365 Pro Plus

Use a Custom images with apps installed manually

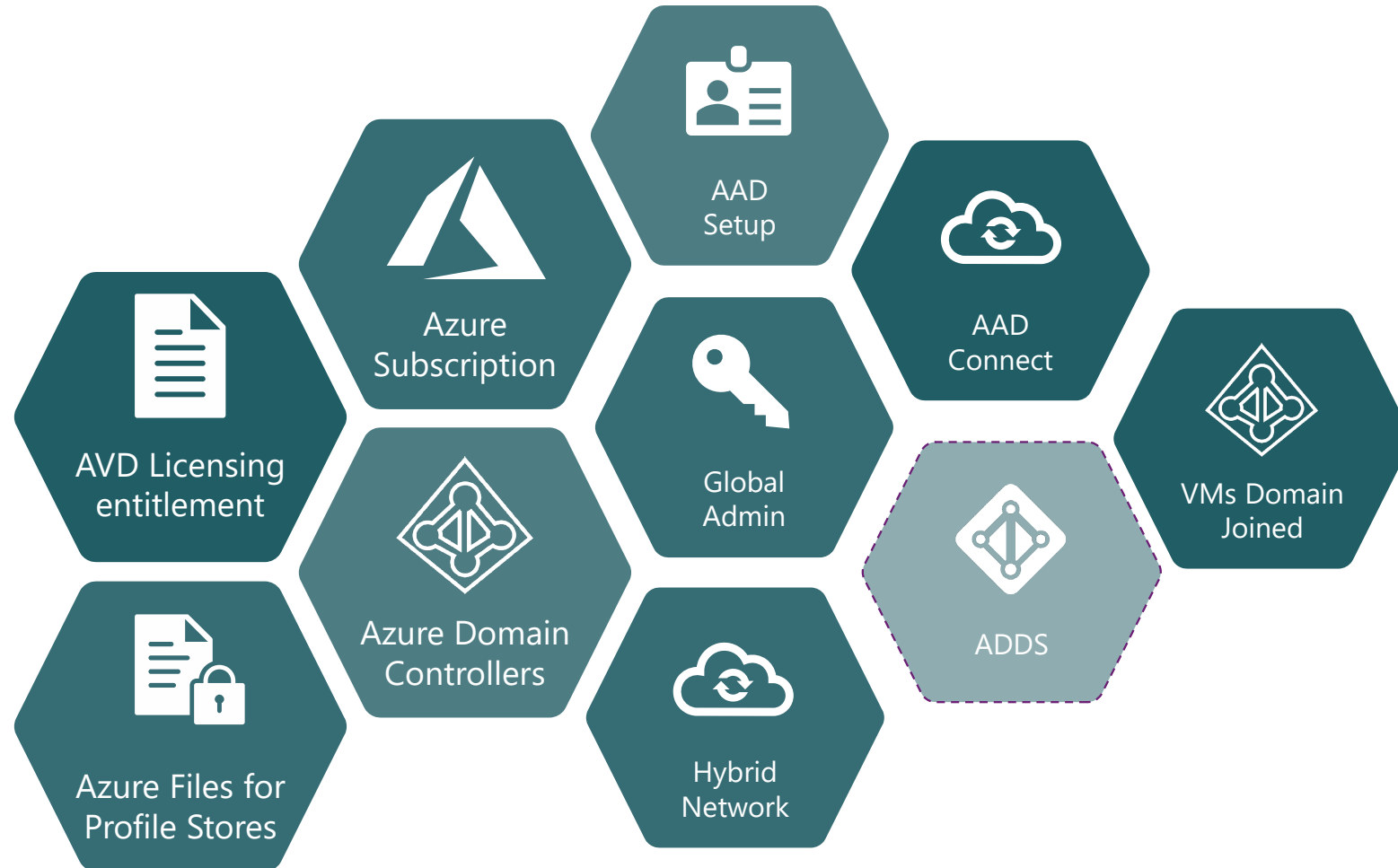Master image creation for large multiple VM deployments

Dedicated

Individual ownership through personal (persistent) desktops

Use Gallery or Custom images

Apps can be installed manually or deployed via Intune / SCCM

Azure Virtual Desktop Dependencies

Azure Virtual Desktop Eligibility

Client

Customers are eligible to access Windows 10 single and multi session and Windows 7 with Azure Virtual Desktop (AVD) if they have one of the following licenses*:

- **Microsoft 365 E3/E5**
- **Microsoft 365 A3/A5/Student Use Benefits**
- **Microsoft 365 F1**
- **Microsoft 365 Business**

- **Windows 10 Enterprise E3/E5**
- **Windows 10 Education A3/A5**
- **Windows 10 VDA per user**

*Customers can access Windows Virtual Desktop from their non-Windows Pro endpoints if they have a Microsoft 365 E3/E5/F1, Microsoft 365 A3/A5 or Windows 10 VDA per user license.

Server

Customers are eligible to access Server workloads with Azure Virtual Desktop (AVD) if they have one of the following licenses:

