

# Work without Worry

# Managed Azure Virtual Desktop

Performant, scalable, resilient, efficient & secure desktops in Azure

Enable employees with access anywhere on any device



### Best user experience

Azure Virtual Desktop helps employees do their best work by providing them with a familiar desktop experience & productivity tools they already know. Azure Virtual Desktop is designed to work with Office 365 & Microsoft 365. Office 365 containers enable fast load times for user files. Files automatically load to virtual desktops, so employees can quickly access important information from any device.



### Modern workforce

With Azure Virtual Desktop, your users can securely work from anywhere with an internet connection. Users have a true rich client experience with access to desktops & apps on any qualified device, for a secure & portable experience—on the tarmac, in the coffee shop, or at the beach.



### Best price performance ratio

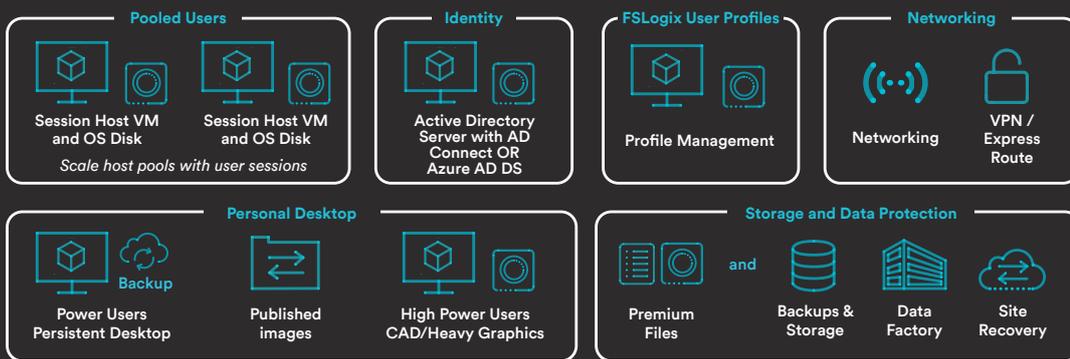
Use your Microsoft 365 or qualifying Windows 10 licenses & deploy Azure Virtual Desktop with no additional licensing costs. Azure Virtual Desktop is the only way to get Windows 10 multi-session pricing for compute resources.



### Secure by design

Azure Virtual Desktop was born in the cloud. This means that security features like secure sign-on & Multi-factor Authentication come standard. With AVD, it's simple to assign user access based on role. So, you can restrict sensitive customer information & still allow employees access to the files they need.

#### Azure AVD subscription, managed by Macquarie Cloud Services



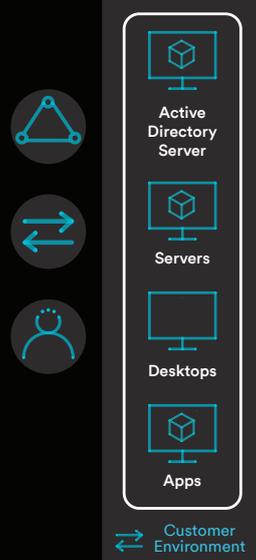
Add Azure Firewall for perimeter security, replicate between regions or stretch across zones for resiliency

Entra ID | Log | Monitor | Alert | Schedule | Remediate | Escalate | Scale | Report | Publish | Integrate | Secure | Govern | Advise | Prune | Optimise | Security Policies

