

Managed Windows 365 Virtual Desktops Service Description



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Why you need this?

Your applications are now running in the cloud, your structured and unstructured information is also in the cloud. Your PC, which does the processing, is local. This means all the super-fast throughput of these massive cloud warehouses and their interconnectivity, is throttled back drastically to the network or device performance to the desk or home. By locating the actual device that performs the processing for the end user in the cloud alongside the actual systems themselves, performance both of the device and the applications will improve – provided you have suitable Internet connectivity.

Fordway's Managed Virtual Desktops service provides the ability to migrate, operate and manage your desktop in the cloud, allowing the users complete access on any device from any location.

One major advantage of AVD/Cloud PC's is their security, as no actual information flows between the local device and the Cloud PC, apart from the screen, keyboard and mouse clicks. Not even temporary files are left behind. Also, the Cloud PCs are within the secure managed environment and not outside as with a desktop or laptop.

Fordway provide two options for the service, each based on different Microsoft products:

- 1. Simple** – Fordway managed and supported Microsoft Windows 365 Cloud PC (Cloud PC) Enterprise subscription
- 2. Complex** – Fordway managed and supported customer specific Azure Virtual Desktop (AVD) environment

01 Outlining the key differences:

Key Differentiators	Windows 365 Cloud PC (Enterprise)	Azure Virtual Desktop
Licensed	Monthly fee, licence per user	Consumption based
Configuration	Minor flexibility	Fully Configurable
VDI type	Stateful - individual desktop per user	Pooled with personalisation applied by profile management
Admin access to VM's	Microsoft	Organisation
Pre-requisites	Hybrid AD, Microsoft Endpoint Manager	Azure infrastructure, ADDS, FSLogix
Select If:	Access > 40 hours per week	Access <40 hours per week
	Pre-packaged - Limited Deployment	Ultimately customisable - Complex deployments
	No remote apps, all apps must be in image	Can deliver remote and published apps
	Simple/standard requirements	Different/complicated requirements
	No additional tools needed	Use third party tools (e.g. Citrix)
	No Azure	Have Azure
	Using Microsoft Endpoint Mgr	Endpoint Manager or other management products

02 Simple virtual desktop

Fordway provide full management, service assurance, and optionally security. Windows 365 Cloud PC is a subscription based virtual desktop, available in a range of standard sizes from 1 vCPU, 2GB RAM to 8 vCPU, 32GB RAM. It is licenced on a fixed, per user, per month charge, and that can be run from anywhere either via an agent or browser, so from any devices. It appears to the user as their own desktop, with persistent customisations (including wallpaper).

Fordway's Managed Windows Desktop Service uses the **Cloud PC Enterprise** version.

03 Complex virtual desktop

Azure Virtual Desktop is a complete virtual desktop infrastructure (VDI) aimed at delivering business controlled pooled or personal desktops to the end user. It is a 'pay per use' based, full-fat virtual desktop, that can be run from anywhere either via an agent or browser, so again from any devices.

It can appear to the user as their own desktop, with persistent customisations (including wallpaper) or as part of a pool (shared) set with standard, ultimately configurable, look and feel. Different performance levels (processor, RAM and Storage) are available.

AVD is a complex product, Fordway have experience in delivering DaaS solutions and the tools available to deploy the solution. Fordway can also assist in the actual decision making between AVD and Cloud PC.

04 Fordway Service

Fordway virtual desktop management provides the following:

- Patching services through Microsoft Endpoint Manager
- Performance and capacity management of the underlying Azure infrastructure
- 24 x 7 service monitoring and service support
- Fordway configure the following: desktop provisioning, device and user profiles, base applications to be installed, application protection policies, security settings and enrolment restrictions
- Virtual desktop security configured through Windows Information Protection
- Malware protection enabled through Microsoft Defender for Endpoint Plan 1 (or Plan 2 if licensed for M365 E5 or E5 Security)
- Exchange Online Protection configuration
- Set up and manage Multi Factor Authentication for secure login using Microsoft's MFA solution using MS Authenticator
- Assigned Customer Success Manager providing Account Management
- Azure AD Conditional Access configuration and management to support the service
- Automated 3rd Party Application deployment, management and patching using PatchMyPC
- CSP Billing Management for Azure and M365 where Fordway provide the licensing subscription
- Microsoft 365 and Azure Tenancy Management including a monthly review of the Secure Score for the Microsoft 365 tenant

