

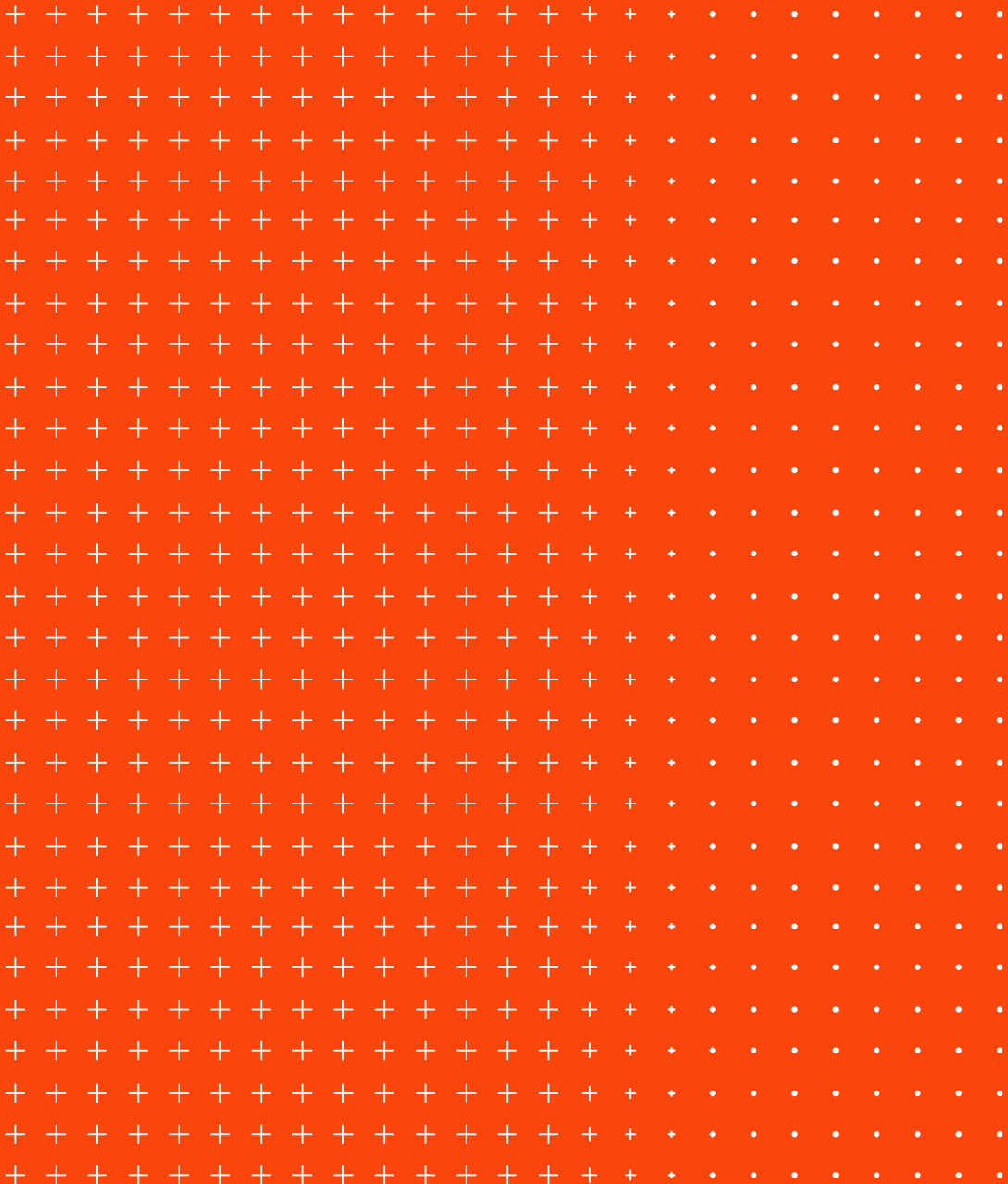
# Content + Cloud

Living + Breathing  
Client Success

Welcome

Microsoft Managed Desktop

Immersion Workshop



# Introduction to Microsoft Managed Desktop

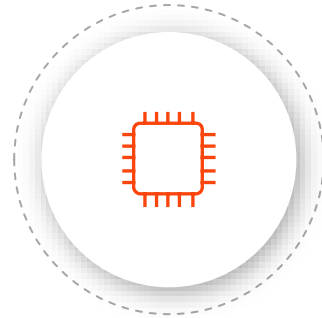


Microsoft Managed Desktop is a cloud-based management service that brings together Microsoft 365 Enterprise (including Windows 10 Enterprise and Office 365 Enterprise and cloud-based device management tools) and adds to these capabilities the end-user device deployment, IT service management, operations and user support and security monitoring and response. These services are delivered by Microsoft in partnership with Content+Cloud. Customers are seeing significant value from this pro-active approach to device management and the capability and experience that the Microsoft team brings.



## Best experience

- Windows 10
- Office 365 ProPlus
- Windows Autopilot
- Modern device\*



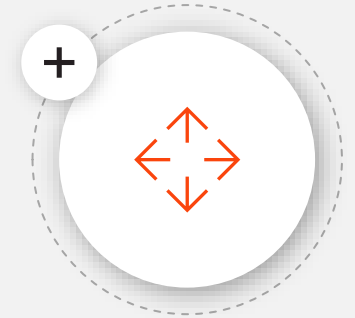
## Latest technology

- Always up to date
- Semi-annual feature updates
- Monthly quality updates



## Backed by Microsoft

- Device configuration
- Security monitoring
- App deployment
- Update management
- Desktop analytics