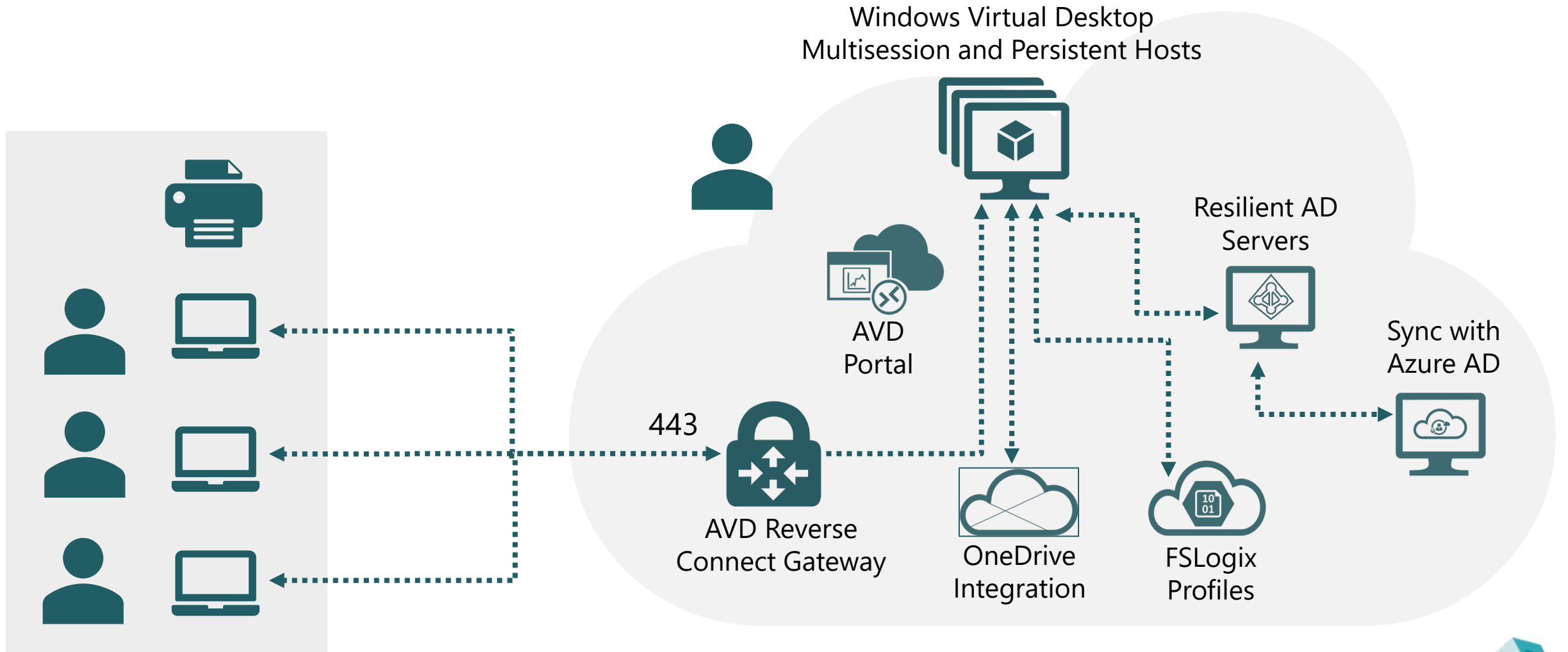- **RDS CAL license with active Software Assurance (SA)**.

Payment

Pay only for the virtual machines (VMs), storage, and networking consumed when the users are using the service, or commit to reserved instances to save even more

Azure Virtual Desktop Architecture

Windows Virtual Desktop
Multisession and Persistent Hosts

AVD Portal

443

AVD Reverse Connect Gateway

OneDrive Integration

FSLogix Profiles

Resilient AD Servers

Sync with Azure AD

AVD Security Controls

Microsoft 365
Conditional Access

Multi-Factor Authentication

Role-based Access Control (RBAC)

Azure Virtual Desktop
Managed Reverse Proxy Connection
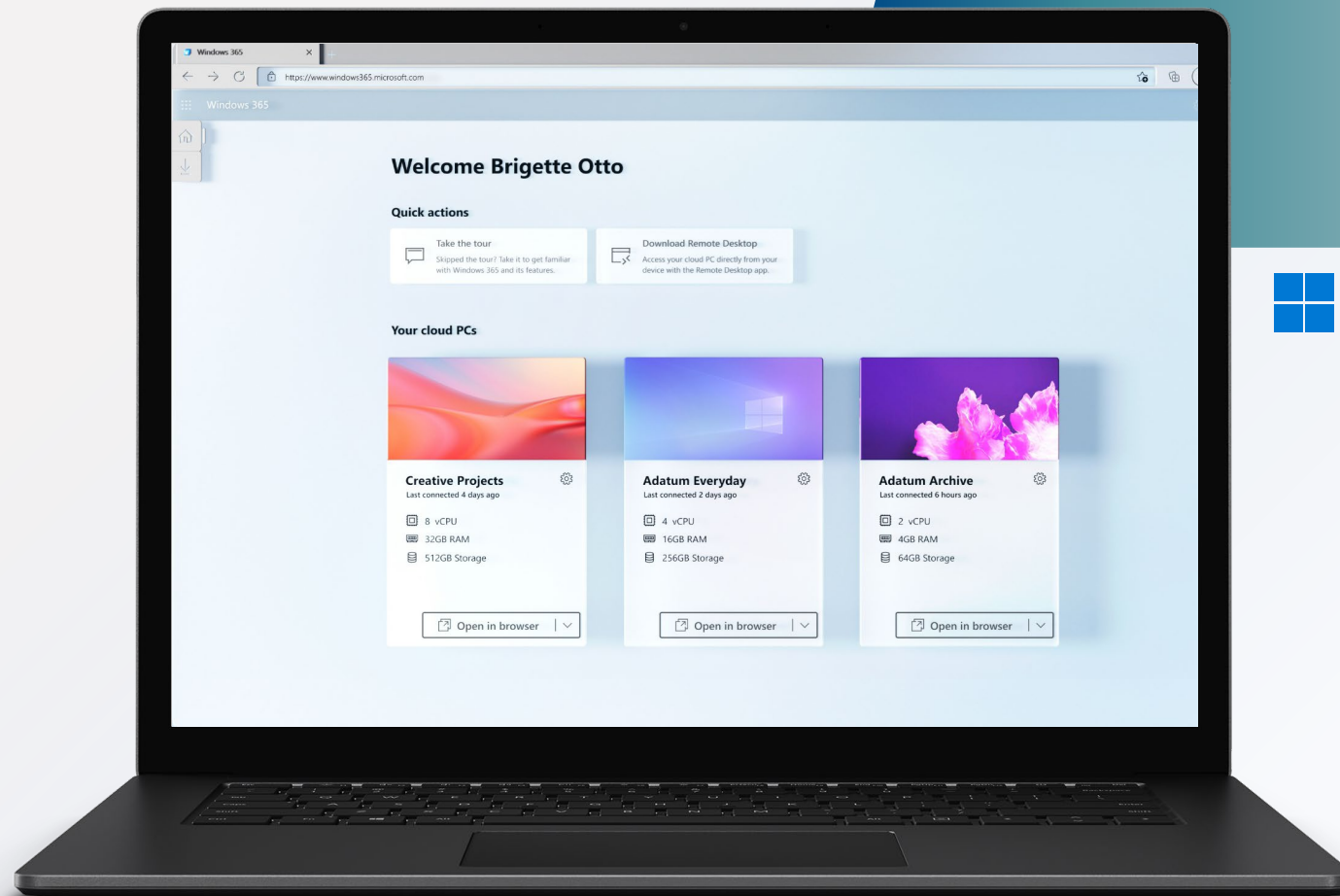
Azure AD Authentication

