

Hybrid Windows Desktop Strategy 2022

Avanade's POV for Windows365, Azure Virtual Desktop, Microsoft Managed Devices, Device as a Service and Windows 11

September 2021



Avanade Overview

Introductions

Avanade Overview

Hybrid Windows Desktop

Windows 365

Azure Virtual Desktop (AVD)

Modern Managed Devices and
Device As A Service (DaaS)

Windows 11

Getting Started

Case Studies



Avanade

Best of Accenture and Microsoft

Created by Accenture and Microsoft, Avanade brings the best in strategy and technology to unlock more value from your IT investments and maximize business results.

Today we are arguably one of the most successful joint ventures in the industry, bringing together the world's largest community of experts on Microsoft-based solutions with **75,000+** skilled professionals across Avanade and Accenture.



Avanade: Unbeatable Microsoft experience

Using our unique heritage, innovative culture, and global presence, we have enabled millions of users to gain the benefits of more productive Microsoft technology platforms



16 time
Microsoft
Alliance Partner
award winner



19 Microsoft
Gold competencies



#1 Deployment
Partner
for Office 365 and
Teams



IDC research shows
Avanade's managed services
clients achieve
return of \$5 for
every \$1 invested



7.5 Million+
Teams Seats
actively managed



23 million+
Mailboxes
migrated to Microsoft
Exchange



Avanade has
15+ years
in managed services
Accenture has
25+ years
in outsourcing



The only systems
integrator with access to
the ultimate
Microsoft
Technology Center
Ecosystem



#1 Microsoft
Certified
professionals
for deploying & administering
Office 365



Deployed
12 million+
Office 365 seats & over **40M**
workloads—than
any other partner
across Exchange, Teams
& SharePoint Online



Over
10 Million Devices
Migrated to Windows
10



20/20 Microsoft
Security Winner for
Zero Trust
Champion – SI
(2021)

Accenture is one of the largest deployments of M365

Devices



541K

Workstations deployed



Microsoft Teams

460K

Teams

538K

Active users

556M

Chat messages/month

Microsoft 365

3B

Files stored in OneDrive for Business

Mobile



425K

Smartphones/tablets enrolled

Audio/Video conferencing

1.2B

Audio minutes/month

141M

Video minutes/month

72M

Mobile minutes/month



57K

Mobile device management

Broadcast

206

Events produced/month

Collaboration

2.4M

Searches executed/ month

Accessibility

75%

FY20 goal met for internal traffic to accessible sites

368K

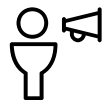
Mobile application management

3.1M

Minutes of streamed videos/month

394.3K

Documents downloaded from knowledge repository/month



10PB

of data in OneDrive for Business

575K

Mailboxes

9.6K

SharePoint sites

26K

Power BI users

Avanade Modern Workplace – FY22 Sub Offerings

The on going modernisation of our clients M365 ecosystem, taking advantage of the journey to cloud, advancement in employee collaboration and communication and the evolving consumption of corporate information



The mobilisation of our Modern Workplace business and delivery of workplace & workflow solutions to our client's employees with targeted focus on their specific industry requirements



Holistic and comprehensive Microsoft 365 security programmes that identify risks and provide guidance on how to address and mitigate cybersecurity risks, meet compliance requirements, secure data and provide the complete security solution as a managed service



Supporting a Clients business transformation through dedicated Tenant Management Services



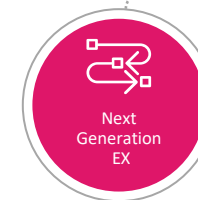
Modern Device Management solutions for the Hybrid working era. Supporting mobile, WFH, and office based employees with a single, flexible architecture delivering applications, performance and security, based on individual employee personas



Supporting the immediate and long term needs of our Clients with targeted Workplace Managed Services offerings through a combination of interim and multi-year contract frameworks



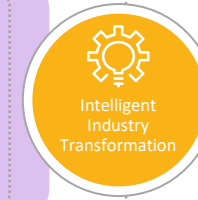
The world of work has been fundamentally changed by COVID. As organisations readjust they'll need adapt quickly and flexibly to the unknown challenges associated with "hybrid working" and use these changes for competitive advantage to drive change CX and EX and new growth opportunities



With a new "war for talent" quickly emerging post-pandemic, transforming and simplifying the EX is more critical than ever. With talent attraction, retention and reskilling a top 5 business priority, now is the time to use holistic EX transformation to drive competitive advantage and growth for the organisation



The pandemic has emphasised just how important, yet often neglected frontline workers are. As business transform there is significant untapped potential to create new sources of revenue and improve productivity & safety whilst at the same time transforming the EX of arguably the most important workforce segment



Transforming what, who, how, why work is done has never been more important. The ability to use technology to open up new sources of growth or improve productivity is now a business imperative just to stand still. Organisations taking an industry led, holistic approach to WX can make this transformation a reality

Hybrid Windows Desktop

Introductions

Avanade Overview

Hybrid Windows Desktop

Windows 365

Azure Virtual Desktop (AVD)

Modern Managed Devices and
Device As A Service (DaaS)

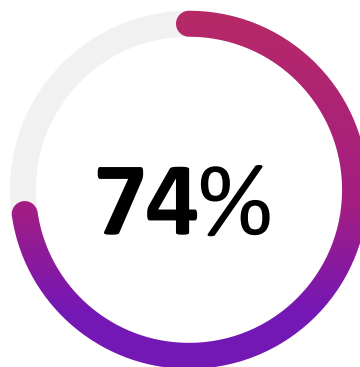
Windows 11

Getting Started

Case Studies

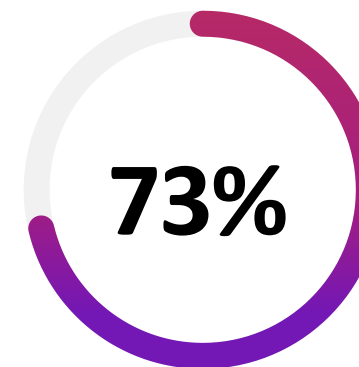
The expectations of our workforce, and Modern Workplace have changed

Source: Accenture Net Better Off Research 2020 |
Source: <https://www.gartner.com/smarterwithgartner/>



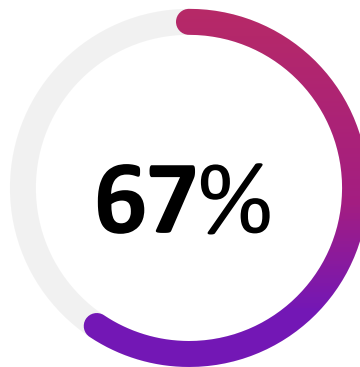
of organizations intend to permanently shift to a Hybrid remote working model

accenture



of workers want their employers to continue providing flexible remote work options

accenture



of workers want more in-person time with their coworkers

 Microsoft



of organizations will allow employees to work remotely part of the time despite vaccines

accenture

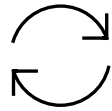
Market trends:

Why modernizing the Windows and Mobile endpoint matters



The cloud is everywhere

90%
of enterprises anticipate higher cloud usage than before COVID-19



Continuous software updates

1–4 times/month
is the typical update cycle, ensuring both security and your ability to work seamlessly



BYOD is standard

59%
of organizations let employees use their own devices for work



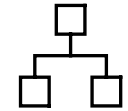
Endpoint threats are increasing

24%
of enterprise mobile endpoints were exposed to device threats in 2019



Sophisticated Cybersecurity

36 billion
records were exposed through cybercrime in 2020



Today's workplace is evolving

4.3 million
people in the US work from home at least half the time

Evolution of the Workplace : Hybrid Working

44% of organizations say they need new tech to address the new work dynamic.¹

¹ IDG: *IT leaders' response to the COVID-19 pandemic* www.idg.com/tools-for-marketers/it-leaders-response-to-the-covid-19-pandemic-infographic/

Remote work considerations

- The PC is the “new office”
 - Home setup provision is a new “office perk” to attract/retain talent
 - Users want option to work from home/less travel is sustainable
 - Unsecured home networks exploited & remote staff misuse of data
-