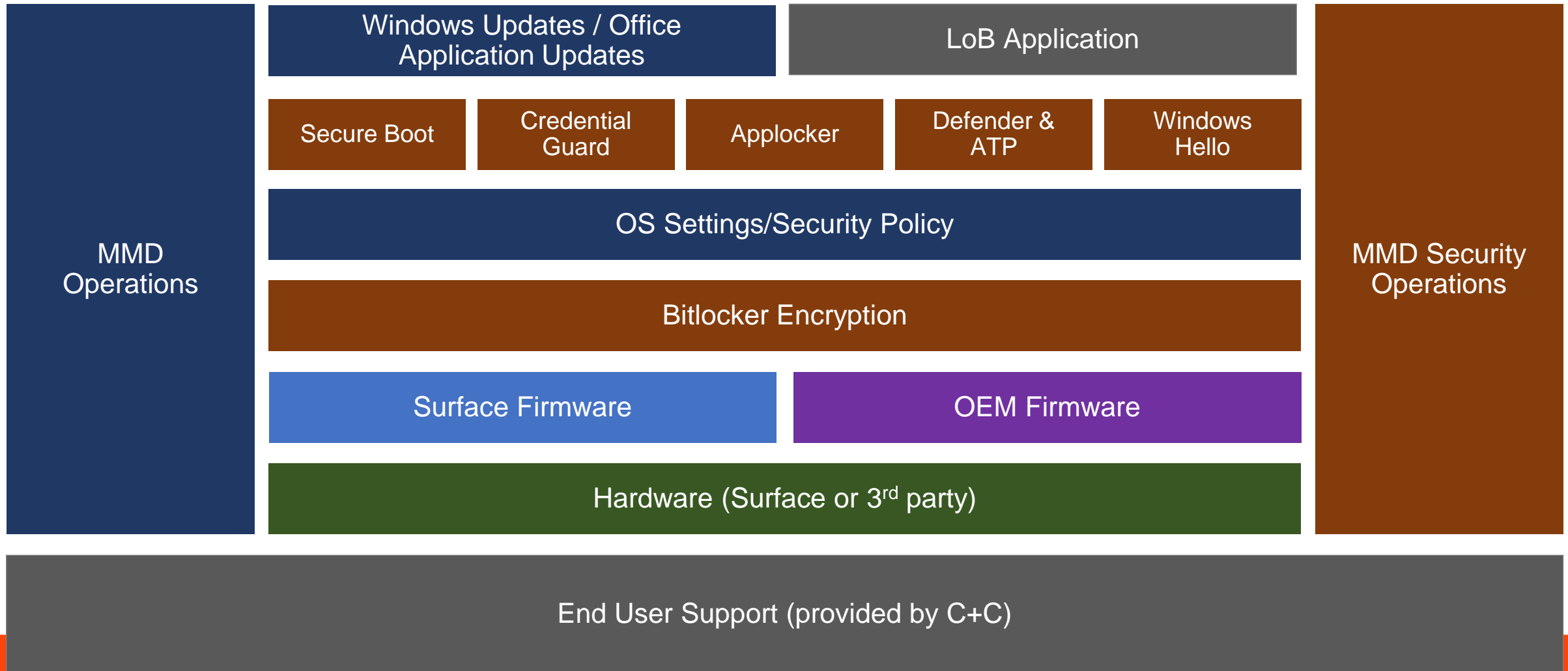


## In association with Content+Cloud

- Customer readiness & Onboarding
- Deployment & apps
- End user IT support
- Offering localised and specific solutions to all users



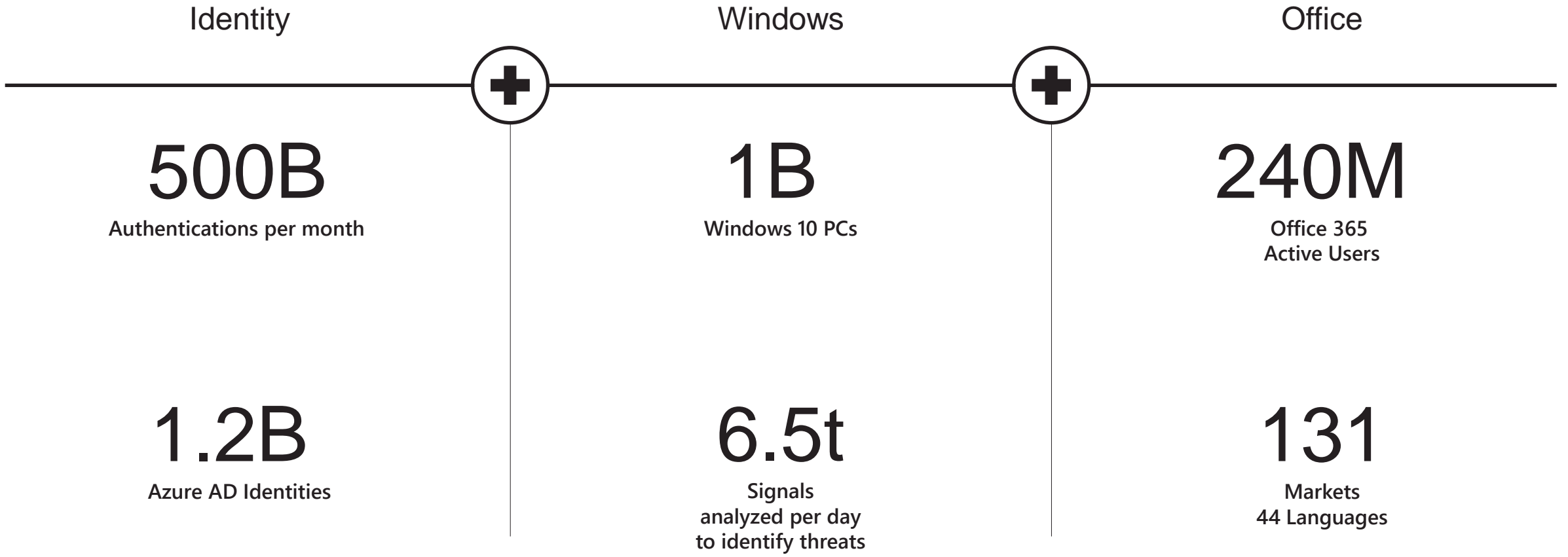
# Components of Microsoft Managed Desktop



# Why Microsoft Managed Desktop? Microsoft Scale



Microsoft manages the largest IT infrastructure on the planet with more than 200 global services running 24x7x365. This makes Microsoft perfectly positioned to proactively manage your Windows endpoints.



# Why Microsoft Managed Desktop? User Experience



Microsoft Managed Desktop supported devices just work and help users get their jobs done!