AD-Joined virtual machines

Azure
Security Center for compliance & security controls

Built by global cybersecurity experts

6.5 trillion global signals daily

$1b annual cybersecurity investment

Windows 365

Hybrid Windows for a hybrid world

Windows 365

Windows 365 Cloud PC

Value solutions for today's hybrid workforce

Your content wherever you go

Consistent settings across all devices

Lost Device? Get users up and running in minutes not days

Perfect for businesses going through **Mergers & Acquisitions** Providing different options for user estate

Centralize **apps** you need, when you need them managed securely

Scalable for your **Temporary Workforce** quickly accelerate on/off boarding for your elastic workforce

Windows 365 for Enterprise:

Packaged 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 10

Windows 11 (when available)

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

1vCPU

2GB / 64GB

Windows 365 Technical and license requirements

License
Users w/ Windows Pro endpoints: W10 E3 + EMS[1] E3 or M365 F3/E3/E5/BP
Users w/ Non-Windows Pro endpoints: Win VDA E3 + EMS[1] E3 or M365 F3/E3/F5/BP

Azure Subscription
At least 1 needed for an Azure Virtual Network

Network
Azure Virtual Network with line of sight to Domain Controller

Machine Identity
Hybrid Azure AD Join (HAADJ)

User Identity
Hybrid users (AD + AAD)

Image
Gallery or BYO in Azure
(Win10 Ent 19H1+)

Management
Microsoft Endpoint Manager
(supports SCCM co-management)

Admin Permissions
M365: Intune Service Admin (standard MEM RBAC after provisioning)
Azure: Subscription Owner (setup network connection)

1. Intune + AADP1 can be used as substitute for EMS E3

Selecting the right Solution

Windows 365

- Personalized Windows Cloud PC available across devices
- Simple and Turn-Key to buy and deploy
- Predicable per user, per month pricing
- Easily Scalable compute and storage
- No VDI experience or skill needed to manage

Azure Virtual Desktop

- Flexibility and Control
- Multi-Session Windows VMs
- Data residency and Geo Requirements
- Remote App Streaming
- Specialized GPU and HPC workloads
- Scalable compute and storage to optimize for cost and experience

The Right Windows edition to meet your needs

Windows 365

The right Windows 365 edition for customer needs

Windows 365 Business	Windows 365 Enterprise
Supports native Azure Active Directory Join (AADJ)	Azure subscription required
No Azure subscription required	Must be licensed for Windows 10 or 11 Enterprise, Microsoft Endpoint Manager & Azure AD Premium P1
No licensing pre-requisites	Deploy and manage through Microsoft Endpoint Manager
Simple purchase, deploy, manage and use through Windows365.com	Available via Web Direct, Microsoft Field, or CSP
Available via Web Direct or CSP	Unlimited number of users
For business < 300 users	

AVD vs Windows 365:

Windows 365

How is Windows 365 different from Azure Virtual Desktop?

Azure Virtual Desktop was designed for maximum flexibility. It provides organizations that have virtualization experience with a flexible, highly customizable option. Its consumption-based pricing makes it appropriate for any scenario, including low-usage use cases. It also supports non-persistent desktops, remote app streaming, multi-session virtual machines, and deep customization.

Windows 365 was designed for simplicity, allowing customers to get the benefits of personalized Cloud PCs without requiring VDI or Azure expertise. It also provides predictable per user/per month pricing to simplify managing costs. Windows 365 is for those customers who are not already widely invested in VDI or virtualization expertise/resources, or those who wish to move to a fixed cost per-user, as-a-service model.

AVD vs Windows 365:

Azure Virtual Desktop

A flexible cloud virtual infrastructure (VDI) platform that securely delivers virtual desktops and remote apps with maximum control.

- Windows 10 dedicated and multi-session desktops and remote app streaming
- Full control over the management and deployment, plus options for Citrix and VMware integrations.

Optimized for Flexibility

Windows 365

- A complete software-as-a-service (SaaS) solution that securely streams your personalized Windows experience – all your apps, content and settings – to any device
- Windows 10 personalized desktops
- Management and deployment with familiar desktop tools and skills
- Predictable per-user pricing

Optimized for Simplicity

AVD vs Windows 365:

Windows 365

Architecture Category	Windows 365 Business	Windows 365 Enterprise	Azure Virtual Desktop
Transactional Model	Fixed Price	Fixed Price & Consumption-Based for Networking	Consumption-Based
Azure Subscription	Microsoft Managed		Customer Managed
Management	Microsoft Endpoint Manager (MEM) – Intune License required for Enterprise Virtual Networking management in Azure Portal for Enterprise only		Azure Portal Management – PowerShell – NERDIO – MEM Optional
Service Type	Stand Alone Dedicated Virtual Desktop		Dedicated Virtual Desktop & Multi-Session User Pools
Compute	MSFT Managed – Tiered Compute Options - No Direct Admin access to VMs		Customer Managed, flexible Compute and auto-scale management
Storage	MSFT Managed – Tiered Storage Options – Challenge to Backup		OS Disks, FSLogix, flexible Compute and auto-scale management and easy to Backup
Networking	Microsoft Managed, No Direct Admin access to VMs, no flexibility	Customer Managed, Admin for flexible Routing, IPs and Security	Customer Managed, Admin for flexible Routing, IPs and Security
Profile Management	No FSLogix Used		FSLogix for Pools
Identity	Azure AD Join Only – No AD DS Option	Hybrid AD Join Required – No AD DS Option	AD DS Required – AD DS Supported – Native Azure AD on roadmap
Azure Gallery Windows 10 Images	No	Yes	Yes
Custom Windows 10 Image	No	Up to 20	Unlimited
Auto-Scaling	No	No	Flexible – Significant savings on peak Azure Costs
Updates	Windows Update - Manual	Flexible and Automated through MEM	Flexible and Automated through MEM
Monitoring	Monitoring is possible only via Endpoint Analytics		Robust logging, diagnostics, monitoring, and reporting with Azure Log Analytics
Backups	Third-party, agent-based, OS-level backup methods only		Azure Site Recovery and Azure Backup.
Multiple Azure Regions for Replication	No Control		Yes
Multi-Layer Security Hardening for AVD	No	No	Yes
Windows 365 Apps	No Shared Computer Activation – Any M365 Subscription		Requires M365 Subscription with Shared Computer Activation entitlement
Application Masking*	No	No	Yes

Windows 365 Pricing

Windows 365

Windows 365 Pricing

Compute Tier	Total Storage	Per User Per Month Pricing
Power 4vCPU 16GB	512 GB	$101
	256 GB	$75
	128 GB	$66
Heavy 2vCPU/8GB	256 GB	$50
	128 GB	$41
Medium 2vCPU/4GB	256 GB	$40
	128 GB	$31
	64 GB	$28

Pricing subject to change, information on this slide does not constitute a formal offer.

Pricing as of August 2021

Windows 365 Roadmap

Windows 365 Roadmap
Features available after GA

Authentication Models and Performance

- Native Azure AD (AADJ) support for Enterprise
- GPU SKUs to support more user types
- Windows 11 support for both Enterprise and Business

Monitoring and Reporting

- Resource performance report in Endpoint Analytics
- Remote connection report in Endpoint Analytics
  - Cloud PC Sign-in time
  - Round trip time

Image Management and end user

- Resize cloud PC support for end-users

Management

- End grace period option
- Microsoft 365 Lighthouse support

In development - Windows 365 | Microsoft Docs

Windows 365

Windows 365 In development | Microsoft Docs

Introducing: MDS Hybrid Work Rapid Deploy
Securely work from home or anywhere

ADVANCED
SPECIALIZATION
Microsoft Azure
Virtual Desktop
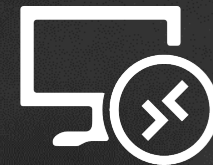
Windows 365

MDS Hybrid Work Rapid Deploy

Not all applications are designed to run from the cloud. Many applications still require installation to Windows. Giving users access to these applications used to be expensive, time-consuming and relied on third-party remote desktop software. Azure Virtual Desktop (AVD) mitigates that challenge as Microsoft's cloud-native robust VDI solution for remote desktop and remote applications. It's built and delivered natively from within Microsoft Azure providing versatile hyper scale and serving multiple use cases.

While AVD serves most robust customer VDI requirements, Windows 365 can help customers create a new hybrid personal computing category called The "Cloud PC", which leverages both VDI Technology and the power a personal device to provide a full, personalized Windows experience. This new Windows experience comes as organizations around the world grapple with the best ways to facilitate hybrid work models where employees are both on-site and distributed across the globe.

With the MDS Hybrid Work Rapid Deploy offering we can help you securely deploy and manage both your new AVD and Windows 365 environments quickly and simply. Because it's built on Microsoft Azure, your environment can seamlessly scale up or down to on demand. AVD is also the only solution which can leverage Windows 10's new multi-session capabilities, which means you can run more users on the same infrastructure rapidly. This makes it significantly more cost effective than other VDI and traditional computing solutions.
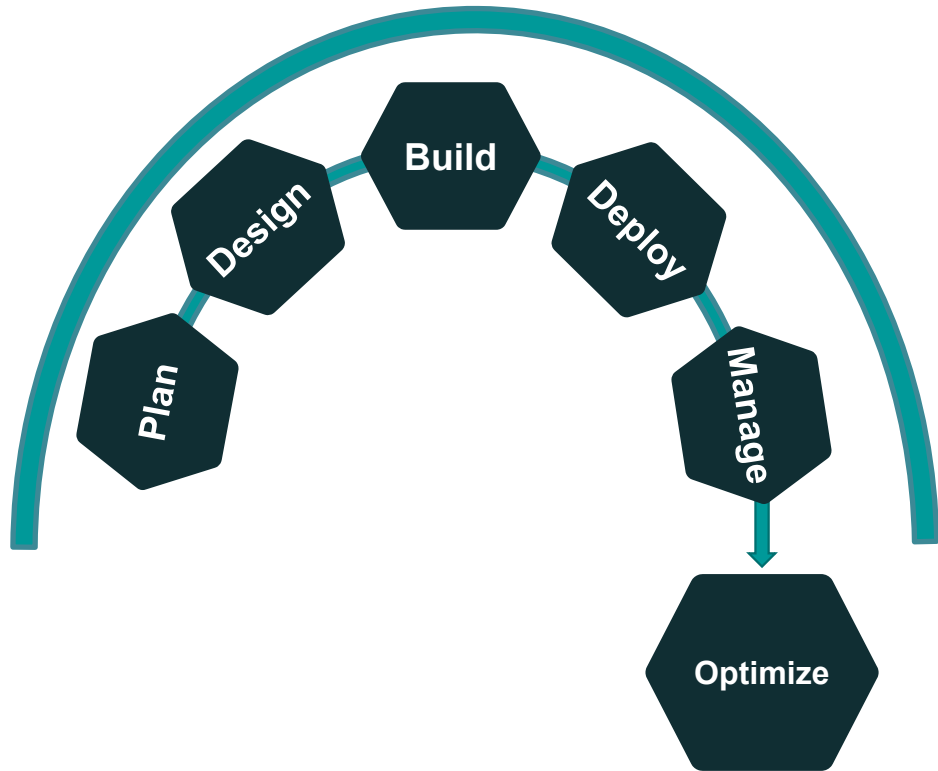
Windows 365

