

# 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.



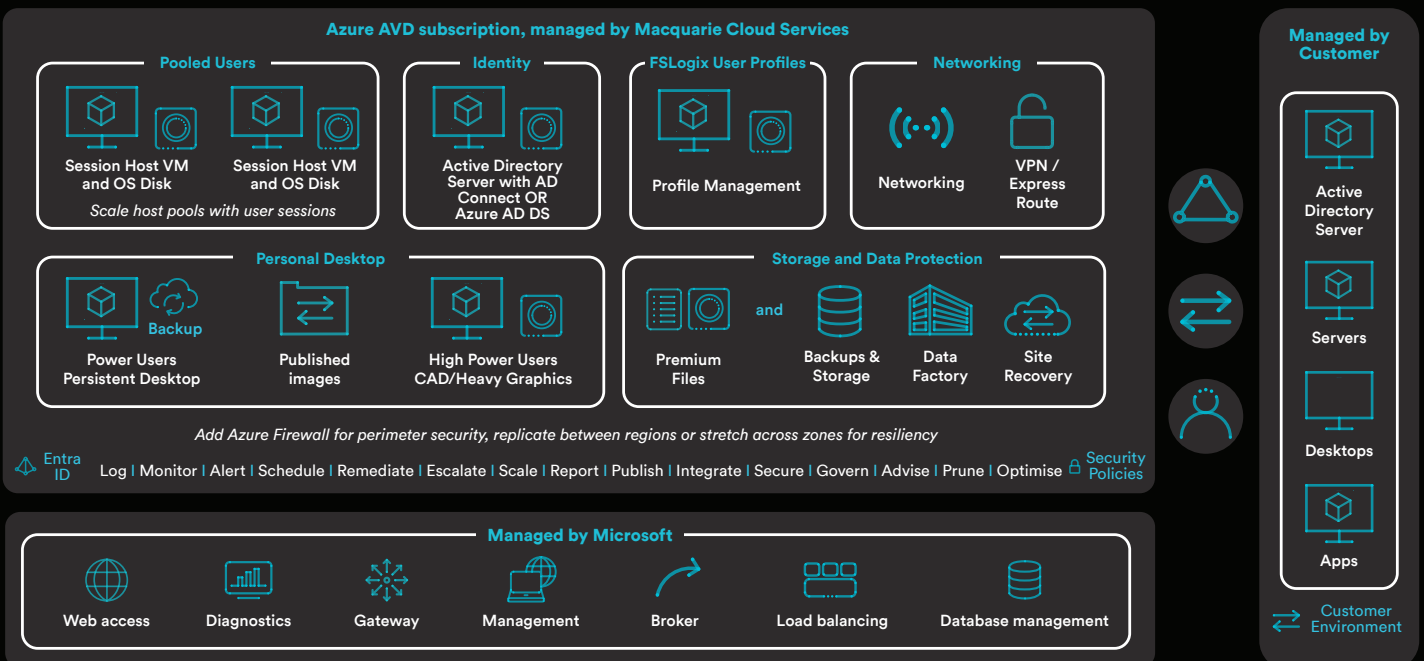
### Best price performance ratio

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.




# Managed AVD Service Lifecycle

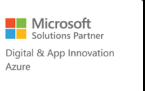
Service	What we do	Deliverable
 <b>Discover</b>	You want to equip employees with collaboration & productivity apps right now – but security & scalability are important too. Discover how you can move your desktops to Azure while protecting sensitive enterprise data & matching performance to usage. Give 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




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