

Microsoft Remote Desktop Services

Optimise Performance with RDS

Microsoft Remote Desktop Services Overview

Altiatech works with you to deliver our customised and flexible Modern Workspace Solutions. Designed to support organisations that want to adopt a scalable and cost-effective remote working strategy, we provide platform solutions both in the cloud and on-premise. Transforming your organisation into a Modern Workspace with simple management capabilities, we help you to increase communication, productivity and security across your remote workforce.

Easily Manage and Access Data

Our Modern Workspace Solutions include Microsoft Remote Desktop Services (RDS), which is deployed on the infrastructure of your choice, either on-premise or public cloud such as Microsoft Azure. Altiatech can deliver a 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.

We focus on the implementation of enterprise solutions. Exploiting Microsoft technologies to deliver business benefits that utilise the capabilities of your existing Microsoft infrastructure.

Providing technical expertise to rapidly deploy RDS in as little as 3-working days (with best efforts, dependent on applications and infrastructure), our consultants enable your workforce to securely access all their company files, on any device, anytime, anywhere.

A cost-effective remote working solution with minimal license requirements, your users can work from any preferred device: desktop, laptop, tablet or mobile, offering you significant cost savings on operational costs.

Simplified Remote Working Solutions

Connect to Virtual Desktops with RDS

Service Features

- Data Security.
- Access via Remote Desktop Protocol (RDP).
- Multi-tenant & scalable platform.
- Collaborative workspace and tools.
- Simplified management and device maintenance.
- Altiatech is a Microsoft Gold Partner. Access support tied to service levels, ranging from Monday- Friday 0900-1700 to 24/7.

Service Benefits

- Store your company data and desktops in the cloud and access securely from any device.
- RDP is readily available on every Windows device and is free on most platforms.
- A multi-tenant and scalable platform allows for easy management and cost effectiveness with lower deployment costs.
- Supports easy collaboration for users to share work and applications, leading to improved project and productivity outcomes.
- Offers administrators the ability to deploy complex solutions in a single instance and manage fewer moving parts.
- Expert 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 RDS.

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

Hardware and Operating System installation have 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. RDP access to those applications is available and applications are installed in multi session mode.

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 RDS specifications. At least the following network flows need to be tested and working:

- Connection from RDS servers to the Active Directory (AD)
- An Azure tenant with licensing for Multi factor Authentication (Altiotech will assist if not available)
- Connection from a gateway IP address to the RDS connection broker
- During installation, access to the all RDS servers is required if static networking needs to be set-up.

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

Two user accounts are needed in the domain: 1 account with admin permissions on the domain to test the login and check the back-end settings on the AD and terminal servers.

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 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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