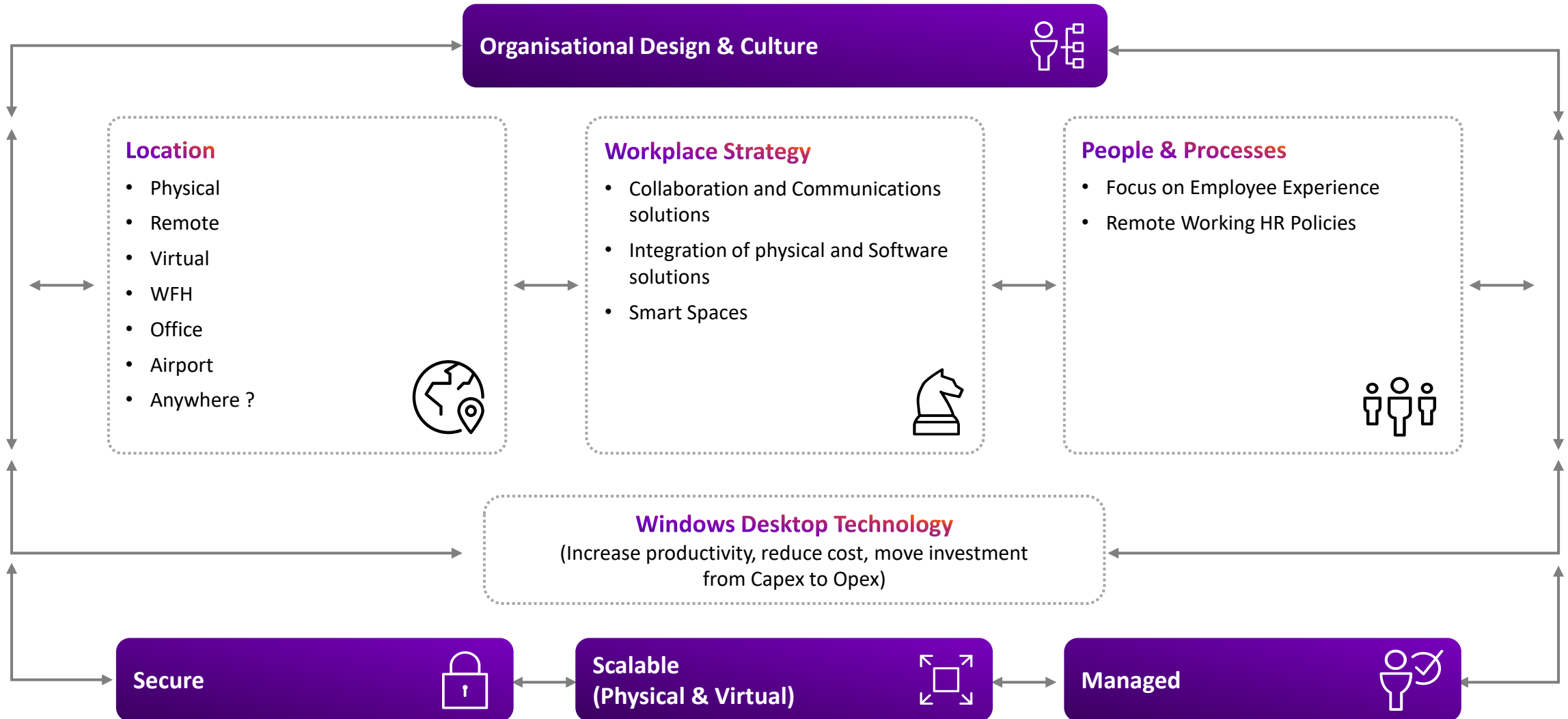
Rethinking shared space

- Less overall office space, more meeting/social space
 - Digital inclusion - excellent office/remote collaboration tools
 - Shift investment from floorspace to digital tools
-

Infrastructure & device dependencies

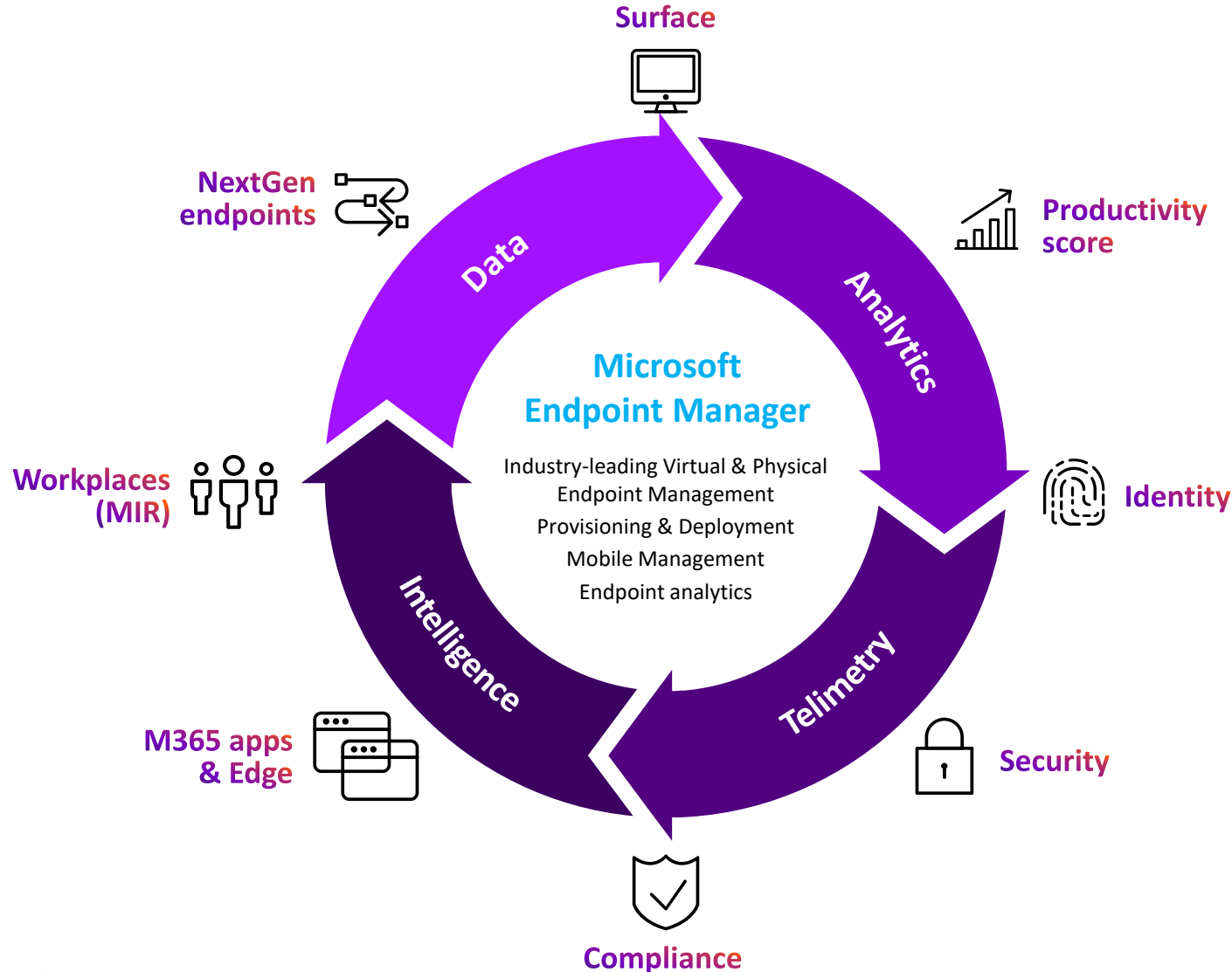
- Increasing dependency on productivity and collaboration tools
- Extend to all staff including those previously digitally excluded
- Users have higher expectations for device performance and responsiveness
- Contactless provisioning + timely updates outside corporate environment + staying secure

Building a Hybrid Workplace Strategy



Modernizing Endpoints

The next cloud workload & remote managed services opportunity



Opportunity to support the client's investment and to fully utilize **M365 E3 and E5 licensing**



Transition to **cloud managed devices**



Drive new seats for **Windows 365**



Surface & new device opportunities



Help customers try & adopt **Windows 11**

Services

Identity, Windows Servicing, Apps, Security

Products

MEM, Windows (10/11), M365, Windows 365, MMD

Microsoft Cloud Solutions



Cloud PC – Windows 365

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



Cloud VDI – Azure Virtual Desktop

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

W365 or AVD - The right technology for all your needs

Cloud PC – Windows 365

Optimized for simplicity

Windows 10 or Windows 11 personalized desktop

Complete end-to-end Microsoft service

One-stop administration in Microsoft Endpoint Manager (Enterprise edition)

Direct self-service model (Business edition)

