

Windows Virtual Desktop

Manage, Monitor and Virtualise Devices Remotely

Windows Virtual 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.

Simplified Management

Our Modern Workspace services include Windows Virtual Desktop (WVD), a comprehensive desktop and app virtualisation service running in the cloud. The only virtual desktop infrastructure (VDI) that delivers simplified management, WVD combines Microsoft 365 and Azure, offering users multi-session Windows 10 and applications for enterprise environments.

Altiatech provides the technical expertise to rapidly deploy and scale your Windows desktops and apps on Azure in as little as 3-working days (with best efforts, dependant on applications and infrastructure).

WVD environments can be configured to reduce unused resources and turn off unnecessary infrastructure to reduce your monthly bill. With simple, cost-effective management, it allows you to scale up massively and quickly, so your organisation only pays based on the capacity you need.

With WVD, you can use it just like you would any other computer. Everything is easier for your IT department and for you as it offers built-in security, improved scalability and reduced IT costs.

Helping You Work Remotely

Secure and Scalable Hosted Desktops

Service Features

- Multi-session Windows 10 virtual desktop experience.
- Optimised Microsoft 365 apps for enterprise.
- Deploy and scale in minutes.
- Flexible migration to the cloud for Remote Desktop Services.
- Secure desktop enabled Azure cloud experience with Microsoft 365, Office 365, Windows 10 and Enterprise Mobility + Security.
- Windows Virtual Desktop for developer/test environments.
- Altiatech is a Microsoft Gold Partner. Access support tied to service levels, ranging from Monday- Friday 9-5 to 24/7.

Service Benefits

- Always up to date and available on any device. Access the only multi-session Windows 10 desktop virtualised in the cloud.
- Increase productivity through a virtualised experience for end-users.
- Quickly virtualise and deploy modern and legacy desktop apps to the cloud in minutes with unified management in the Azure portal.
- Get all the tools and resources you need to migrate your apps, data and infrastructure at your own pace, with confidence.
- Deploy a complete, intelligent solution that enhances creativity and collaboration while remaining secure.
- Enable your dev teams with development and testing scenarios, including virtual developer desktops and simplified load and scale testing virtual machine (VM) management.
- Expert Microsoft Consultants delivering flexible support when you need it.

Next Steps



Pre-requisites

WVD requires licenses for operating systems and adequate infrastructure, as described below:

Operating System (OS) requirements:

Operating System	Required Licence
Windows 10 Enterprise multi-session or Windows 10 Enterprise.	Remote Desktop Session (RDS) Client Access License with Software Assurance.
Windows 7 Enterprise.	Microsoft 365 E3, E5, A3, A5, F3, Business Premium Windows E3, E5, A3, A5
Windows Server 2012 R2, 2016, 2019	RDS Client Access License with Software Assurance.

Infrastructure requirements:

An Azure Active Directory

A Windows Server Active Directory in sync with Azure Active Directory. You can configure this with one of the following:

- Azure AD Connect (for hybrid organisations).
- Azure AD Domain Services (for hybrid or cloud organisations).
- An Azure subscription that contains a virtual network that either contains or is connected to the
- Windows Server Active Directory.

WVD Virtual Machines (VMs) must be:

- Standard domain-joined or Hybrid AD-joined. VMs cannot be Azure AD-joined.
- Running a supported OS image.

Further information can be found on <https://docs.microsoft.com/en-us/azure/virtual-desktop/overview>

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 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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