Rapid Deploy

Rapid Support

Rapid Secure

MDS Hybrid Work Rapid Deploy Methodology

Phase	Activities
Discover & Assess	• Discovery of Existing User Desktop Use Cases and Applications • Virtual Desktop Security Assessment • Network Review and Requirements • Azure Subscription & Licensing
Planning & Design	• Hybrid Networking Design • Host Pool Design with Security • Recommendations for AVD and Windows 365 • Deployment & Implementation Plan
Build AVD	• Azure Landing Zone • Policy and Security enablement • Desktops and Application Deployment MVP • Testing and Validation • Success Criteria Review
Manage AVD	• Nerdio Management MSP • Alerting and Monitoring • Troubleshooting • Remediation
Optimize Desktops	• Desktop Auto Scaling • Shutdown Scheduling • Automatic Updates • Resizing and Performance Tuning

Project Delivery

Managed Services

Enhanced AVD Rapid Security Controls

Azure AD Security Services
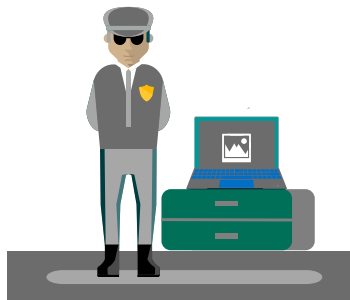
Sophisticated security Zero Trust services easily configured through Azure AD (e.g. MFA, Conditional Access, etc.)

Reduced Attack Surface

Reverse connect technology eliminates the need to open inbound ports to the VMs

Granular Access Control

Assigned role-based access control for Administrative support

Isolated User Sessions

Isolated user sessions in both single and multi-session environments

Windows 365 Security | Built on Zero Trust principles

Cloud Value

Reliable patching
Always online means timely and consistent updates applied across all your PCs

Reduced threat exposure
Intelligent access control and real-time monitoring/mitigations

Prevent data leakage
Clean isolation of sensitive data prevents employee mistakes

Unlock BYOPC
Unmanaged personal devices securely access all corporate apps and data

Standard Cloud PC users
Users don't have local administrator rights by default

Intelligent and tightly integrated cloud security stack

Identity
Azure Active Directory
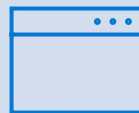
Security management
Microsoft Endpoint Manager

Endpoint security
Microsoft Defender for Endpoint

Microsoft Defender for Windows 365 in MEM

Microsoft Defender for Endpoint supports Windows 365 Cloud PC

- Next-generation antivirus
- Endpoint detection and response
- Threat vulnerability management

Patch software vulnerabilities

Update live host or redeploy using latest gallery image

AVD Rapid Manage with Nerdio

Nerdio Manager for AVD addresses the technical requirements of Enterprise customers and is perfect to help manage costs through features like autoscaling. Below are a few ways using Nerdio can save your organization money.
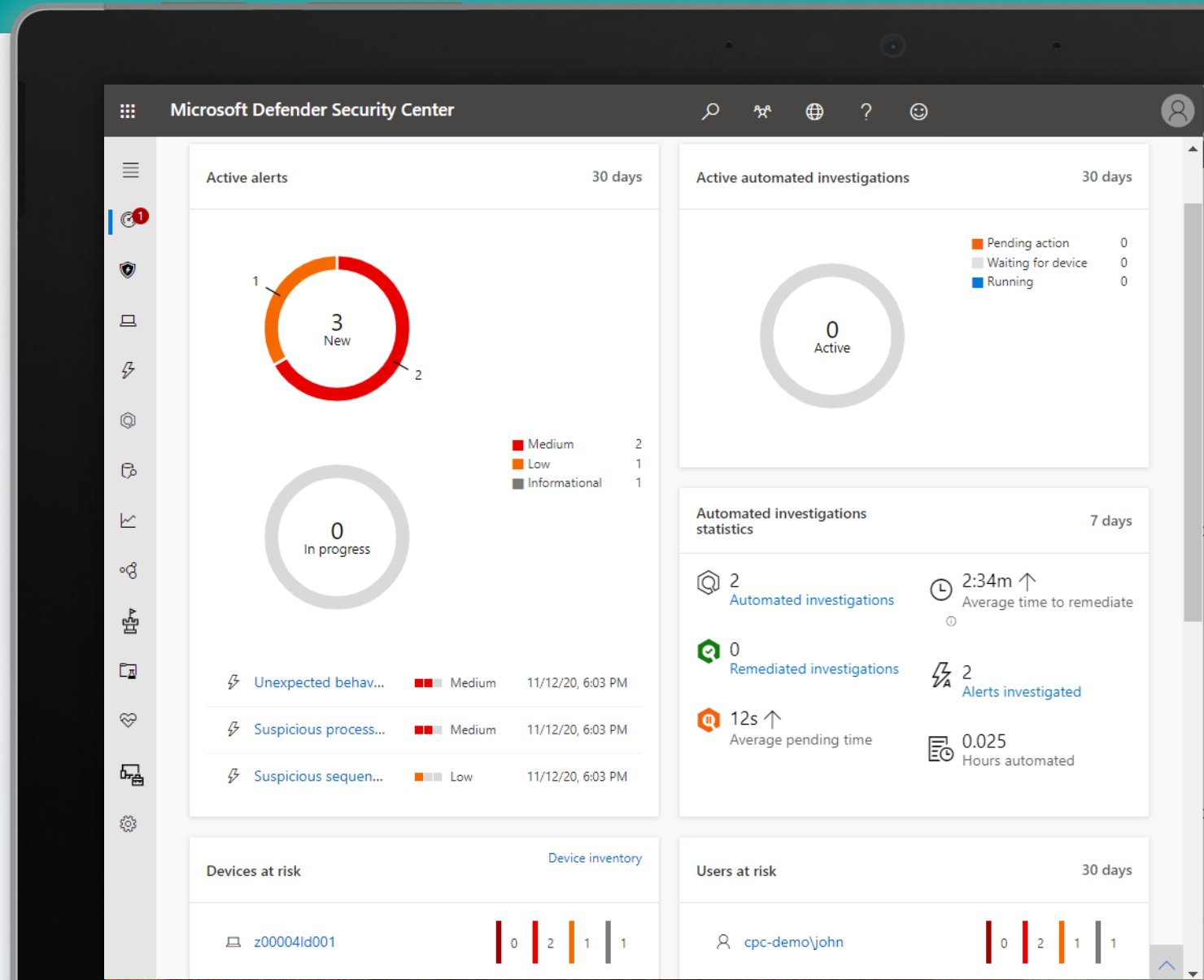
Dynamic Host Pools	Azure Spend Optimization	Modeling Costs and Savings
• Save up to75% on Azure AVD compute and storage with auto-scaling • Flexible size host pools that grow and shrink automatically based on user demand, configured and monitored through Intuitive GUI • CPU, User Session and time-of-day driven Auto-Scaling algorithms • Power management and auto-provisioning capable auto-scale algorithms that save you both compute and storage costs.	• Dynamic, "single-user desktop" host pools allow for individual 1-to-1, non-persistent VDI desktops resulting in significant savings relative to personal desktops • Ephemeral OS Disks save on Azure storage costs and improve performance • Personal desktop users can securely power their desktop on and off w/o needing access to the Azure portal • Custom Resource tagging for cost allocation between departments for charge back	• Know your true Azure costs before deploying VMs • View auto-scale produced savings in real-time and historical data • Compare static host pool costs with dynamic host pools with auto-scaling enabled • When creating new Dynamic Host Pools and configuring auto-scaling parameters, see the minimum and maximum cost in real-time given the selected configuration without needing to create the pool

