

## Service Description

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## Table of Contents

<b>1. Introduction</b>	<b>2</b>
<b>2. Overview</b>	<b>2</b>
<b>3. Service highlights</b>	<b>2</b>
<b>4. Plans</b>	<b>3</b>
<b>5. Custom desktops</b>	<b>4</b>
<b>6. Pricing calculator</b>	<b>4</b>
<b>7. Infrastructure design</b>	<b>4</b>
<b>8. Roles</b>	<b>5</b>
<b>9. License management</b>	<b>5</b>
<b>10. Image management</b>	<b>6</b>
10.1. Standard image (Prebuilt applications and policies)	6
10.2. Custom image (Includes custom applications)	6
<b>11. Special requirements</b>	<b>6</b>
<b>12. Free trial</b>	<b>6</b>
<b>13. Invoicing</b>	<b>6</b>
<b>14. Support – SLA</b>	<b>7</b>

## 1. Introduction

DesktopReady is a comprehensive Desktop-as-a-Service offering enabling flexible and scalable remote working environment by abstracting the process of building cloud desktops, simplifying adoption of cloud desktops for any type of user in your organization and eliminating any requirement of ongoing operations. This document describes the various services offered as part of DesktopReady.

## 2. Overview

Remote first enterprises are process oriented and tools are crucial part of the ecosystem. It is dependent on an integrated IT that is mobile, agile, and reliable. Every employee must have consistent desktop experience for the remote-first enterprise to operate efficiently. Success of a virtual desktop environment requires a complex set of skills that spans across desktops, networks, and applications. Small and midsize enterprises are looking for an all-in-one solution that can be run with lean or no IT.

DesktopReady is a fully managed Windows 10 based click to deploy virtual desktop that offers complete data security and significantly reduces the cost of hardware refresh. It allows you to choose between shared or dedicated session and takes away the pain of provisioning, application integration, configuration, and end to end management of the complete server to screen desktop environment.

The Service allows customers to purchase desktops on a monthly subscription. Desktops are offered in any volume allowing customers to scale up or scale down based on their business needs.

## 3. Service highlights

- **A fully managed workspace:** A fully managed desktop solution that takes away the pain of design, implementation, and management of virtual desktops, while delivering to you a secure and functional desktop.
- **Automated Onboarding:** Get, set and go quickly! An automation platform to accelerate time to value with built-in deployment and self-service options to rapidly scale and expand as per business requirements.
- **Easy Provisioning & Integration:** The SaaS based provisioning portal allows easy provisioning of a hosted desktop environment based on the requirements. The integrated management console makes it easy for customers to handle user management.
- **Rapid Application enablement:** Our team of engineers can easily enable delivery of any new apps to all your workforce.
- **Peripheral support:** Easily integrate your existing peripherals to your DesktopReady desktops with help from our support team.
- **Windows 10 Multi-session Experience:** DesktopReady is a fully managed desktop solution built on Microsoft's WVD (Spring Architecture) to provide Win 10 Multi-session experience.
- Proactive health check, monitoring, alerting and ongoing support for a seamless experience.

#### 4. Plans

DesktopReady has two types of plans to cater to different customer needs.

Table 1: DesktopReady plans

Individual	Business
Ideal for up to 4 users	Ideal for teams of 5 or more
Multiple desktop options	Active Directory and File Server dedicated to your organization for enhanced security
Burstable CPU and RAM capacity	Broader range of supported use-cases
Bandwidth included	Multiple desktop options including Personal desktops
Standard set of applications	Bandwidth and backup included
Business hours support (8AM to 8PM ET)	Install custom applications
	Migration service included
	Admin portal to manage user assignments
	Range of self-service options
	Usage Analytics and Reports
	End-point and peripheral assistance
	24x7 Support

Each of these two plans have a selection of pooled and personal desktops. Based on the nature of business and compute requirements, customers can purchase desktops from the table listed below.

