Introducing **Managed Virtual Desktop** Service**.**

All-in-One service

Ensure you never worry about desktop virtualization again. We've got your back so you can focus on what's most important.

24x7 Support

Dedicated team of certified architects capable of solving any issues. When your employees have an issue, they contact our team—not yours.

High Performance

Monitoring to identify and correct performance issues, performance optimization and better resource management.

Increased Scalability

Nordcloud supports your business growth. Our flexible AVD solution allows you to easily scale and modernise existing environments without compromising security, compliance or performance.

Enjoy AVD that works**.**

Nordcloud

Managed Virtual Desktop **service elements.**

	Visibility	**Service Management**	**Availability**	**Maintenance & Management**
Objectives	• Improve Visibility into Performance	• Reduce operational cost Improve efficiency and effectiveness • Manage change more efficiently	• Protects companies from lost revenue. • Impact of unavailability is minimized. • Minimum Downtime.	• Keep the environment available and manage the virtual desktop.

Activities	• In-depth monitoring
	• Alerting
		• Incident Handling
		• Quick resolution of issues
		• Ticket Triage
		• Perform RCA
			• Ensuring resources are available and accessible:
			  ○ Azure Virtual Desktop Control Plane
			  ○ Azure Virtual Desktop session hosts
				• Windows Patching
				• Management of golden images, profiles and platform management.

Governance

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