nerdio

AVD Rapid Manage - Nerdio features

Nerdio Manager doesn't just save you money on Azure spend, it also saves on operational costs to manage your AVD environment.

Simple, automated & guided deployment

Unified desktop image creation & management

Advanced schedule and event-based autoscaling

Seamless integration into existing deployments

Usage and performance monitoring

Desktop and host backup and versioning

Intuitive user and session management

Built-in FSLogix profile management

Role-based AVD tenant management

Complete session host management

Administrator event notifications

Complete, trackable audit trail

nerdio

MDS AVD Capabilities

RAPID DEPLOY

Predefined templates and standard deployment methodology to fit your virtual desktop use cases

RAPID SECURE

- Zero Trust Service
- Assigned role-based access control
- Reverse connect technology
- Isolated user sessions
- Azure Security Integration

RAPID MANAGE

- Automated Scale Up and Scale Down based on active usage
- Azure Spend Optimization
- Automated & guided deployments

nerdio

INTEGRATION WITH FSLOGIX & Nerdio

Integrated with FS Logix for Profile Management and Nerdio tools for an intuitive AVD user and session management

ENTERPRISE MANAGED SERVICES

Achieve Operational Readiness with MDS Managed Services for Optimization and Administration

AVD Rapid Deploy Options:

	Core	Advanced	Enterprise
Maximum Users	25	150	Custom
Standalone AVD Installation	✔		
Custom AVD Installation		✔	✔
Gallery Windows 10 Image	✔	✔	✔
Custom Windows 10 Image		✔	✔
Office Applications	✔	✔	✔
Sample Application	✔		
< 5 Application Packages	✔		
> 10 Application Packages		✔	✔
Multisession Pool	✔	✔	✔
Dedicated Pool		✔	✔
Custom Auto-scale policies		✔	✔
Single Azure Region	✔	✔	✔
Multiple Azure Regions			✔
Conditional Access Policies		✔*	✔
Multi-Layer Security Hardening for AVD		✔	✔
Windows 7 Extension			✔
Hybrid Desktop Management		✔	✔
Profile Management	Optional	✔	✔
Application Masking	Optional		

*where conditional access is already deployed

Windows 365 Rapid Deploy Options:

	Business	Enterprise
Maximum Users	50	250
Personalized Desktop	✔	✔
Custom Win10 Installation		✔
Office Applications	✔	✔
< 5 Application Packages	✔	
> 10 Application Packages		✔
Multisession Pool		
Dedicated Pool	✔	
Custom Auto-scale policies		✔
Conditional Access Policies	✔	✔
Multi-Layer Security Hardening for Windows 365	✔	✔
MEM Management	✔	✔
Profile Management		✔

Under Development

AVD Rapid Deploy Options:

Core
(25 user threshold)

Services Fixed	$25,000
Duration	3 Weeks

Components

- CSP Licensing
- Multi-Session Pool
- Single Region
- Up to 25 users
- Up to 5 IaaS Application Packages Limited to a Single Host Pool
- Support for Domain Services
- Tier 1 Helpdesk through CSP

Advanced
(150 user threshold)

Services Fixed	$50,000
Duration	5-6 Weeks

Components

- Microsoft CSP Licensing
- Microsoft 365 E3 Security Services
- Multi-Session or Dedicated Pool
- Multi Region & Auto Scale
- Hybrid Desktop Management
- Up to 150 users
- Up to 10 IaaS Application Packages Limited to 2 Host Pools
- 2 Domain Controllers
- Tier 1 Helpdesk through CSP
- MDS Rapid Secure
- Nerdio Rapid Manage

Enterprise
(150+ users)

Services (Fixed)	Custom
Duration	TBD

Components

- Microsoft CSP Licensing or EA Agreement
- Microsoft 365 E5 Security Services
- Multi-Session or Dedicated Pool
- Multi Region & Auto Scale
- Hybrid Desktop Management
- 150+ users
- 10+ IaaS Applications**
- Multiple Multi-Session and Dedicated Host Pools
- 4+ Domain Controllers
- MDS Rapid Secure
- Nerdio Rapid Manage

PRICING PACKAGE EXAMPLES

There's no one-size fits all approach for organizations and their digital estate. A myriad of factors can influence the final solution for a customer.
Prices here are meant to be a starting point for a given organization size that has made the decision to focus their desktop operations using Microsoft's Azure Virtual Desktop.