Table 2: Business plan

	Pooled-Light	Pooled-Medium	Pooled-Heavy	Personal-Power	Personal-Multimedia
<b>User profile</b>	Ideal for task workers involving browser-based data entry and light applications such as Notepad, Calculator	Ideal for knowledge workers, browsing the internet and using Office applications such as Word, Excel	Ideal for developers, graphic designers accessing heavy applications like Zoom, WebEx and Teams	Ideal for content creators and intensive workloads like Zoom, WebEx and Teams	Ideal for graphic designers, 3D model makers, machine learning researchers using applications like Adobe Photoshop
<b>Type &amp; Series</b>	D2_v3	D2_v3	D2_v3	D2_v3	D4_v3
<b>Minimum specs</b>	2 vcpu and 8GB RAM	2 vcpu and 8GB RAM	2 vcpu and 8GB RAM	2 vcpu and 8GB RAM	4 vcpu and 16GB RAM
<b>Users capacity</b>	8 users	5 users	3 users	N/A	N/A
<b>Storage</b>	5 GB	10 GB	20 GB	20 GB	40 GB

Additionally, Business customers can build their customizable desktops by choosing their compute requirements and options that closely matches their use-case.

Table 3: Individual plan

	Pooled-Light	Pooled-Medium	Pooled-Heavy
<b>User profile</b>	Ideal for task workers involving browser-based data entry and light applications such as Notepad, Calculator	Ideal for knowledge workers, browsing the internet and using Office applications such as Word, Excel	Ideal for developers, graphic designers accessing heavy applications like Zoom, WebEx and Teams
<b>Type &amp; Series</b>	D2_v3	D2_v3	D2_v3
<b>Minimum specs</b>	2 vcpu and 4GB RAM	2 vcpu and 8GB RAM	4 vcpu and 16GB RAM
<b>Users capacity</b>	5 users	5 users	5 Users
<b>Storage</b>	5 GB	10 GB	20 GB

## 5. Custom desktops

Though there are a set of pre-built desktop models, DesktopReady also offers its customers to customize their desktops by picking and choosing the desktop compute and the type of disk they require. Please note this module is available for Business customers and for Personal desktops alone.

**General purpose:** Balanced CPU-to-memory ratio. Ideal for testing and development, small to medium databases and low to medium traffic web servers.

**Burstable:** Ideal for workloads that do not require the use of the full CPU all the time, but occasionally will need to burst to finish some tasks more quickly

**Compute Optimized:** High CPU-to-memory ratio. Good for medium traffic web servers, network appliances, batch processes and application servers

**GPU:** Specialized desktops powered by NVIDIA Tesla accelerated platform, targeted for heavy graphic rendering and video editing available.

**Storage type:** Customers can choose between “Standard HDD”, “Standard SSD” and “Premium SSD” to host the OS storage.

## 6. Pricing calculator

DesktopReady purchase wizard contains a pricing calculator for customers to choose their workload requirements and understand the cost for provisioning the workspace. This makes customer’s purchasing decisions a lot easier.

## 7. Infrastructure design

DesktopReady leverages Microsoft’s Windows Virtual Desktop (WVD) as the backend technology for its desktops. For business users, dedicated Active directory and File servers are provisioned to handle user management and data storage. End users can connect to their desktops either by using browser based thin client or the end-point native client.

Below images illustrates the infrastructure design of desktops provisioned to customers for Business and Individual plans.