Predictable per user pricing

Cloud VDI – Azure Virtual Desktop

Optimized for flexibility

Windows 10, Windows 11, or Windows Server multi-session desktops

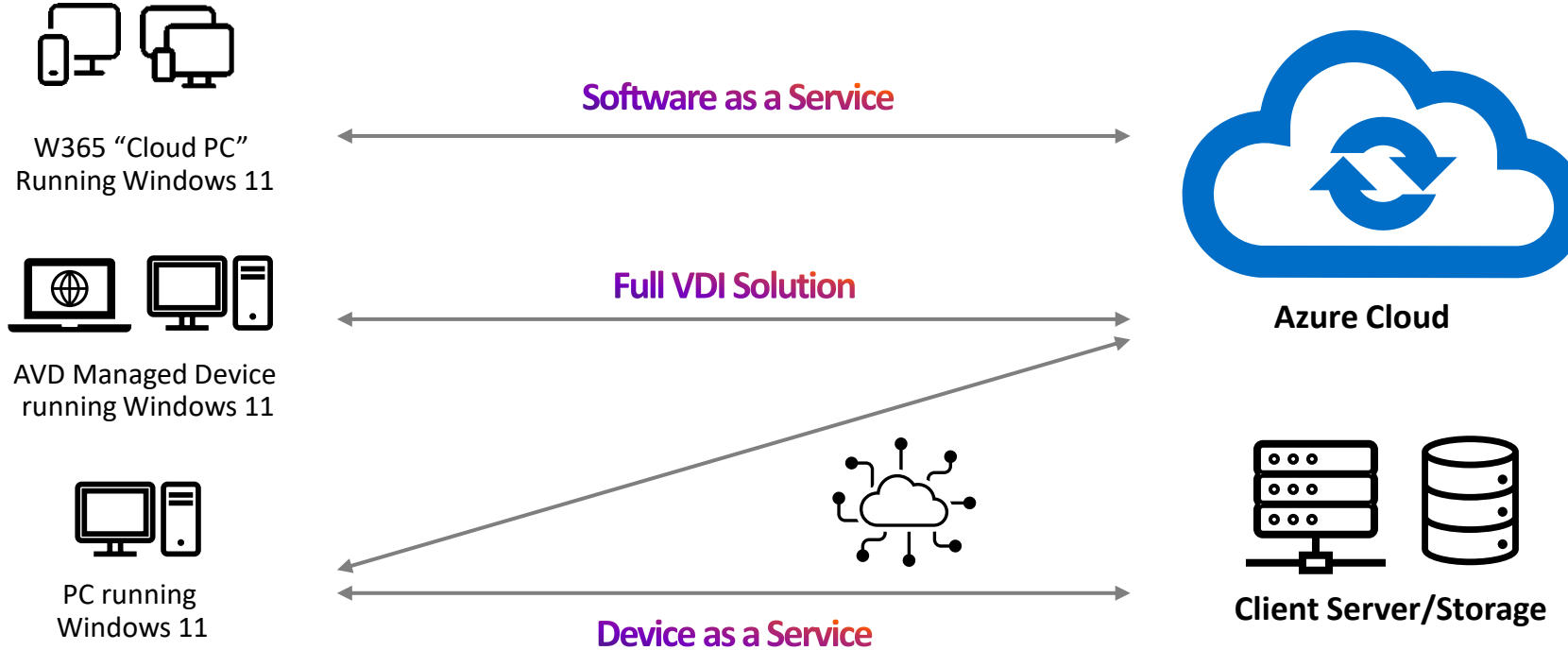
Remote app streaming

Full control over configuration and management

Citrix and VMware support

Flexible consumption-based pricing

Avanade's Windows Desktop Architecture for 2022



Azure Active Directory

Desktop Solutions

Windows 10/11 and M365 apps for enterprise, Azure AD, Intune, Windows Autopilot, Microsoft Threat Protection, End Point Manager

IT Optimization

Device and app performance, early warning of security issues, reduced boot time, enhanced battery life, operational insights and device monitoring

Evergreen Management

Optimized for user experience, our cloud-based device management services include intelligent security monitoring and automatic updates combined with app testing and on going support



Avanade delivered Microsoft Managed Device Services

Hybrid workplace technology implications



- Cloud-first infrastructure
- Support remote users



- Collaboration across orgs, locations and devices
- Rich meeting experiences



- Secure devices, apps and data
- Always up to date



- Deploy, manage, and secure remotely
- Extend digital services to everyone



- Best productivity tools
- Digital workflows
- AI and automation
- “It just works”



- Organisation-wide leadership communication
- Cross-group collaboration and knowledge sharing

¹Microsoft Managed Desktop-delivered benefit

Windows 365

[Introductions](#)

[Avanade Overview](#)

[Hybrid Windows Desktop](#)

[Windows 365](#)

[Azure Virtual Desktop \(AVD\)](#)

[Modern Managed Devices and
Device As A Service \(DaaS\)](#)

[Windows 11](#)

[Getting Started](#)

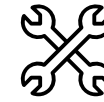
[Case Studies](#)

Welcome to your Windows 365 Cloud PC

A new solution for today's hybrid workforce



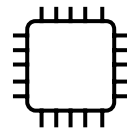
Your content
wherever you go



Consistent settings
across devices



Scalable storage
based on your needs



Compute options for
different users



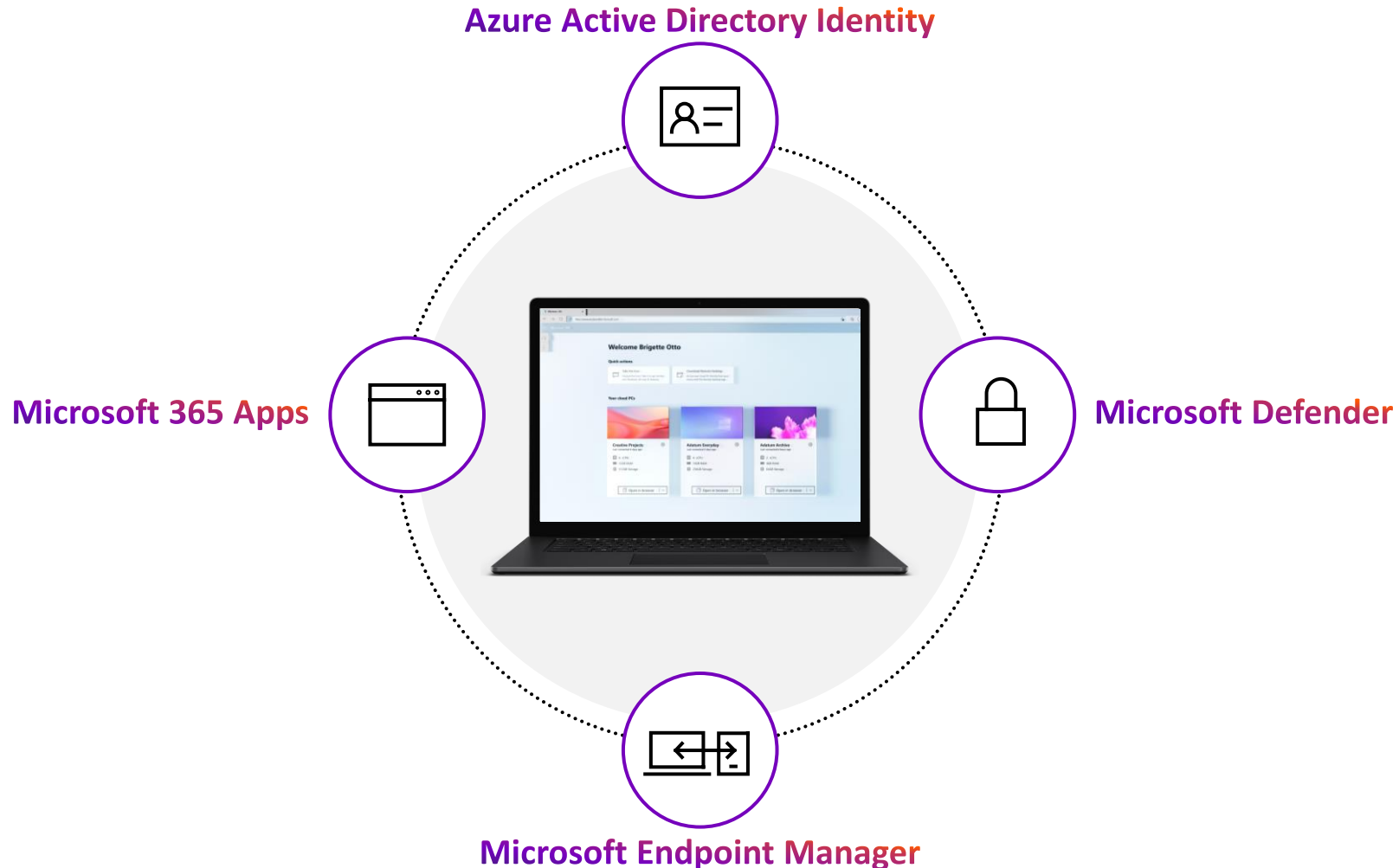
The **apps** you need,
when you need them



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

Works seamlessly with Microsoft cloud services

Windows 365 extends end-user computing from the client to the cloud, leveraging the unified management of Microsoft Endpoint Manager and natively integrated with Microsoft cloud services. Extend the reach to meet the needs of your office based and Front-Line Worker personas



What is W365 ?



W365 is a new sister offering to Azure Virtual Desktop, giving customers some much-needed variety in moving their workspaces to the Microsoft cloud.



W365 was announced August 2021

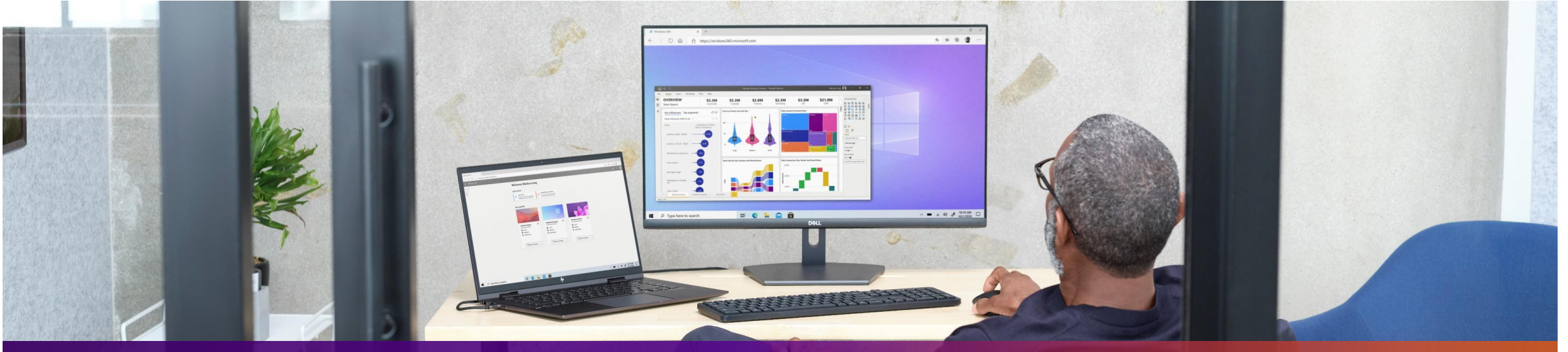


Early cost disclosure from Microsoft is \$30-50/user/month, with the lower end coming with longer commit.