05 Key reasons for using Virtual Desktops

The main reasons for using Virtual Desktops are:

- **Extend physical device types and life** – all that is required is a mouse, keyboard and screen, older PCs and most devices including tablets will cope with the user requirements
- **BYOD users** – provides a secure desktop where your organisation does not manage the end user device
- **Corporate desktops for occasional users**
- **Fixed monthly expenditure** – pay monthly or ‘per use’ so reduced Capex and costs understood
- **Higher performance** – better than physical devices as instance hosted closer to applications and information, with high-speed internet links
- **Same physical PC experience** – user look and feel is identical with full windows desktop.
- **Fast provisioning** – new user PCs can be set up in minutes
- **Simplified management** – cloud PCs created when licence assigned
- **Better security** – as no data is stored locally security is improved

Additional to the reasons above, the below are reasons specifically to use Fordway’s Complex managed virtual desktops based on AVD:

- **Pooled or Persistent** – ability to allocate 1:1 or to a pool, including multi-session hosts
- **Flexibility** – with ‘pay per use’ you only pay for when the virtual machines are switched on, therefore over holidays etc. there is no cost.
- **Comprehensive Management** – plethora of tools available for configuration and control
- **Automatic generation for additional users** – increases pool size automatically
- **Fully Customisable Policies** – completely configurable policies and deployment options
- **Third Party Add-Ins (e.g. Citrix)** – deliver hybrid roll outs and optimised configurations
- **Excellent Security** – as there is nothing stored locally security is vastly improved. All components are stored within the tenant and under organisational control



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Why Fordway?

Fordway have been hosting, managing, optimising and migrating customers to DaaS solutions for over 15 years across a multitude of platforms, including their own. Gaining significant knowledge of the different vendors and avoiding pitfalls along the way. Fordway's Managed Windows 365 Virtual Desktop service will provide, transformational, operational and management controls based on our experience to deliver seamless services to the end user.

Fordway understand the real-world requirements of delivering a DaaS system and the impact on the end-user, the supporting IT and business functions. Along with the project management experience to deliver a successful migration working alongside the business staff. Combining our strategic, business and technical expertise ensure that Fordway will deliver a solution that is right of the organisation, with all the nuances and applications needed.

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Key Benefits

- Get the most out of Virtual Desktops
 - Provide the latest capabilities and enhancements. Fordway will migrate, configure and manage the entire solution
- Independent – Fordway will provide independent feedback on the benefits and limitations of virtual desktop platform and enhancements. This includes use of third-party products
- Experienced Personnel – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world deployments and operational requirements
- Collaboration – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary
- Detailed Knowledge of Management Tools
 - Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation
- Understand Legacy – Fordway know companies have legacy systems with potential integrations that cannot just be ignored
- Comprehensive Virtual Desktop Assessment – Fordway will perform a detailed analysis against the current configuration and where real benefits can be gained, ensuring the users are included in any discussions

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Key features of Fordway's Approach

Fordway's approach, is ultimately flexible but the generic steps taken for every engagement are:

- Create and sign off Project Initiation Document
- Review existing cloud, licence and toolset information
- Design new Desktop capabilities
- Agree on optimisations
- Install and configure
- Migrate from any existing desktops
- Monitor and analyse new capabilities
- Create dashboards and reporting

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

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About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

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Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

1. Understand the work requirements
2. Sign Non-Disclosure Agreements
3. Provide a combination of Project Manager, consultants and engineers relevant for the work profile
4. Review the customer requirements and determine the contractual requirements
5. Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
6. Schedule work
7. Commence engagement
8. Provide deliverables
9. Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment.

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

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Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources.

The customer's Azure tenancy will be managed through Fordway's Azure Lighthouse/ Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customer's Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

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Ordering

Fordway’s services can be ordered by contacting your Fordway account manager or other members of our team on 01483 528200, emailing sales@fordway.com or using the contact form on www.fordway.com

Our Accreditations

ISO 9001

ISO 14001

ISO 27017

ISO 27018

ISO 20000

ISO 27001



Microsoft Partner



Gold Cloud Productivity
Gold Cloud Platform
Gold Datacenter
Silver Security
Silver Small and Midmarket Cloud Solutions



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