Figure 1: Business plan design

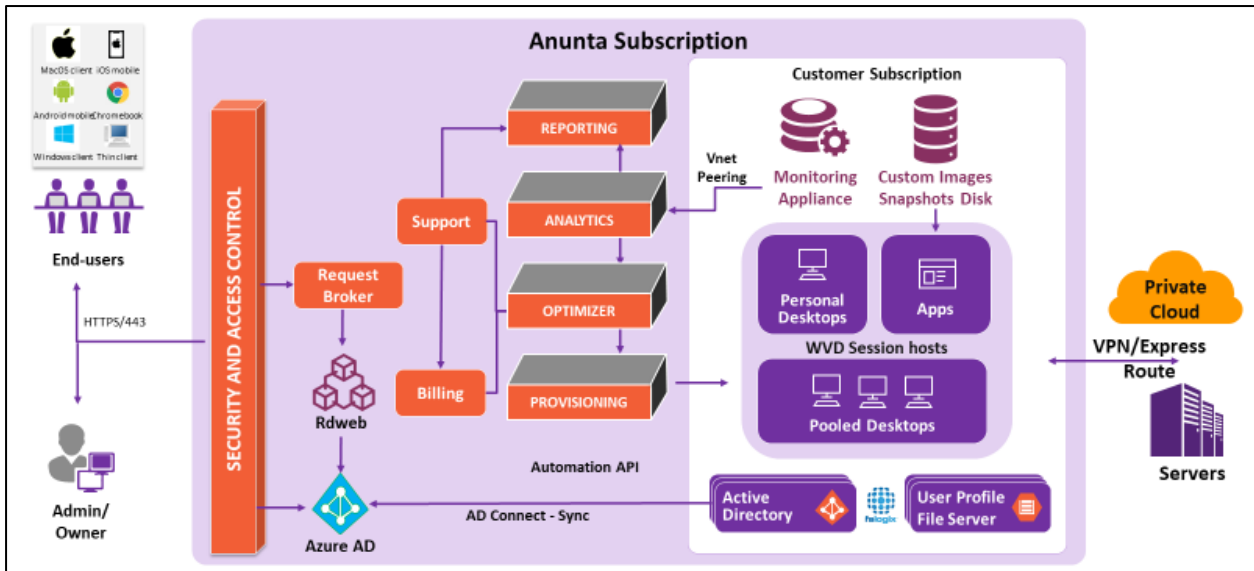
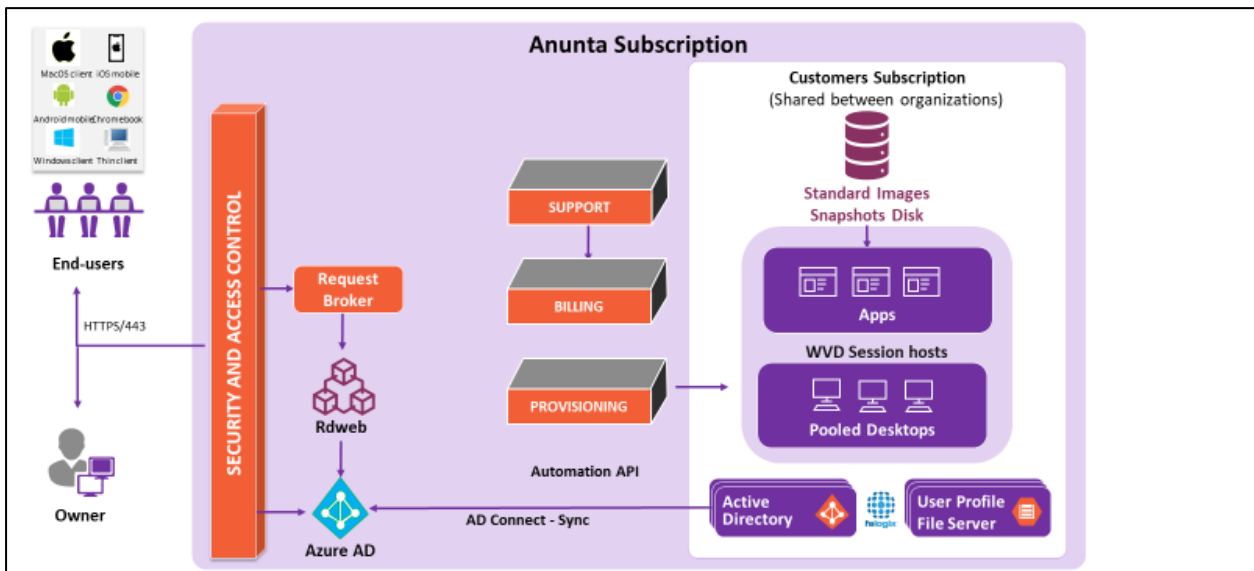


