

# Managed Desktop as a Service (DaaS) offerings

## Windows Virtual Desktop

### Best User Experience

- Platform of your choice
- Windows differentiation
- Enhanced protocol
- Containerized User Profiles
- Native Office 365 performance
- Teams Enhancements

### Enhanced Security

- Azure AD Security Services
- Reduced Attack
- Surface
- Granular Access Control
- Isolated User Sessions

### Simplified Management

- User Experience Management
- VM Management
- WVD Service Management

Citrix with strong Virtual Desktop Expertise provides value add to the WVD

Clients

FIREWALL

Windows Virtual Desktop

**CITRIX**

Management Plane

Azure VMs & Services

Citrix on Azure

- Helps Realize the full potential of your cloud strategy
- Enhance Office 365
- Simplify and secure user access
- Create microapps with ease
- Virtualize Microsoft Teams
- Windows 10 Enterprise multi-session is available with Citrix management planes

# Desktop as a Service on Azure Platform

Cloud4C has developed an industry-leading, scalable and flexible client virtualization solution that is cost effective, yet offers best-in-class hardware and ability to simplify and automate desktop management. Cloud4C takes the lack of predictability and stress out of a departmental or organizational DaaS deployment.

## Why Choose Cloud4C?

- ✓ **600+ Azure certified engineers**
- ✓ In-house team of 2000+ certified Cloud experts
- ✓ **Proven migration and transformation** frameworks specific to each industry - Built in business continuity with backups & disaster recovery ensuring protection of user data and DaaS environment
- ✓ **Tech agnostic DaaS offering – Azure & Citrix**
- ✓ **20+ Centers of Excellence (CoEs) and 24 X7 Support with NOC & SOC**
- ✓ Total Ownership with Single SLA up to managing the DaaS
- ✓ **Quickest assessment, planning, design and implementation**
- ✓ Successfully deployed and are managing **5000+ instances**.
- ✓ **Uninterrupted, remote support availability even during testing times such as COVID-19**
- ✓ Pay as you go model - No investment for hardware and software
- ✓ Automated Deployments & Mgmt. - saving time and cost
- ✓ Continues monitoring of Industry compliances and security control
- ✓ End to end managed services
- ✓ Easy scalability of infrastructure in minutes
- ✓ Better Total Cost of Ownership

# Cloud4C – Managed Desktop as a Service (DaaS) Offering

## 1 Desktop as a Service (DaaS) - Types

- Windows Virtual Desktop
- Pooled Virtual Desktop
- Dedicated Virtual Desktop

## 2 Types of Users on DaaS

- Light
- Medium
- Heavy
- Power

## 3 Cloud4C DaaS Offering

- Assessment and Migration Blueprint
- Deployment / Migration of DaaS
- AIOps based Managed Services

## Assessment of DaaS and Onboarding

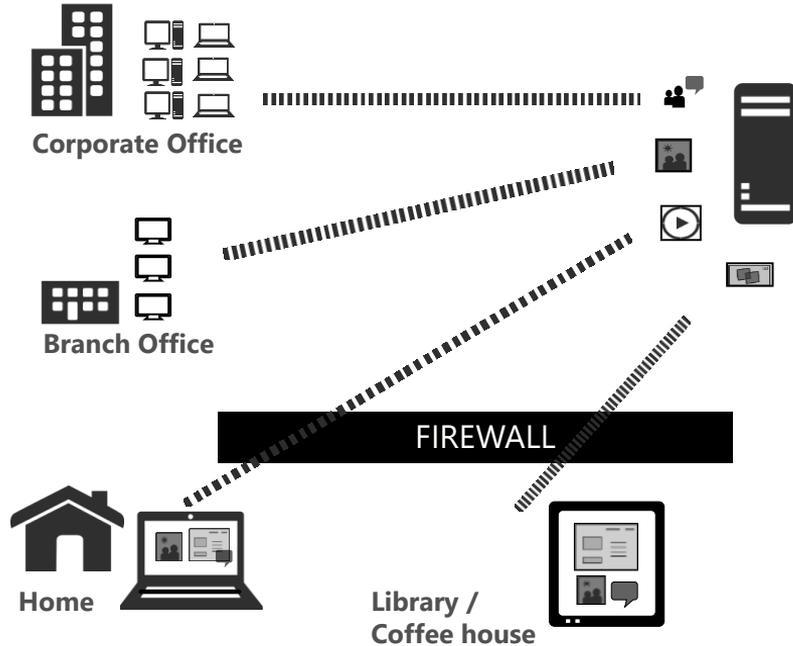
- Requirement gathering and blueprinting
- Azure subscription readiness
- Azure landing zone building
- Active Directory Integration and RBAC
- User profiling & Creation
- Secure Golden Image Creation with applications
- Scanning of golden image and building repository
- Building IaC using Devops tools for Unified End Point Management (Automation, Security, Control and Scalability)
- Azure Policies & blueprint for governance & compliances management
- Runbook Creation