	W365	AVD
Pricing Model	Fixed Fee	Consumption based
Persistence	Persistent	Persistent or Non-Persistent
Resource Allocation	Dedicated	Dedicated or Pooled
OS	Win10/11 Standard	Win10/11 Std or Multi-session
IaaS Management	Microsoft Managed IaaS	Customer Managed IaaS
Sizing Options	Limited SKUs	Any Azure SKU
Management Portal	Intune Portal	Azure WVD Portal
Resizing	Self-service resizing	Service Request resizing

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 Endpoint Manager 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.

Three key takeaways for Windows 365



Deliver a fully personalized Windows experience to any device as a simple SaaS service with predictable pricing

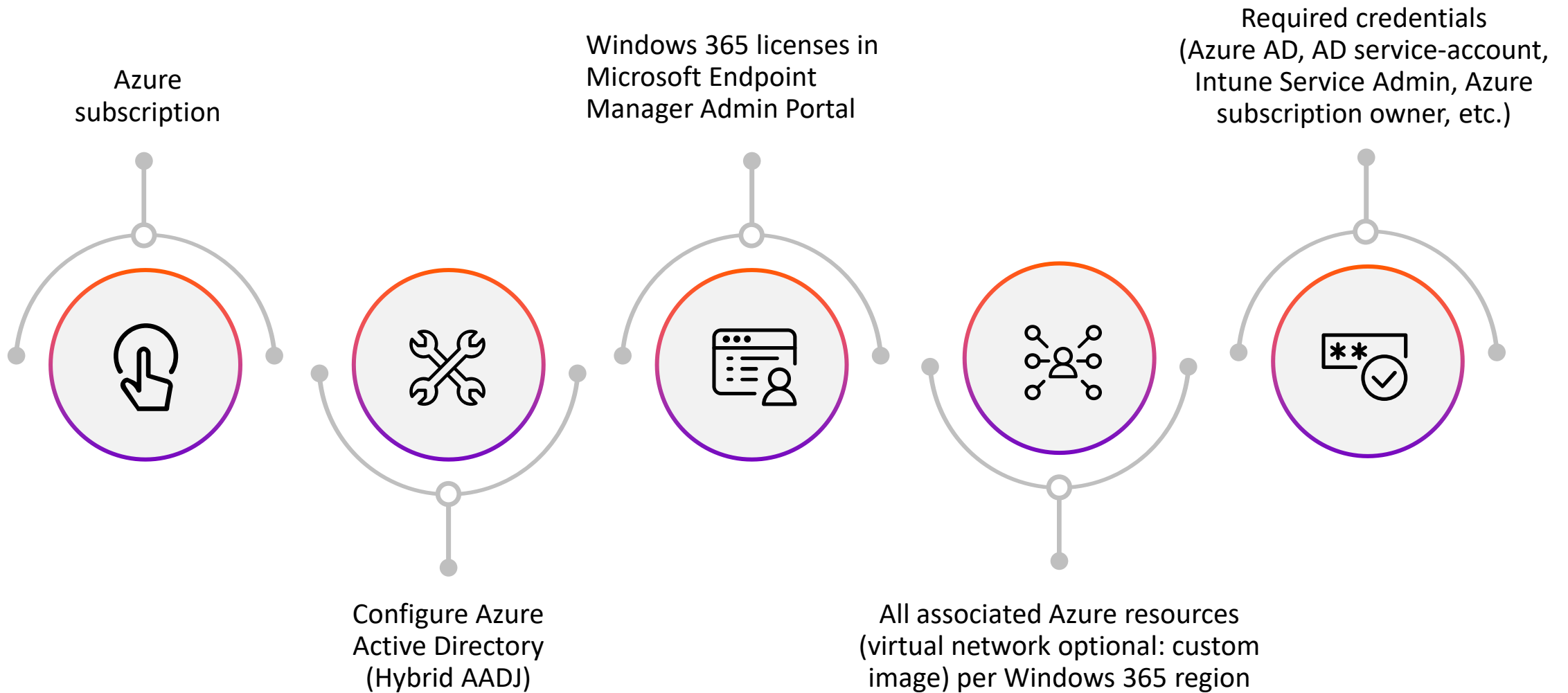


New category - "Cloud PC" that draws on the power of the cloud and the capabilities of the device - Hybrid Windows



Opportunity to expand the TAM for Virtualisation & bring Windows to new users as part of a new managed service

Deployment process



Selecting the right solution(s)



Windows 365

- Personalized Windows 365 Cloud PCs available across devices
- Simple and turn-key to buy and deploy
- Predictable per user, per month pricing
- Easily scalable compute and storage
- No VDI experience or skills required



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



Azure Virtual Desktop with Citrix and VMware VDI

- Optimize existing investments and skills in Citrix and VMware VDI
- Create a multi-cloud or hybrid architecture with a single control pane

Azure Virtual Desktop (AVD)

Introductions

Avanade Overview

Hybrid Windows Desktop

Windows 365

Azure Virtual Desktop (AVD)

Modern Managed Devices and
Device As A Service (DaaS)

Windows 11

Getting Started

Case Studies

Azure Virtual Desktop – Value Drivers



Cost

- Industry-competitive consumption pricing
- Cost-mitigation with AVD entitlement (including vOS) included in E3+ licensing



Culture and Adoption

- Provide technology and optimizations for enabling effective remote working in a familiar desktop experience with minimal training required to adapt to a constantly changing workplace environment



Distributed Continuity

- Enhance business continuity plans to include mass sick leave, travel restrictions and large-scale remote working environments



Customizable windows environment

- Enhance business continuity plans to include mass sick leave, travel restrictions and large-scale remote working environments