Windows 365 Rapid Deploy Options:

Business Core
(up to 50 users)

Services Fixed	$18,000
Duration	3 Weeks

Components

- CSP Licensing Available
- Personalized Desktops
- MEM Desktop Management
- Up to 50 users
- Up to 5 Application Packages
- MEM Desktop Security with Windows defender
- Available ongoing support through MDS MSP

Enterprise Advanced
(Up to 250 users)

Services Fixed	$32,000
Duration	6 Weeks

Components

- CSP Licensing Available
- Microsoft 365 E3 Security Services
- Personalized Desktops
- MEM Desktop Management
- Up to 250 users
- Up to 10 Application Packages
- MEM Desktop Security with Windows defender
- Available ongoing support through MDS MSP

PRICING PACKAGE EXAMPLES

*There's no one-size fits all approach for organizations and their digital estate. A myriad of factors can influence the final solution for a customer.
Prices here are meant to be a starting point for a given organization size that has made the decision to focus their desktop operations using Microsoft's Windows 365*

Customer Case Studies:

A&E Network

MDS leveraged a Session Host Master Image to build several standard AVD images that specifies the Host Pool and the AVD Master Image File. MDS developed the patch management strategy leveraging A&E's SCCM and WSUS environments for seamless AVD VM patching.

MDS created a Load Balanced and Scaled AVD deployment leveraging Nerdio Manager to better manage WVD, provide automation and reporting capabilities. Nerdio Manager for AVD was configured to provide auto-scale of the AVD VM's, using various algorithms that track usage patterns to trigger scale out and scale-in functions. Nerdio tool was also configured to create and update master images that can be used to initiate host pool deployments and push out updates to VM's during off hours.

MDS also leveraged Azure Monitor was deployed for alerts and metrics, this is the main monitoring tool used to measure the performance of the AVD components and resources. Lastly, MDS conducted DR/BCP planning sessions with A&E using Microsoft's guidelines as framework to recommend Azure Site Recovery for persistent desktops and utilizing storage account replication with VM Image Files for pooled desktops.

CSA Group

MDS Deployed multiple dedicated and multi-user host pools for CSA group who was modernizing their work from home strategy and moving from other more limited VDI solutions.

MDS leveraged a AVD Deployment Checklist which specifies the components that were tested for performance validation to verify that the components and resources that were deployed were providing the expected performance. The MDS checklist demonstrates that the following areas were validated for CSA Group.

A. Security – Vulnerability Scanning, Patch Management & Identity Management

B. Cost – Operational Cost

C. Technical – Networking and Connectivity Application & Database

D. Governance – Azure Tags

E. Approvals – IT and Security Approval

F. Management – Operations and Support

G. Performance - Fine Tuning and Testing

MDS AVD & Windows 365 Support
An Operational Managed Service

MDS - AVD Support

AVD Support provides a comprehensive and cost-effective management and security service for Azure Virtual Desktop.

Built using Azure cloud technologies, the service has built-in support for Dedicated or Multi-Session User Pools for Windows 10 VDI.

Whether its supporting Home office users or Branch Office AVD provides the rapid scale and secure deployment to your entire estate of VDI use cases.

AVD Support complements and integrates with your existing IT services, enabling your team to focus on providing great user support and working on initiatives that deliver significant business value, while MDS efficiently handles the activities normally associated with managing desktop environments.

Multisession or Dedicated Session Pools

Power User Management

Defender Protection Management

Application Packaging

Backup and Restore

Patching

Client Success Manager

Reporting

Incident Management

Application Deployment

Device Provisioning

Device Analytics

MDS – AVD Support – Service Summary

Description of Service

The MDS Azure Virtual Desktop (WVD) Management service provides 24x7 enterprise-class systems management as well as a business hours desktop publishing and packaging service.

Our dedicated level 2 and level 3 support teams and Operations Center sits discreetly within the customer's existing IT service delivery capability and integrates with their internal processes and workflows, providing cloud-like operational agility, elasticity and productivity. MDS employs patch intelligence, root cause analysis and malware breakout alerting to ensure we maintain the fitness and effectiveness of critical business systems and workloads that reside in the cloud or on-premise.

What's Included

- Azure Virtual Desktop Management for Multisession and Dedicated Power users.
- Core Managed Service, reporting, monitoring, remediation, problem and incident management.
- 24x7 coverage.
- Identity & Platform monitoring and remediation.

Service Options

- Pooled User Desktops Management.
- Power User Desktop Management.
- High Performance workloads.
- Windows 7 Desktop Management.
- Nerdio Management tool integration and administration
- Will require supporting services for identity, platform, office 365 and Desktop Management.

Customer Challenges

- Home or Branch Office rapid scale and secure deployment.
- Ensuring 24/7 operation of critical business systems.
- Validating compliance of patch and endpoint updates.
- Maintaining a consistent desktop image across all desktops.
- Securing mobile and BYOD endpoints properly.
- Management of user identities across multiple platforms.
- Consolidate and centralize applications on demand.
- Migrate legacy windows 7 investment to Azure.
- Support different user personas, light user plus power users.
- Delay expensive hardware refresh.
- Leverage existing Microsoft investment.

MDS – Windows 365 Support

Windows 365 Support provides a comprehensive and cost-effective management and security service for Windows 365 VMs.

Built using cloud-native technologies, the service has built-in support for Windows 10 Automatic enrolment and management.

Whether it's desktops, laptops, tablets or conference room systems. Microsoft, Apple or Android. Endpoint Health comprehensively secures and manages your entire device estate.