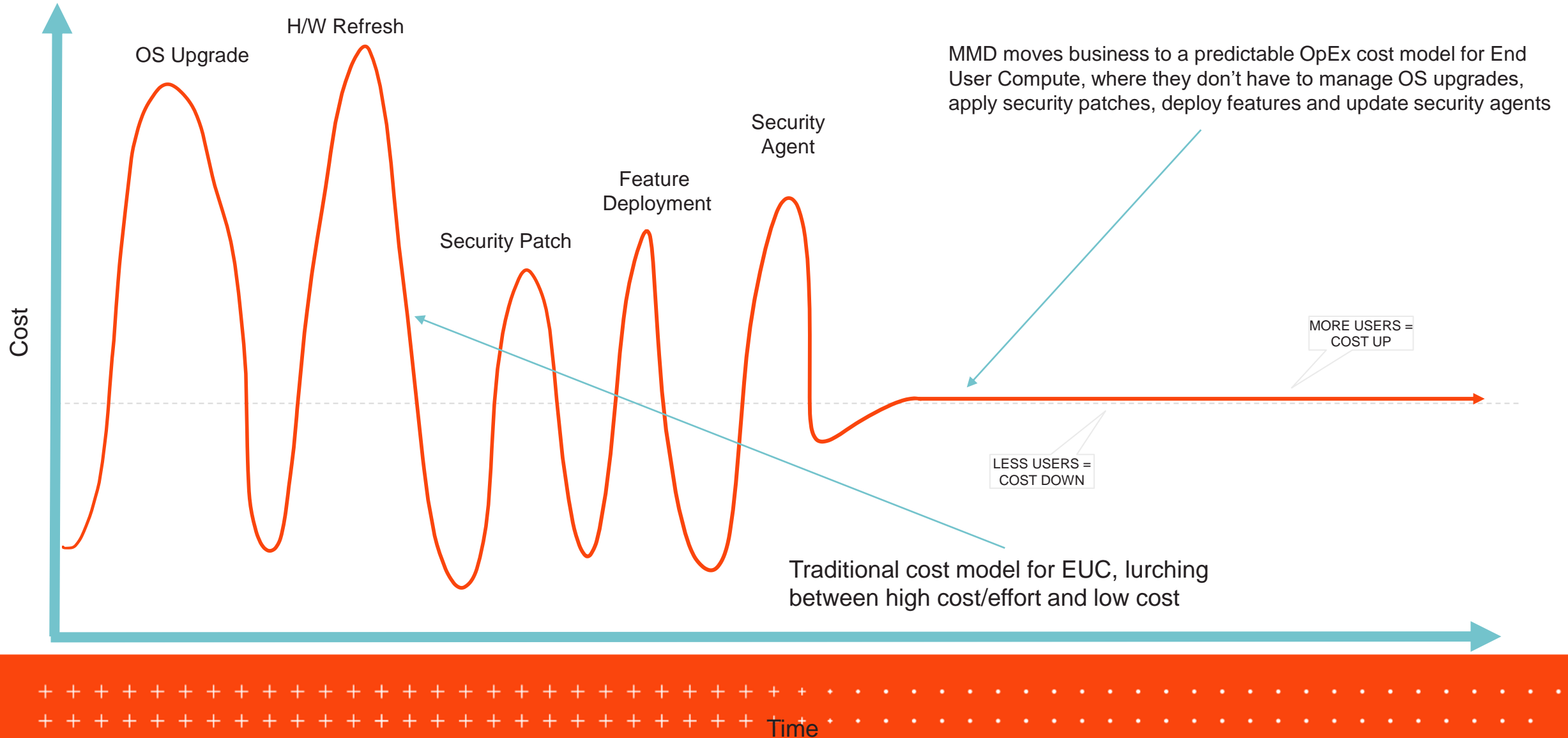
**Microsoft Managed Desktop users surveyed were 31% more likely to agree that they have the necessary tools and technology to work effectively\***

\*Source Microsoft + Qualtrics PC Experience Program, October 2019 (N = 477)