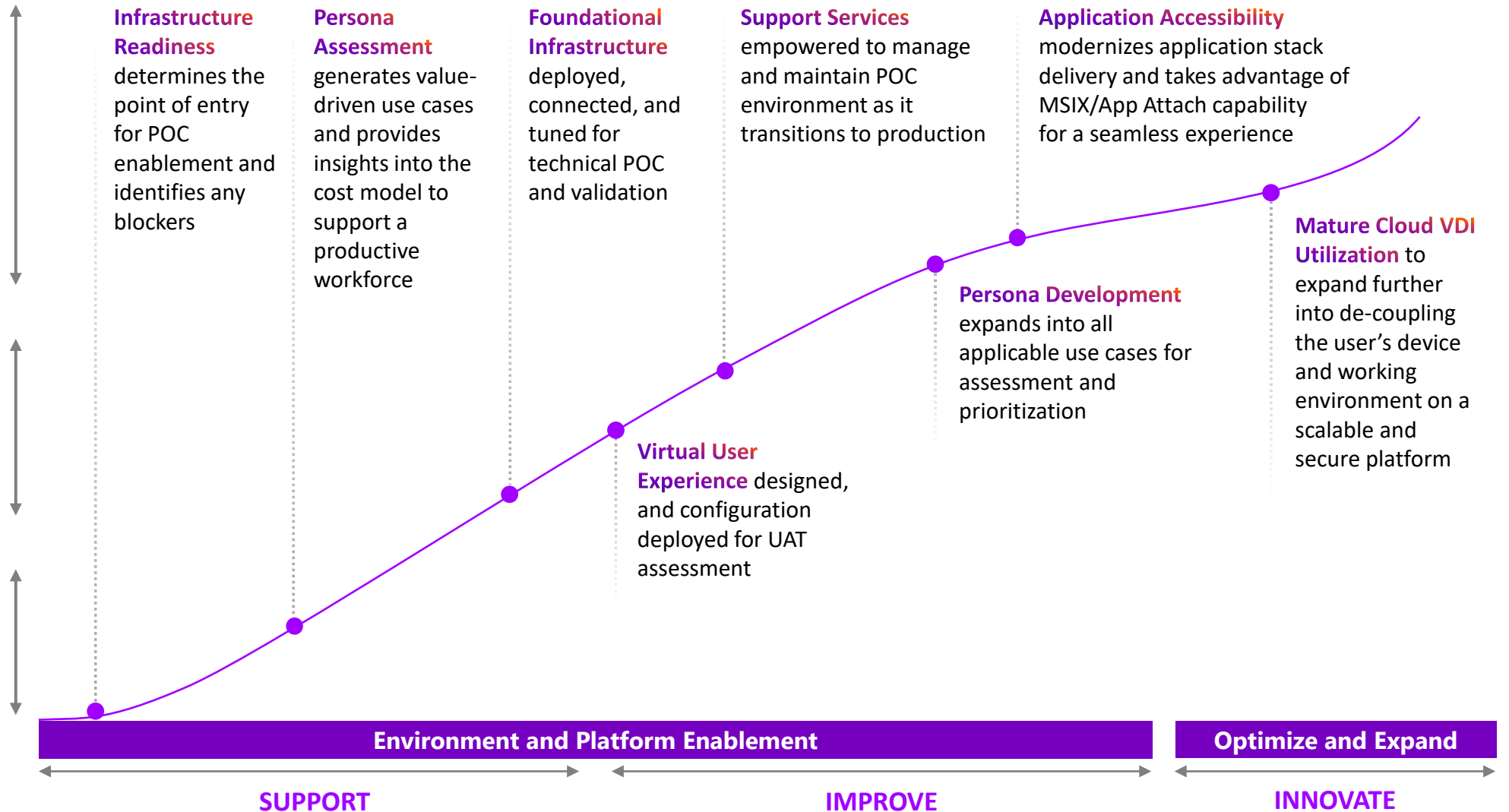
Virtualization Journey

BUSINESS VALUE

IT empowering the digital worker experience

User experience and technical pre-requisites certified

Protect investment by substantiating business case



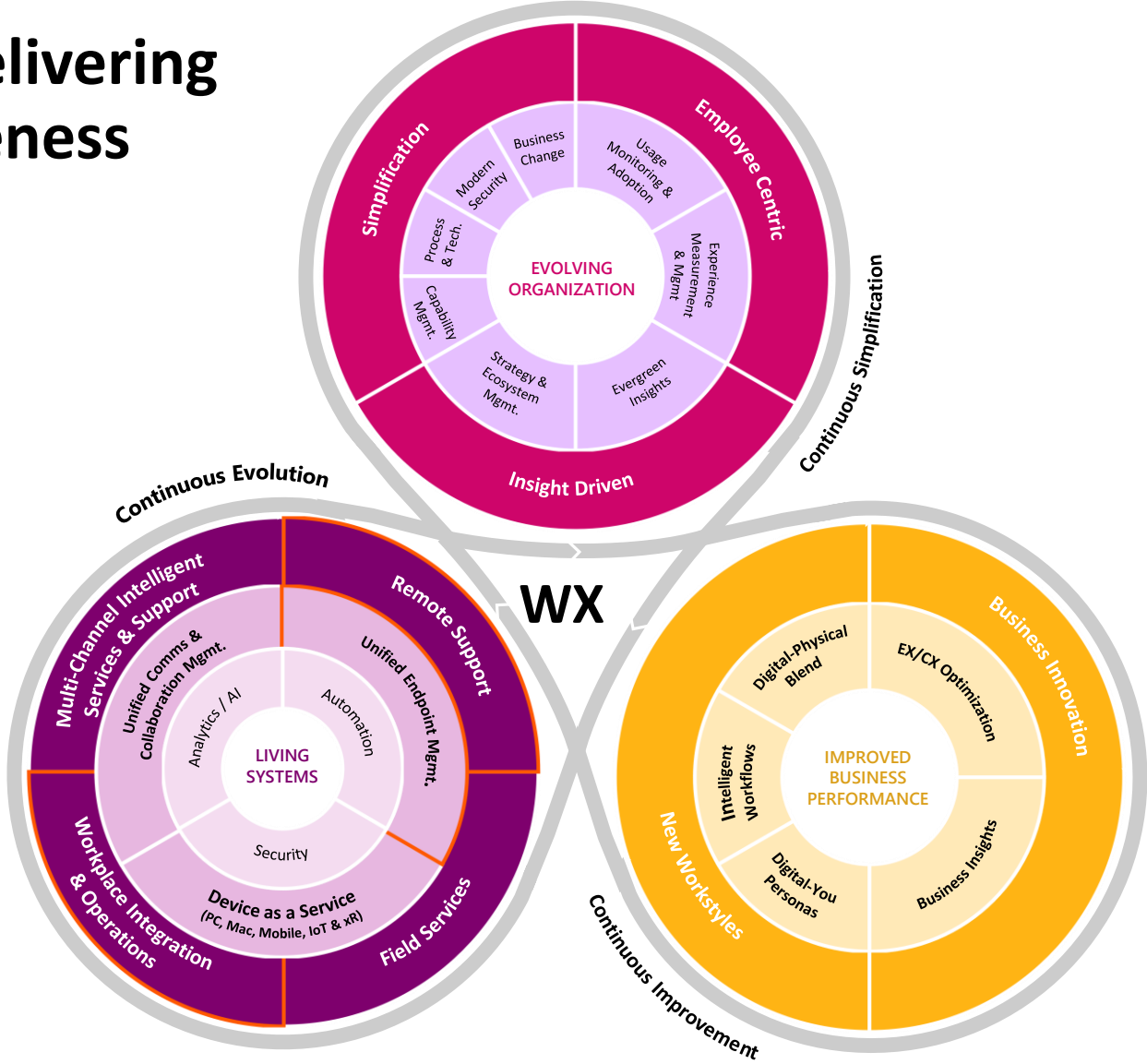
Our Workplace Managed Services continuously evolves, delivering value, experience and responsiveness

A multi-dimensional approach maximizes value, minimizes cost, and reduces technical debt.

Living Systems: Ensure stable platforms and capable support in a cost-efficient manner

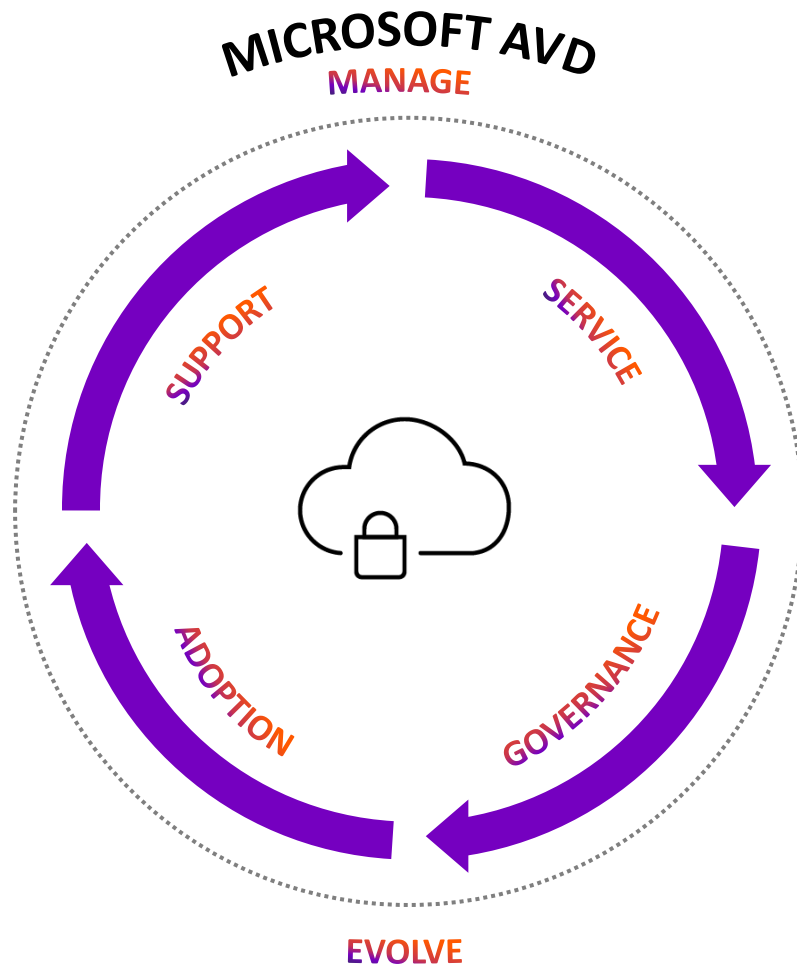
Evolving organization: Support the ever-changing workplace and business

Improved business performance: Envision and innovate with workplace technologies to drive bottom-line value

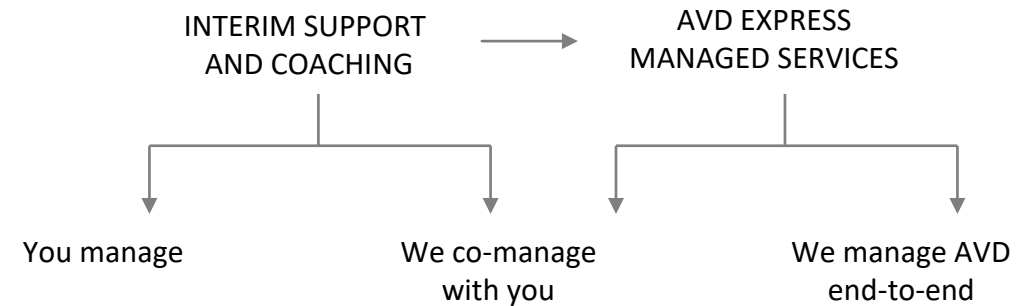


The Azure Virtual Desktop (AVD) Express Service is a subset of and integrates with the platforms that are managed and secured by our Living Systems services

End-to-end services keep AVD running today—and drive service evolution for the future



Flexible to meet your business needs



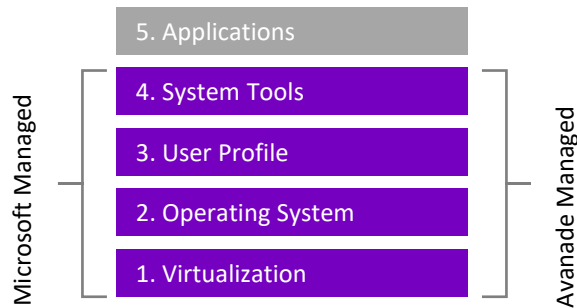
Custom Requirements?

Short term: Access subject matter expertise to augment your team on a capacity basis

Long term: Step up Express to cover features and provide the support you need or speak to us about a custom service for your unique needs

Avanade's AVD Express Support Services scope and benefits

What's Included?



