altiatech

Modern Workspace Solutions
Remote Desktop Services

Modern Workspace Overview

The modern workspace is rapidly evolving and the need to communicate and stay connected has never been more widespread. With the right technology, you can support your organisation to work remotely and still increase productivity, engagement and collaboration.

Managed Services and Support

With Modern Workspace Solutions, enable secure access and data sharing no matter where your team are dispersed. At Altiatech, we work with you to meet your technical, end-user and commercial requirements to offer tremendous benefits to the performance and productivity of your organisation. Delivered as a Desktop-as-a-Service (DaaS), our Modern Workspace Solutions create versatile digital workspaces that bring about lasting change.

Experts in Remote Working Solutions

Altiatech design, deploy, support and maintain a range of Modern Workspace Solutions for our customers. From establishing a digital strategy, to identifying solutions and planning for transformation, Altiatech will be with you every step of the way to ensure your organisation has the functionality and security it needs to grow. Our DaaS is a cost-saving alternative to running your applications and systems in-house, giving you secure connectivity and an IT infrastructure that's managed by our experts.

Compliance and Risk Management

Maintaining secure data management when working on-site or remotely, remain in complete control by granting restricted access to network resources at any time.

Secure Sharing and Collaboration

Your team are supported with robust security measures that provide reliable access to critical applications and data from any device, or any location.
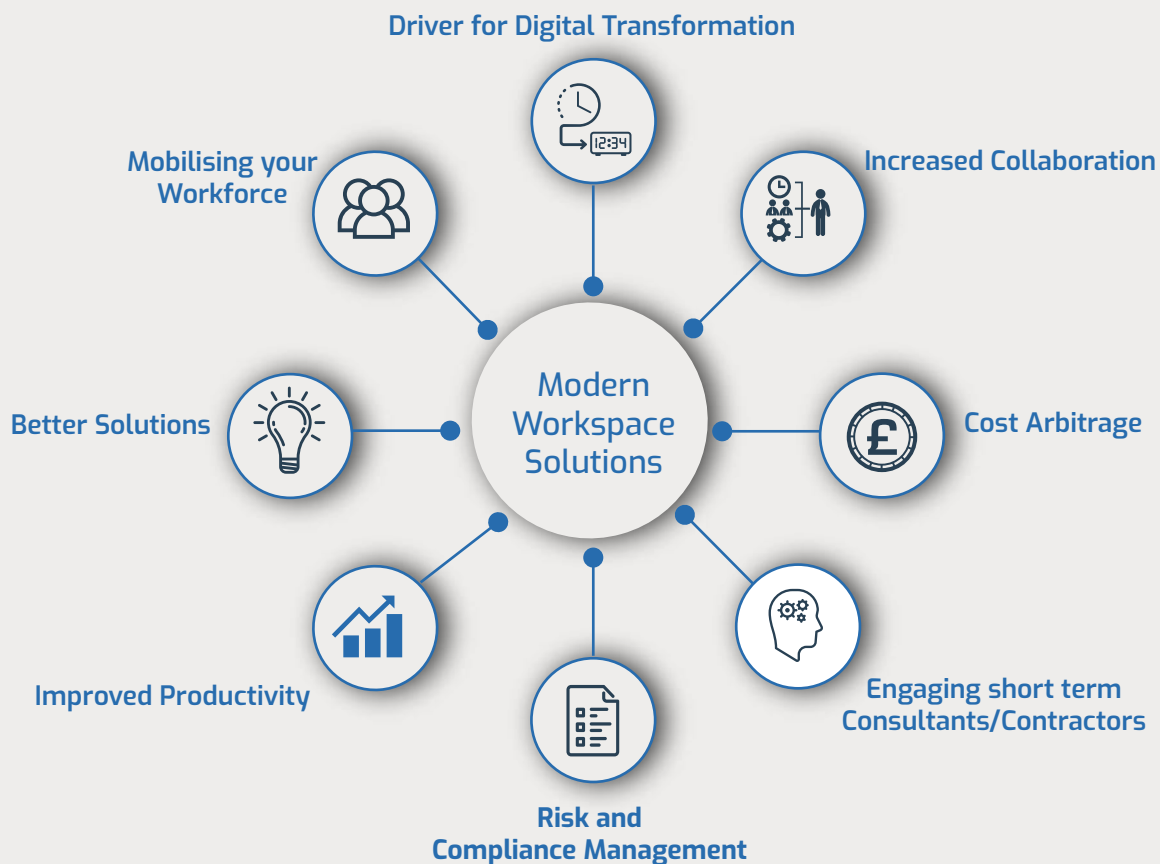
Stay Competitive with a Modern Workspace

Building a Modern Workspace

For organisations to stay competitive and relevant, they must invest in their workspaces. Altiatech offer several digital workspace technologies including:

- Awingu
- Microsoft Remote Desktop Services
- Windows Virtual Desktop
- Amazon Workspaces
- VMware VDI

With business continuity and flexible DaaS (e.g. temporary access for contractors) being key reasons for a modern workspace, below are some of the major advantages your organisation can experience.

Driver for Digital Transformation

Mobilising your Workforce

Increased Collaboration

Better Solutions

Modern Workspace Solutions

Cost Arbitrage

Improved Productivity

Engaging short term Consultants/Contractors

Risk and Compliance Management

Modern Workspace Solutions for the Modern Workforce

Get More out of your Workspace

Service Features

- Control and monitor.

- Deploy and scale in minutes.

- Reduced business risk.

- Meet compliance obligations.

- Flexible migration to the cloud.

- Secure desktop enabled public cloud experience with access to your applications and data.

- Business continuity.

Service Benefits

- Always up to date and available on any device.

- Quickly virtualise and deploy modern and legacy desktop apps to the cloud in minutes with unified management in the public cloud portal.

- Enhanced security network with multi-factor authentication, reducing risk associated with fraud or identity theft.

- Comply with regulatory frameworks and achieve best security practices to deploy, maintain and implement the security procedures your business needs.

- Get all the tools and resources you need to migrate your apps, data and infrastructure at your own pace, with confidence.

- Highly available secure desktops provide you with the flexibility for modern workspace demands.

- You can stay up and running in the aftermath of an unexpected disaster or event.

Next Steps

Our Approach

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 our Modern Workspace Solutions.

Pre-requisites

A standard requirement gathering exercise will be managed by Altiatech to review your technical prerequisites.

These include:
- Network Connectivity
- Email Domain Name Configuration
- Key Points of Contact
- System Integration Requirements
- Hand Over and Training

Service Delivery

⟨handshake icon⟩ *On-boarding and Off-boarding Process*

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

Altiatech 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

Altiatech 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

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

Empowering Business Through Innovation

About Altiatech

Altiatech is 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.

Microsoft Partner
Microsoft

Gold Cloud Platform
Gold Datacenter
Gold Windows and Devices
Silver Cloud Productivity
Silver Small and Midmarket Cloud Solutions

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.

NHS Worcestershire Acute Hospitals NHS Trust

University of Suffolk

SOUTH KESTEVEN DISTRICT COUNCIL

London South Bank University EST 1892

Allerdale borough council

Historic England