#### Managed by Microsoft



#### Managed by Customer



# Managed AVD Service Lifecycle

| Service   | What we do  | Deliverable   |
|---|---|---|
|  <b>Discover</b>   | You want to equip employees with collaboration & productivity apps right now – but security & scalability are important too. Discover how you can move your desktops to Azure while protecting sensitive enterprise data & matching performance to usage. Give yourself the best chance of success with expertise & support from Australia's most recommended Service Provider*.          | A hands-on lab, demonstration or workshop of Azure Virtual Desktop benefits, provisioning, scaling, image management & operations to help you decide if it is right for you.  |
|  <b>Design</b>     | Certified Azure Solution Architects undertake a best-practice workload assessment across the 5 architectural pillars to determine workload & application usage, availability, security, scalability as well as business continuity requirements.  | <b>5 Pillar Design Statement of Work</b> <ul style="list-style-type: none"> <li>• Design principles</li> <li>• Project timelines</li> <li>• Cloud Adoption Plan</li> <li>• Pricing</li> </ul>   |
|  <b>Prepare</b>    | The <i>Prepare</i> module seeks to deploy into a defined landing zone in Azure & prepare a AVD landing zone to the 5 defined architectural pillars. We prepare for the best possible user experience by defining user groups, autoscale thresholds, validating design & planning builds for the Deploy module.  | <b>5 Pillar Landing Zone</b> in an Azure subscription of your choice. <ul style="list-style-type: none"> <li>• Networking considerations</li> <li>• Session hosts</li> <li>• Image types</li> <li>• Identity considerations e.g.: Domain joining</li> <li>• Application groups</li> <li>• Device clients</li> </ul> |
|  <b>Deploy</b>     | The <i>Deploy</i> module builds and releases host pools for user wave testing with default baselines for management, identity, security, governance and data protection. We then road test & customise the workspace, desktop, host pool to performance baselines & finally deploy to production with enhanced baselines derived from business acceptance testing.                        | Promotion of the <i>5 Pillar Landing Zone</i> to production usage.  |
|  <b>Optimise</b> | The <i>Optimise</i> module aims to set up automation runbooks, autoscale logic, blueprints, & cost management tools to govern cloud usage, update management, data protection, security alerts, compliance standards corporate policies, application health, performance degradation & more.  | Production Landing Zone that is optimised for 5 Pillar operations with the use of Azure Automation, FSLogix, & custom triggers.   |
|  <b>Operate</b>  | Managed Operations iterative processes & frameworks continually seek to refine, improve & modernise applications, data & infrastructure. Managed AVD streamlines the operating system image publishing, updates and propagation, together with monitoring alerting, troubleshooting and auto-remediation, to extract the most performance out of the host pool at the most optimum price. | <b>5 Pillar Cloud Native Operations.</b>  |

## Service Operations Framework

|                      |   |  |   |  |  |
|----------------------|---|--|---|--|--|
| <b>Managed Azure</b> | ITIL Service & Support  | Service Management   | Tailored Financials & Resource Insights   | Advanced Monitoring & Alerting   | Service Optimisation Reports   |
| +                    |   |  |   |  |  |
| <b>Managed AVD</b>   | AVD Infra Service & Support   | Desktop OS publishing/ update management   | Performance Insights  | Host Pool Monitor/Alert  | AVD Dashboard  |
|                      | <ul style="list-style-type: none"> <li>• Network controls</li> <li>• Azure Firewall &amp; NSG</li> <li>• Azure Files/ANF</li> <li>• Azure Backup</li> <li>• Connectivity</li> </ul> | <ul style="list-style-type: none"> <li>• FsLogix User Profiles</li> <li>• 0365, Teams, Onedrive Integration</li> <li>• Layered Images</li> <li>• Image Builder automation</li> </ul> | <ul style="list-style-type: none"> <li>• Event driven automation</li> <li>• Autoscaling advisory, implement and maintain</li> <li>• User Sessions latency</li> <li>• User login optimisation</li> </ul> | <ul style="list-style-type: none"> <li>• Host pool health</li> <li>• Host pool security</li> <li>• AVD Service Errors</li> <li>• Desktop OS Protection</li> <li>• Domain Join Add</li> </ul> | <ul style="list-style-type: none"> <li>• Custom Dashboard creation and maintenance</li> <li>• Custom Queries</li> <li>• Log Analysis on request</li> <li>• User MFA Reporting</li> </ul> |



**Winner** World's Best Customer Experience Award  
**Winner** Azure Managed Service Innovation of the Year  
**Certified** ISO/IEC 27001:2013



Microsoft Solutions Partner  
Digital & App Innovation Azure



Microsoft Solutions Partner  
Data & AI Azure



Microsoft Solutions Partner  
Infrastructure Azure



Microsoft Solutions Partner  
Security