- 24x7 AVD management and support, complementing client and Microsoft,
- AVD Tenant administration
- AVD support on desktop and mobile
- Proactive and reactive L2/L3 incident management (and monitoring and service management using KPIs, not SLAs. End user support provided by Client L1 Helpdesk/ServiceDesk
- Required Avanade tools including ServiceNow, Secure Admin Access & Synthetic Transaction Monitoring
- Escalation, communication and coordination with Microsoft for L4 support if required (Client support contract with Microsoft leveraged by Avanade)
- English Only

Benefits



Expertise: Accenture/Avanade manage 500,000+ physical and virtual desktop for clients globally



Scale: Leverage our global scale to ensure WVD operations can scale to support your COVID-19 use cases



Stay modern: WVD is Evergreen—navigate new features and changes to focus on what needs to be done now



Reduce risk: Our right-sized security, governance and compliance services help avoid problems and provide advice on risks so you can make informed decisions



Continuity: Use Microsoft's investment in cloud scale and availability to keep vital internal and external communications open



Remote productivity: Enable your remote workforce to collaborate and be productive wherever they are



Speed: Rapid provisioning during the crisis to support your organization and free you to focus on future state

Modern Managed Devices and Device As A Service (DaaS)

Introductions

Avanade Overview

Hybrid Windows Desktop

Windows 365

Azure Virtual Desktop (AVD)

**Modern Managed Devices and
Device As A Service (DaaS)**

Windows 11

Getting Started

Case Studies

Microsoft Managed Desktop enterprise impact

What users notice¹



reduction in boot time (<30 seconds)

What IT notices²



in device-related help desk calls
Due to increased performance and stability

What leadership notices¹



in employee engagement



in employee sentiment (in feeling valued by their company)



reduction in crashes



reclaimed maintaining IT infrastructure.



in employee impact



increase in NPS



battery life



in user device setup time leveraging modern application stack



in employee effectiveness

¹Qualtrics employee sentiment study of 477 respondents within 2 enterprise customers, December 3, 2019 See more: aka.ms/MMDQualtrics

²The Total Economic Impact of Microsoft Managed Desktop: Cost savings and business benefits enabled by Microsoft Managed Desktop Forrester Study Commissioned by Microsoft, March 2020 aka.ms/MMDImpact

Microsoft Managed Desktop: Avanade Alignment



Planning



Customer Env Readiness



Modern Devices



Deployment



Management

				Other Services (e.g. non Microsoft Managed Desktop, Service Deck)
		Other add-on Service (e.g. VIP, onsite support)		Infrastructure, Identity, & Exchange management
	Data backup/Recovery (OneDrive for Business)	Logistics	IT and User Training	LOB apps management
MMD Discovery Workshop	APP Remediation	Financing	VPN, Proxy, Printer, Local configs	End User Support (Windows and Office)
MMD Business Case	Exchange Online/ O365	Warranty	Rollout Planning, Change Management	SW Analytics & Reports
Service Model Integration	Cloud Identity (AAD)	Device Supply	App Packaging	Security Monitoring (Defender ATP)
Advisory Services	Network modernization	Device Procurement	Tenant Provisioning	Device Management*

Microsoft 365 E5 or M365 E3 + Windows Defender for endpoint

■ Partner provides
 ■ Microsoft provides
 ■ Microsoft or certified partner provides

*Includes policy and configuration, Windows/Office update management, app deployment

What is DaaS

Device as a Service, a foundational component of a Living Platform, bundles hardware, software, and lifecycle management in a consumption-based evergreen model

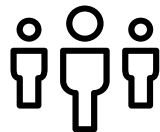


The Differentiator

We've partnered with an innovation ecosystem of partners to create a flexible and intelligent offering for each client

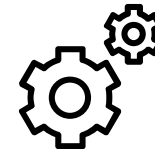


We Focus on Delivering Business Value to JCIhe client



Delighted End Users

Expands beyond service levels to Experience Level Agreements (XLAs) based on end user sentiment about their PC, their applications and the interaction with deployment and support services



A Safe and Modern Workplace

Evergreen model delivers secured environment based upon predictable HW, OS, and application refreshes via modern deployment and management solutions






Cost Savings

Up to 25% savings over traditional procurement of hardware and comparable services with a focus on analytics and automation

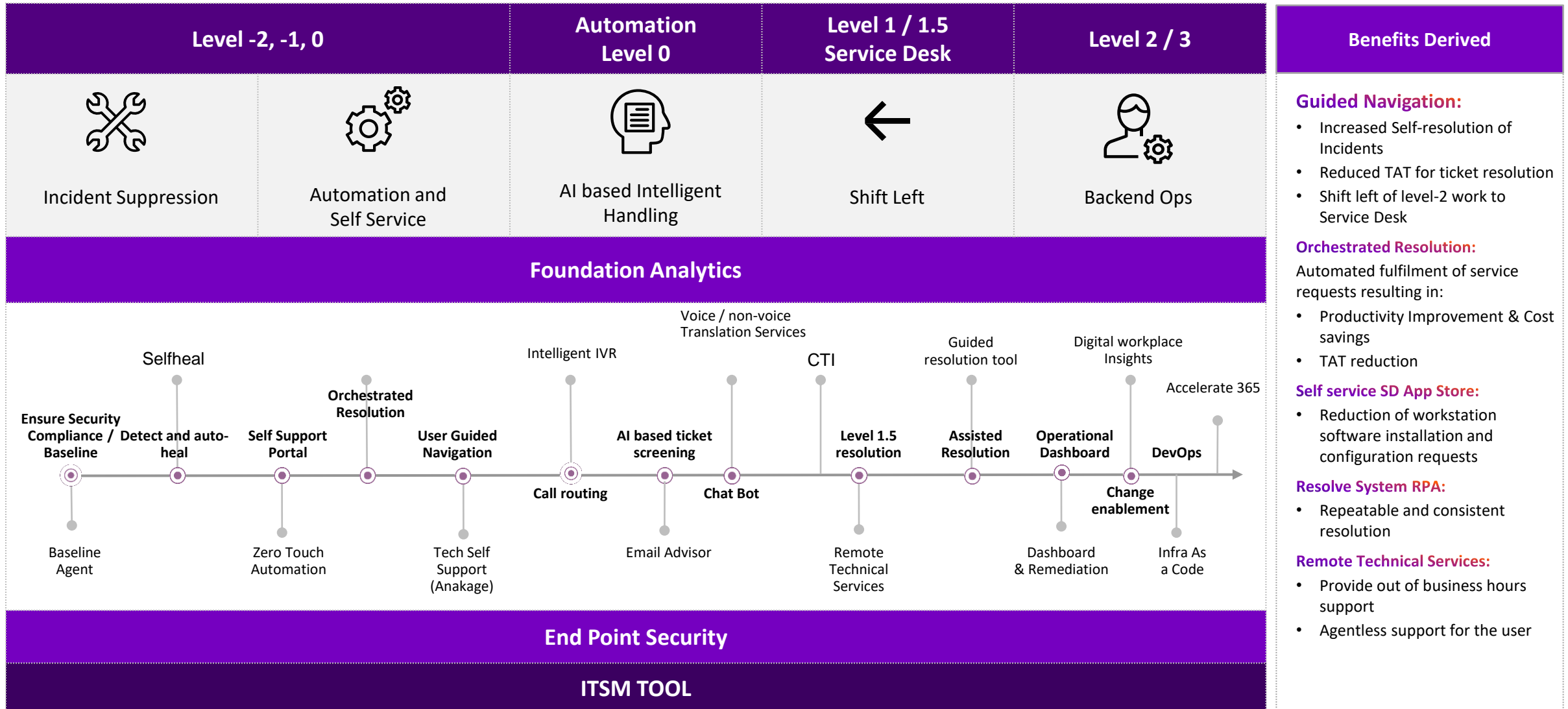
DaaS Economics

Clients have saved 15% to 50% when they combined capabilities into a more holistic program

		Living Platform (DaaS)				
		Workplace Support	New Device Deployment and configuration	Procurement / Supplier Management	Asset Tracking	Asset Recovery and Data Wipe
	Average distribution %	35%	40%	10%	10%	5%
	Savings at other clients	15% - 25%	5% - 50%	5% - 15%	10% - 15%	50% - 80%
	Savings levers/ Benefits	<ul style="list-style-type: none"> • Incident suppression and self-healing automation from new included monitoring platform • Enhanced I2 remote support capabilities to reduce on-site interventions • Modern device management/ windows servicing, app packaging and patching • Improved user experience and productivity 	<ul style="list-style-type: none"> • Sourcing of asset and lifecycle services reduces need for local depots • Centralized management of pc deployments & communications • Custom build, bios, tagging & autopilot load of devices performed at factory 	<ul style="list-style-type: none"> • Reduced overhead for procurement and supplier management, handled by accenture as part of daas • Internal cost of capital • Property tax 	<ul style="list-style-type: none"> • Single asset management team responsible for tracking and managing fleet • Better visibility and utilization of stock/replacement pool • Planned and managed refresh for minimal user disruption 	<ul style="list-style-type: none"> • Standardized global wipe and disposal/recycling process provided by them

✓ Flexible commercial models including fixed price and consumption based (per device, per month)

Our Intelligent Platform reduces cost & enables the user



Why Avanade for Modern Workplace Managed Services?