Endpoint Support complements and integrates with your existing IT services, enabling your team to focus on providing great user support and working on initiatives that deliver significant business value, while MDS efficiently handles the activities normally associated with managing desktop environments.
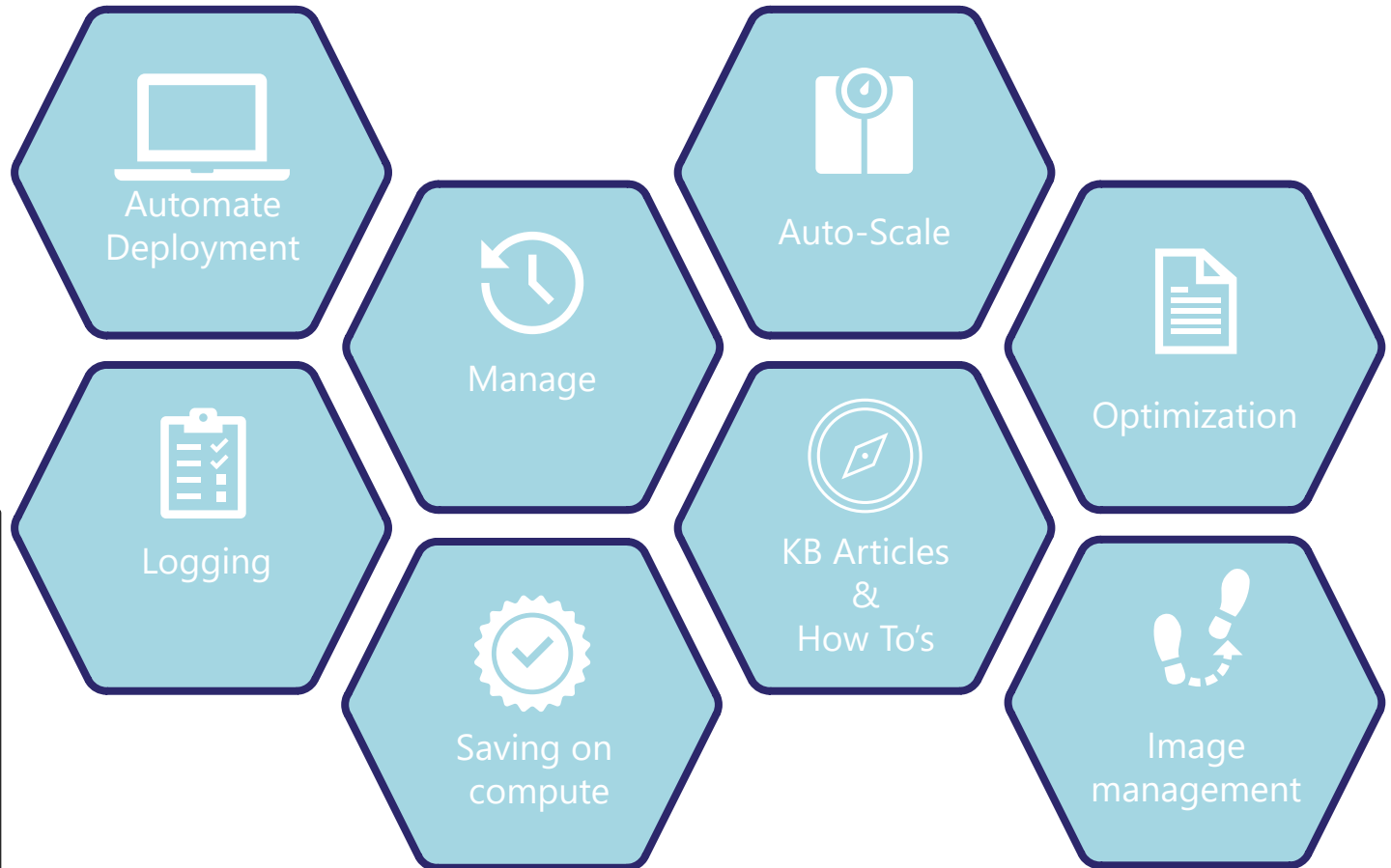
Microsoft Intune

- Endpoint Health
- Endpoint Protection Management
- Backup and Restore
- Device Compliance Reporting
- Windows 365 Management
- Workstation Patching
- MDS Client Success Manager
- Application Packaging
- Application Deployment
- Windows OS Provisioning
- Incident Management
- Device Analytics

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Microsoft Endpoint Management
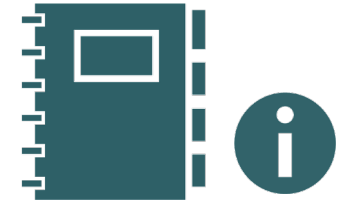Unparalleled modern workplace management with Microsoft's cloud-native enterprise management solution

Secure from any device
Empower employees to work on the go from any device, safely, with the knowledge that it's up-to-date and secure

Applications and data
Ensure staff have the applications needed and that access to your data is safeguarded

Reporting and compliance
Know your Windows 365 estate is secure and compliant with monthly operational reports

DEVICE SECURITY AND COMPLIANCE
for the Secure workplace

MDS – Windows 365 Support

Expert Management

- ✓ Augment your IT Team with a **24x7x365 integrated Tier 2-3 escalation support** function to handle complex issues and provide resolution coaching on common issues
- ✓ **Deep knowledge** of the Microsoft enterprise device management and security platforms
- ✓ Regular **tuning and optimisation** of your Windows 365 management and security platforms

Return on Investment

- ✓ **Maximise employee productivity** by providing employees with the tools to work anywhere, at any time
- ✓ **Provide a great user experience** and **reduce operational costs** by leveraging MDS to deliver enterprise device management
- ✓ Automated VM provisioning for new starters to drive **process efficiency**

Strategic Partnership

- ✓ Service Delivery and Client Success Management team who **aligns MDS resources** with your **strategic objectives**
- ✓ Quarterly Operations and Account reviews providing **service delivery governance** and **solution optimization guidance**
- ✓ **Keep informed** with highlighted updates on newly available Azure and Windows 365 functionality

Thank you!

Visit us online: www.mdsny.com