



Awingu

Secure Remote Access on any Device

Awingu Overview

Altiatech brings together best of breed technology from respected partners Awingu and Microsoft to deliver a customised and flexible remote working solution. A UK Gold Partner with both Microsoft and Awingu, Altiatech can provide its technical expertise to rapidly deploy our Modern Workspace Solution in as little as 3-days (with best efforts dependent on applications and infrastructure). Enabling your mobile workforce to securely access all their company files, on any device, anytime, anywhere.

A True Unified Workspace

You can deploy Awingu on the infrastructure of your choice, be it on-premise, public cloud such as Microsoft Azure or as a hybrid solution. Altiatech can deliver your remote working solution with a move to Office 365, or integrate into your existing tenant, giving you the best of Microsoft Cloud and existing Windows solutions.

Our technology is a fully loaded feature-rich desktop-as-a-service, giving you secure remote access to documents with zero data leakage. Where alternative remote working solutions require multiple components, Awingu offers you a single complete solution.

The Awingu desktop is easy to navigate and highly intuitive on any device, with virtually no training required by users, making Awingu a highly adopted solution for organisations.

Mobile staff can work from any preferred device: desktop, laptop, tablet or mobile, offering you significant cost savings on your operational costs.



All your Applications on any Device. Anywhere. Anytime

Delivering Flexible and Cost-Efficient Solutions

Service Features

- Aggregate all your legacy Windows applications and desktops.
- 100% Browser-based - Access Awingu via any HTML5 browser with no plug-ins required.
- Secure & auditable data management supporting organisations with complaint GDPR requirements.
- Can be deployed with a move to Office 365 or integrate with your existing tenant.
- Multi-tenant & scalable platform.
- Collaborative workspace and tools.
- Zero complexity with an all-in-one turnkey solution.
- Altiatech is a Gold Partner with Awingu and Microsoft. Access support ranging from Mon- Fri 0900-1700 to 24/7.

Service Benefits

- Securely access your old and new applications from any device, anywhere, including Windows and web apps.
- Gain quick access and a consistent experience across different devices.
- Gain peace of mind with secure card authentication, you can access old and new applications and remain GDPR compliant.
- Leverage the best of Microsoft Cloud and existing Windows solutions for a truly unified workspace.
- Allows for easy management and cost effectiveness with lower deployment costs compared to alternatives.
- Supports easy collaboration for users to share work and applications, leading to improved project and productivity outcomes.
- Easy to use and minimal training required, your TCO is significantly reduced, saving you money on IT Support, productivity and operational costs.
- Expert Awingu and Microsoft Consultants delivering flexible support when you need it.

Next Steps



Pre-requisites

Our specialist team will carry out a discovery session to identify any risks and define the pre-requisites for your business needs. Presenting documentation on design architecture and project management, we will carefully advise your organisation on your network and infrastructure so you can achieve the best value from Awingu.

For a small scale roll out, the below list of pre-requisites will need to be performed.

The Awingu software appliance is deployed on your network infrastructure. When connecting to the internal IP address of the Awingu appliance on port 8080 the Awingu EULA should be visible.

Hardware and Operating System installation has been installed for the Windows application servers 2012/2016/2019 (and joined into the domain) by the customer.

Applications have been installed on Windows application servers and have been verified to work properly (conflict resolution) by the customer.

Terminal Server Roles are installed on the Application Server and server is joined in domain. Remote Desktop Protocol access to those applications is available.

The application server should contain no software from Citrix or any other 3rd party remote access provider.

Network setup has been done and confirmed to meet Awingu specifications. At least the following network flows need to be tested and working:

- Connection from Awingu to the Active Directory (AD)
- Connection from Awingu to the Application Server
- Connection from Awingu to DNS / NTP

During installation, access to the console of the Awingu software appliance is required if static networking needs to be set-up.

During installation, access to the internet (HTTP/HTTPS) should be available to perform the installation.

Two user accounts are needed in the domain: One account with admin permissions on the domain to test the login and check the back-end settings on the AD and terminal servers. One account, not admin but with a password that doesn't expire, to be configured in the Awingu appliance as service user.

Service Delivery



On-boarding and Off-boarding Process

New customers can be technically on-boarded within 3-days (with best efforts dependent on infrastructure) using Altiotech's automated secure configuration templates. Before executing the project, both buyer and supplier will agree the scope together with the deployment plan.

Altiotech can provide additional consultancy to facilitate on-boarding should you have specific requirements. A typical on-boarding process will consist of the following activities:

Scope of services agreement, including duration, applications to be made available via Awingu and any additional networking requirements including:

- Provision of service
- User testing
- Full deployment
- Provision of user documentation

We adopt a similar approach when off boarding our clients. The process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied all objectives have been met before concluding the project, including knowledge transfer to the relevant stakeholders, where required.

Ongoing Support

Altiotech can provide you with on-going support, from 3rd line to a fully managed service with a range of support hours/ SLAs to meet your business needs depending on the severity of your support issue.

Typical services we provide are as follows:

Monday – Friday 0900–1700 with 4-hour Response
Monday – Friday 0800–1800 with 4-hour Response
Monday – Sunday 0800–2000 with 4-hour Response
24x7 with 4-hour Response

Altiotech can also provide a tailored support package to meet your business needs.

Empowering Business Through Innovation

About Altiatech

Altiatech is the sole UK Gold Partner with Awingu and an established Microsoft UK Gold Partner, providing transformational user experiences through our Modern Workspace Solutions. Our consultants have extensive knowledge on a range of remote access and mobility solutions, ensuring our customers receive the highest levels of expertise to accelerate business productivity and communication.



Altiatech can also provide ancillary services, such as:

- End-user devices (headsets/ handsets/ webcams or screens)
- Drive user adoption and optimise your investment with our training services, including on-site, online and train the trainer packages.

Through professional services, our team offers an effective combination of customer service expertise and deep technical knowledge to help guide you on your journey towards the modern workplace. We deliver innovative ways to better serve your organisation and support users to enjoy the full benefits of your IT investment.

Public Sector Clients

As a specialist end-to-end IT provider, we are committed to working hand in hand with our clients. We understand that people come first, and technology second, which is why we provide flexible IT solutions to enrich your user experience and improve your organisations digital transformation.

Here are some of our clients below.



Contact us today
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