Our Microsoft 365 managed services provide the following benefits:

Reduced Operational Costs

Reduced operational overhead by providing an end-to-end Microsoft 365 managed service solution backed by 24/7 support and SLA's

Focus On Your Priorities

Remove the support and administration burden from your internal team, allowing them to focus on high value activities and business requirements

Improved User Satisfaction

Decrease support tickets through Accenture's scripting and automation, which will reduce downtime for end users and increase user satisfaction

Our managed services span the Microsoft workplace ecosystem

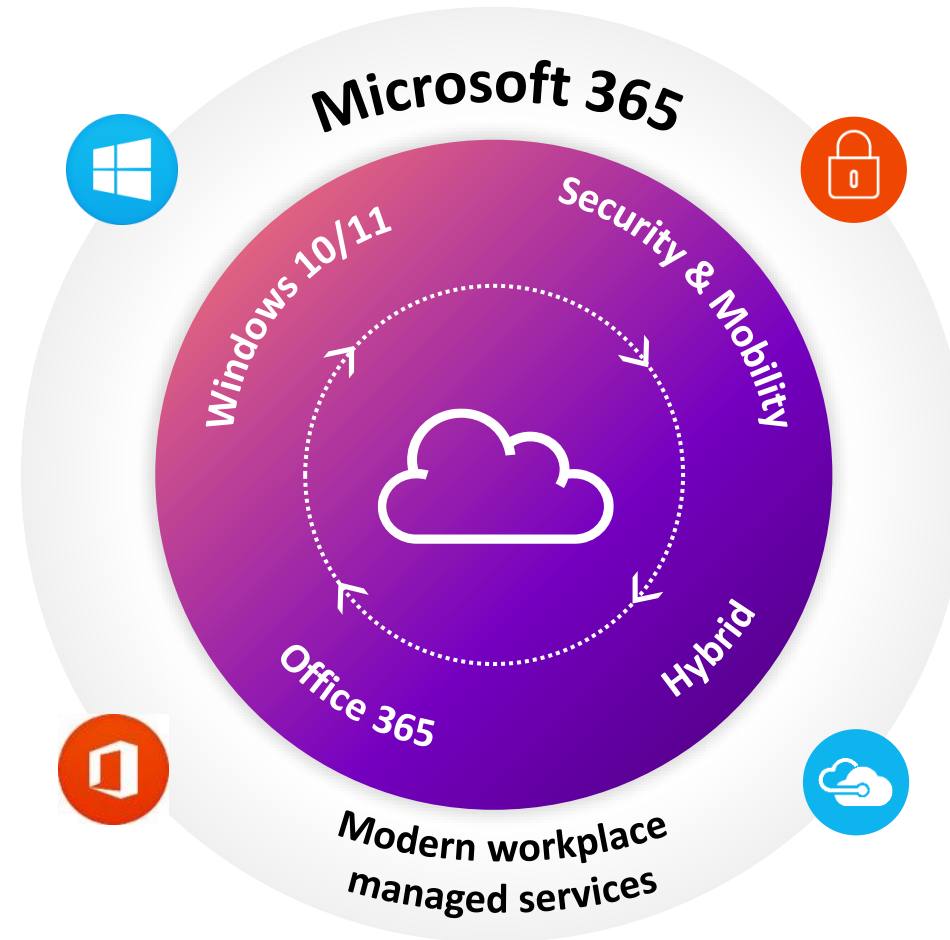
Our managed services transforms organizations to accelerate consumption of secure, cloud-based workplace platforms and services at a cost-efficient scale.

Windows 10/11

- Empower your Microsoft ecosystem with Windows 10 for a highly integrated Workplace Experience
- Desktop Management Support
- Device-as-a-Service (DaaS)
- W10 Servicing

Office 365

- Bring the best of the O365 Productivity Suite including:
 - Enterprise Voice
 - Exchange Online
 - SharePoint Online
 - Teams
 - OneDrive
 - Yammer



Security and Mobility

- Identity-driven security
- Management of mobile devices & apps
- Intelligent safeguard for corporate data
- eDiscovery
- Microsoft Cloud App Security
- Azure Information Protection

Hybrid

- Bringing the best of Cloud and On-Prem in a seamless and secure fashion
- Hybrid services include:
 - Active Directory
 - Exchange
 - SharePoint
 - Teams

Path Forward

Our approach focuses on 3 major horizons to enable the client's end user experience



Define

Timeline: 10 Weeks

- Implement governance and establish KPIs for the program.
- Complete baselines for current state, including technologies, assets, applications, processes, and organization.
- Align needs and expectations among the stakeholder teams.
- Formulate the priorities for the program, including critical requirements and initial user segments and risk & issues
- Agree scope, schedule, and dependencies for enablement
- **Establish "North Star" with executives and stakeholders.**



Enable & Deploy

Timeline: 12-24 Months

- Design and build to-be state end user engagement model.
- Address and remediate necessary dependencies for success, including applications and identity
- Execute transition plan to migrate users to-be state, balancing asset lifecycle, business requirements, and costing requirements for effectiveness.
- Optional: enable new services through cloud productivity
- Conduct Change management and communications plan to empower users for success
- Onboard to-be State operating model for IT engagement.



Maintain

Timeline: Ongoing

- Implement mechanisms for ongoing enhancement and engagement to continuously improve program KPIs
- Continue to develop and enhance services to meet new business expectations or cloud enabled services.
- Proactively identify and address emerging security threats.
- Increase stability and resiliency of services, including remote working and integration with acquired entities
- Achieve a sustainable and maintained cost basis through evergreen asset management

Windows 11

Introductions

Avanade Overview

Hybrid Windows Desktop

Windows 365

Azure Virtual Desktop (AVD)

Modern Managed Devices and
Device As A Service (DaaS)

Windows 11

Getting Started

Case Studies

Introducing Windows 11



Windows 11 was built to help employees and teams focus on what is important: **getting 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.

Productive

Simple, modern visuals

Windows visuals to delight and focus on what matters.

Snap assist

Automatically keep your window layouts saved in perfect arrangement.

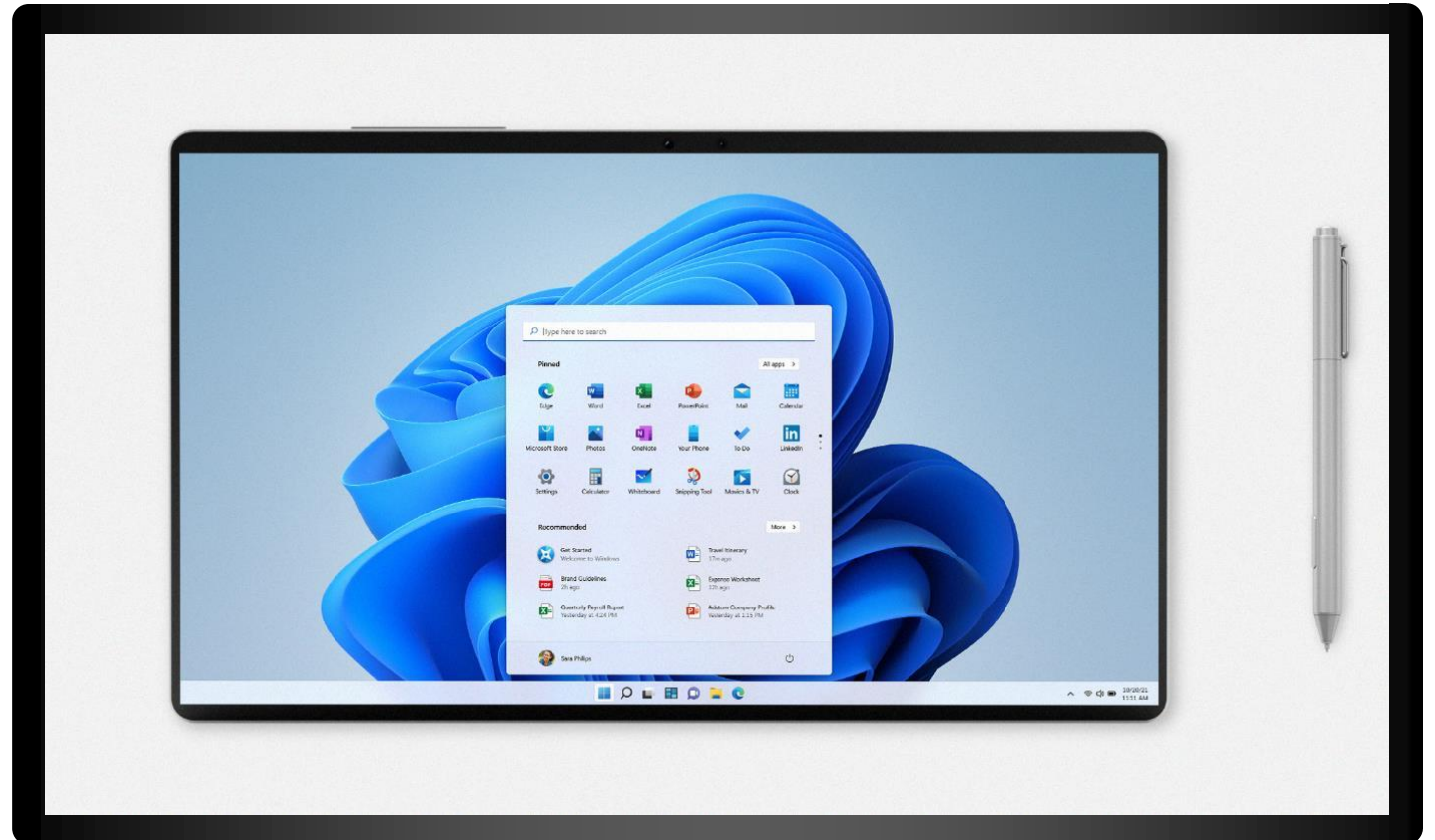
Widgets

Stay on top of what's important with personalized aggregated content.

Integrated voice typing

Effortlessly type a document or write an email without a keyboard.