Figure 2: Individual plan design



## 8. Roles

Customers are offered with different roles based on their entitlements to access different functionalities.

- **Purchaser/Admin:** User who does the desktop purchase, who is also entitled to do any administrative tasks like user management and desktop allocations.
- **End user:** User who uses the desktops.

## 9. License management

DesktopReady takes care of the infrastructure license management out of the box, allowing customers to purchase and start using the desktops right away, with flexibility to add additional end user licenses. DesktopReady allows you to access Windows 7 and Windows 10 with Windows Virtual Desktop (WVD) if you

have an eligible Microsoft license (Microsoft 365 F1/E3/E5/A3/A5/Business, Windows 10 Education/A3/A5, Windows 10 Enterprise E3/E5), subject to change by Microsoft. For users accessing the desktops from Non-Windows Pro endpoints (like Android devices, Mac devices, iPhones and Chromebooks), an optional Windows Virtual Desktop Access (VDA) license can be purchased with an additional cost. Customers have an option to add Microsoft 365 Apps during the desktop purchase workflow. However, for any custom applications, customers will have to work with DesktopReady's support team.

## 10. Image management

### 10.1. Standard image (Prebuilt applications and policies)

Standard image comes with a set of prebuilt applications and policies setup as per Anunta's recommendations. Customers choosing individual plan cannot customize the policies.

Prebuilt applications include Chrome, IE, Adobe Reader, 7zip, Microsoft Edge Browser, Zoom VDI, LibreOffice or Open Office, Print to PDF, O365 package, Sticky Notes and Microsoft Defender.

### 10.2. Custom image (Includes custom applications)

Customers can work with support team to define the custom images and assign to desktops as per their need. Custom images can have additional applications bundled up.

## 11. Special requirements

DesktopReady allows its customers to customize their desktops to accommodate their business needs. For any special requests, customers can reach out to DesktopReady support either by clicking on "Don't see what you need - Contact us" link in the purchase portal or by directly sending an email to [support@DesktopReady.com](mailto:support@DesktopReady.com)

Some of the common use-cases include:

- Desktop specifications other than the pre-built configuration (e.g., Additional storage and compute)
- Enterprise AD integration
- O365 licenses other than MS apps
- Image management
- OS license involving Azure hybrid benefits
- Regions other than East US

## 12. Free trial

DesktopReady offers a free trial option to its customers to try out the desktop experience. Customers can avail this by clicking on the "Free trial" button available on the website and filling in a questionnaire without any commitments or sharing credit card details. The scope of this trial is for 7 days to access a personal "Power" desktop.

## 13. Invoicing

All purchases done on DesktopReady are in prepaid mode on a month-by-month basis and invoicing of the orders will be done during the purchase workflow. Subscription will be on "Auto-renewal" of charges, an invoice copy of the billed orders will be emailed.

Moreover, the whole set of purchased inventory and due dates for the purchases can be viewed from the Admin portal.

#### 14. Support – SLA

Table 4:Support SLA

Priority	Priority description	Response time	Contact options
P1/S1	Incident - Multiple users Unable to connect /login to Cloud desktop	15 Minutes	Email /Online portal/Voice/Chat
P2/S2	Incident - Individual users unable to use Cloud desktop /degraded performance	30 Minutes	Email /Online portal/Voice/Chat
P3/S3	Service request- New Applications access, shared folder, Configuration requests	30 Minutes	Email /Online Portal/Chat