## AIOps based Managed Services

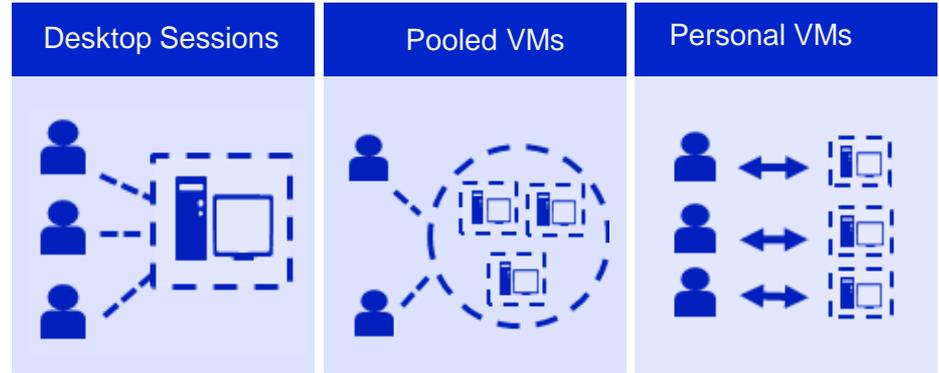
- Automated problem, change & incident management policies deployment
  - Desktop management
  - Patch Management
  - Security tools / AV Management
- Monitoring and Fault detection
- User experience management
- Security & Compliance control monitoring and management



# DaaS Choices: Desktop Sessions, Pooled VMs, Personal VMs



Powered by Windows Server 2012



1 platform • 1 experience • 3 Deployment choices

Types of users supported: Light, Medium, Heavy and Power

## Flexible Accessibility

- Access over Express Route / IPSec/ VPN / P2S VPN / Internet
- Secure Deployment as per organization compliance need [Copy / Paste from local PC, Time based access, location based access control , Outbound access control]

# Cloud4C DaaS POC

## Introduction of Cloud4C CAF – DaaS

- Introduction to Cloud4C
- DaaS use case and scenarios
- Understand the landscape for building the VDI -> AD / File servers / Desktops / Laptops / DaaS (on premise if deployed)
- Understand the Organization Security / Compliance need
- Understand the IT standard operating procedure
- Define PoC Success Criteria

**1 Day (4-6 Hours)**

## Prepare DaaS POC Environment

- DaaS user profiles for PoC
- User Category with Profile Mapping for limited scope
- Process of accessing the VDI (Technical)
- Azure landing zone for PoC
- Active directory integrations
- VDI Security limited to PoC

**1 Day (4-6 Hours)**

## Setup PoC

- Check customer's Azure Subscription
- Create Landing Zone
- Create AD Users & Policy / Sync from On premise
- Configure MFA / PIM (if required)
- Build DaaS Profiles and Golden Images
- Test Profiles & Deploy User Pool
- Walk thru the process of accessing the environment
- Measure success criteria

**1 Day (8 Hours)**

Phase I [Assessment / Discovery, Blueprint & Design Phase]

Phase II - POC

# Cloud4C Intelligent Managed Services

## Security

Azure Native + 3rd Party (SIEM, PIM, DAM, HBSS, VA, PT, Encryptions), Containers -> Falcom, SECCOM, Apparmor, Achore engine

## Backup & Replication

Azure - Backup, Commvault  
Replication - ASR, Cloudendure, Veeam, Native DB replication

## DevOps / Automation

Terraform  
Ansible  
Azure Automation

## Applications

SAP Basis, Oracle e-Biz,  
Banking & FSI, Microsoft  
Sharepoint, Dynamics

## Compliances

PCIDSS, NEESA  
SAMA, GDPR  
FedRamp, MSA, IRAP

## CloudOps

Azure Cloud Platform Management,  
IaaS as Code, Performance Optimization,  
Automation & Monitoring and  
Service Management & Governance

## SysOps

Virtual Instances - OS [Windows, Linux]  
Containers - Dockers& Kubernetes on VM, Azure  
Kubernetes Services, and Azure Native Services,  
Big Data Platform Storage

## Database Management

Azure PaaS [MS SQL, MariaDB, MySQL, PostgreSQL],  
DB on VM [MS SQL, MySQL, MariaDB, PostgreSQL]  
SAP HANA, SAP ASE, MaxDB  
OpenSource DB Migration and Management

## Network

Azure Cloud Native - Firewall, Load  
Balancer, VPN Gateway, Express  
Route, OEM vAppliances - Fortinet,  
Cisco, F5, A10, Barracuda