Great tablet experience



Voice Typing: requires a PC with a microphone

Collaborate

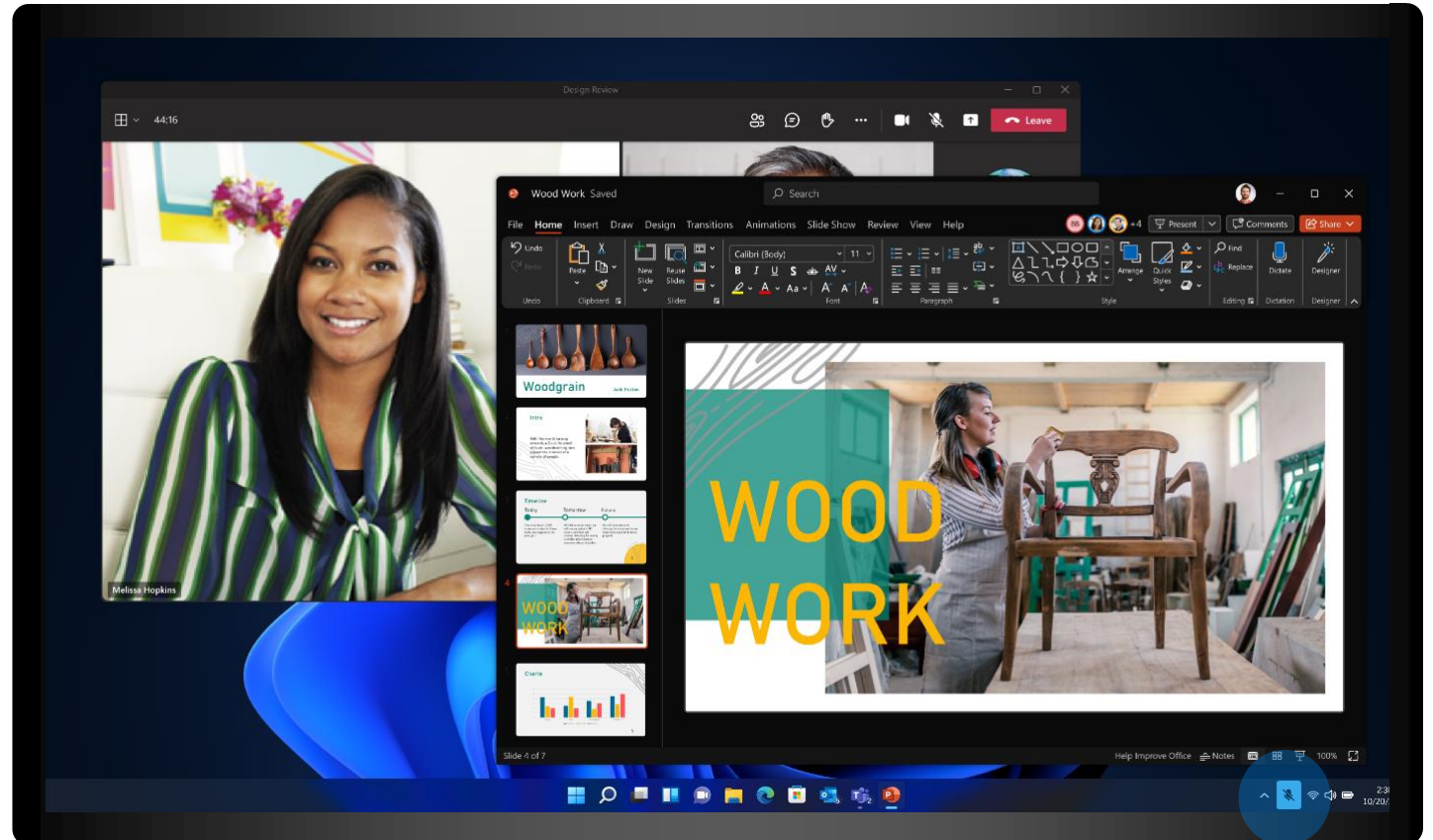
Share a window while in a meeting

Share any window from the Taskbar while in a call or in a meeting.

Inclusive video conferencing

Turn microphone on and off right from the taskbar so everyone's voice is heard.

Keep the background in the background with intelligent noise cancelling and blur.



Some features require a commercial Microsoft 365 subscription service

Intelligent Video Conferencing requires video camera, microphone and speaker (audio output)

Mute/Unmute from Taskbar, requires video camera, microphone, and speaker (audio output). App must be compatible with feature to enable global mute/unmute

Secure



- The most secure Windows yet
- Increased protection with built-in security and hardware-based isolation
- Company PCs for remote workers
- Ship the employee corporate owned devices that is locked to policy
- Forget passwords, go passwordless.
- Convenient, secure, single sign-on with Windows Hello for Business.

Consistent in control



- Deploy Windows 11 devices alongside Windows 10 devices
- Build on the same foundation as Windows 10
- Proactively identify update targets with analytics
- Managed from the cloud with solutions you already have.
- Provision and manage devices for the hybrid workforce
- Securely print from anywhere to any printer with Universal Print
- Windows 10 apps work on Windows 11
- App Assure guarantees application compatibility
- Run virtual apps like local with Azure Virtual Desktop

A process you know



Plan

Collect data and generate insights to plan the path forward.

Deploy

Deploy Windows 11 devices alongside Windows 10 devices.

Prepare

Use your device refresh cycle to bring in new Windows 11 ready devices.

Best practices

- 1 **Get started today** through the Windows Insider Program for Business. Avanade can help you navigate the process of seamless migration.
- 2 Prepare by **embracing modern management** with Microsoft Endpoint Manager.
- 3 **Refresh hardware** with Windows 11 ready devices available now.
- 4 **Applications that work on Windows 10 work on Windows 11.** Engage App Assure to help solve application compatibility issues.
- 5 Engage with Avanade to **craft your path to Windows 11.**

Consistent Windows Enterprise value

Features and entitlements available in Windows Enterprise subscriptions

- 36 months extended servicing
- Cloud activation
- Universal Print
- Endpoint Analytics proactive remediation
- Windows Update for Business deployment service
- Diagnostics data controls
- Microsoft Desktop Optimization Pack
- Windows Update Health in Microsoft 365 admin center
- Modern BitLocker Management
- Application Guard for Edge
- Application Control
- Credential Guard
- DirectAccess and Always-On VPN (device tunnel)
- Windows Secure Score

Entitlements

- Azure Virtual Desktop
- Microsoft FastTrack
- App Assure

Windows licensing

Windows Enterprise 10 & 11

- No changes to Enterprise licensing.

Windows Servicing

Windows 10

- Windows 10 21H2 supported through 10/25

Windows 11

- General Availability holiday '21
- One yearly feature update in the second half of the year supported for 36 months

Getting started with Windows 11



Build solution

Present a roadmap of service and solutions we offer across:

- Deployment/PC Refresh/Upgrade planning
- Managed Solutions
- Advisory Services
- Custom Solution Offerings

Consider Offering a POC for Customer Evaluation

Implementation Planning

- Understand the customer objectives and develop a plan for implementation

Activation and adoption planning

- Define a plan including risks and mitigations for a successful deployment and drive adoption

Get Started: Windows 11 POC Deliverables

Windows 11 PoC factory setup in progress focusing on developing below key deliverables:

- Design, Runbook templates, Build guides, Migration solution and plan
- Estimators
- Custom PowerShell scripts to automate build process as may be applicable, identify & incubate accelerators.
- Produce a short Point of View document that can be used for advisory purposes
- Log Analytics insights and queries
- Product/Functionality testing – showcase use cases, Demo sessions

Windows 11: The Optimization and Performance Improvements

- MEM policies for Windows 10 also apply to Windows 11.
- Feature updates are delivered once per year; Enterprise is supported for 36-months.
- Improved update servicing with expedited updates and less patch size
- Save time- Choose which screens you want to focus on most with the new Snap Assist feature.
- Save resources- Configure new sleeping tabs to go dark after inactivity.
- Resume your PC from sleep instantly. RAM stays energized and other process threads run faster.

Accelerated Hybrid Working Enablement Plan

Working with you to rapidly improve, enhance and secure your hybrid working solution for the long term.



1 Hour

FREE CONSULTATION

A structured chat with one of our modern Workplace experts to understand your pain areas and to discuss our approach and how it could help you rapidly start.

Output: Completed Questionnaire and initial scope defined

Get started



8 Hours

ASSESS CURRENT STATE

Understand your current technology capabilities, use cases, pain points and your remote workforce risks.

Output: Identify Use Cases, Pain points and Risks

Discovery meeting



16 Hours

HYBRID DESKTOP BLUEPRINT

Document quick wins to achieve hybrid desktop working and define blueprint level solutions for identified use cases, based on high risk/reward focus.
Define Blueprints for Security and technology solutions for pain points and use cases that need focus.

Output: Secure Hybrid Working Blueprint

Prioritize Quick Wins



5 Days

MAKE THE CHANGE

Drive up to 2 quick wins through the definition of business change and technology configuration process.
Pilot with an identified pilot group and iterate in the next sprint as required.

Output: 1st quick win delivered

Drive Quick a Win



2 Weeks

2 WEEKLY ENABLEMENT SPRINTS

Using the agile methodology map out the PBI's required to secure and improve remote working.
Rapid and iterative Pilots to identify risks/issues/challenges with newly enabled technology to secure or enable remote working.
Extend successful pilots to larger groups with Post Go Live support.

Output: Defined PBI's and release plan and ongoing delivery.

Move to agile delivery

Case Studies

Introductions

Avanade Overview

Hybrid Windows Desktop

Windows 365

Azure Virtual Desktop (AVD)

Modern Managed Devices and
Device As A Service (DaaS)

Windows 11

Getting Started

Case Studies

Case studies and references are available from Avanade on request