	<b>Microsoft Managed Desktop</b>	<b>Average Windows PC</b>
<b>Boot time</b>	<b>23</b> seconds	<b>87</b> seconds
<b>Screen-on battery life</b>	<b>7.6</b> hours	<b>3.2</b> hours
<b>Crashes per year</b>	<b>1.5</b> crashes	<b>6.6</b> crashes



# Why Microsoft Managed Desktop? Cost Predictability



# Why Microsoft Managed Desktop Benefits Overview



There are many value areas supported by Microsoft Managed Desktop:

- + Faster deployment of devices to users, regardless of location
- + Improve user productivity through constant Microsoft evaluation and remediation of the endpoint device, it's OS and delivered applications
- + Fully managed evergreen process to ensure the estate is always up to date and less vulnerable to cyber attacks. The end user device environment is secure by design and real time management, creating an enhanced security posture reducing the risk of a security breach
- + Reduction in support and management effort for end user devices
- + Reduction in the scope of Security Operations Centre (SOC) services as the security of the desktop environment is managed by Microsoft.
- + Etc....



# C+C and Microsoft Managed Desktop



**Content and Code**  
@ContentandCode

We, as part of the @ITLabUK Group, are proud to announce we are an authorised Microsoft Managed Desktop partner! We will provide global end-user support services alongside the MMD service. For further details, check out the press release below.

[hubs.ly/H0jPjS50](https://hubs.ly/H0jPjS50)



11:39 AM - 16 Jul 2019

**Content and Code**  
3,735 followers  
1d

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<https://hubs.ly/H0jPjS60>

Be the first to comment on this

Organic impressions: 872 Impressions

Organic stats

15 Reactions

21 Clicks

James Mansell shared your company's update  
This is fantastic news!

Dave Hutton shared your company's update  
Great news. The most highly recognised Microso expanded its capabilities with Microsoft Manage

Dave Hutton shared your company's update  
Great news. The most highly recognised Microsoft partn expanded its capabilities with Microsoft Managed Desk

Faye Waghorn and 14 others reacted to your company's update  
We, as part of the ITLab Group, to announce we are an authoris

15 Reactions

Mike Parker shared your company's update  
See full post

Microsoft | Microsoft 365 For business For enterprise Blog

All Microsoft

AUGUST 8, 2019

## Collaborating with our partners to help customers get the most out of Microsoft Managed Desktop

By Bill Karagounis, General Manager for Microsoft Managed Desktop



**Channel EYE**

NEWS OPINIONS PRODUCTS INTERVIEWS GOSSIP FUN

**GOV.UK** Digital Marketplace **BETA**

Help us improve the Digital Marketplace  
Sign up to be a potential user research participant

[Digital Marketplace](#) > [Cloud hosting, software and support](#) > [Cloud support](#)

### IT Lab Limited Microsoft Managed Desktop IT Lab M365 Support and Management

IT Lab provide a flexible management and user support that can be used in conjunction with Microsoft delivered Microsoft Modern Desktop (MMD), or IT Lab managed M365 Modern Workplace devices and user experience. Along MMD support, we can also provide management of Azure cloud and Microsoft 365 collaboration and security.

- Partners that help transform the customers' environment to many of our existing Microsoft 365 FastTrack Ready partners.
- OEM partners like Dell Technologies and HP that supply devices
- Partners that incorporate Microsoft Managed Desktop into their service offerings. These partners will continue to drive customer support and other add-on services. Our current authorized servi [DXC Technology](#), [Insight Enterprises](#), [IT Lab Group](#), and [Wipro](#).

We're working closely with—and learning from—our customers ar forward, we're eager to expand our collaboration within our partn

## IT Lab becomes a Microsoft managed desktop partner

Posted on July 15, 2019 by Nick Farrell - News



IT Lab Group has become a Microsoft managed desktop partner and will provide global end-user support service alongside the Microsoft Managed Desktop service.

IT Lab's CEO, Peter Sweetbaum, said: "The IT Lab Group is delighted to be working so closely with Microsoft at the forefront of bringing this valuable new service to market. Having helped to develop the business case for Microsoft Managed Desktop, we are excited to be announced as a support partner for Microsoft Managed Desktop globally, supporting our customers to realise the value of this new managed service and bringing the power of Microsoft's three clouds to the desktop."

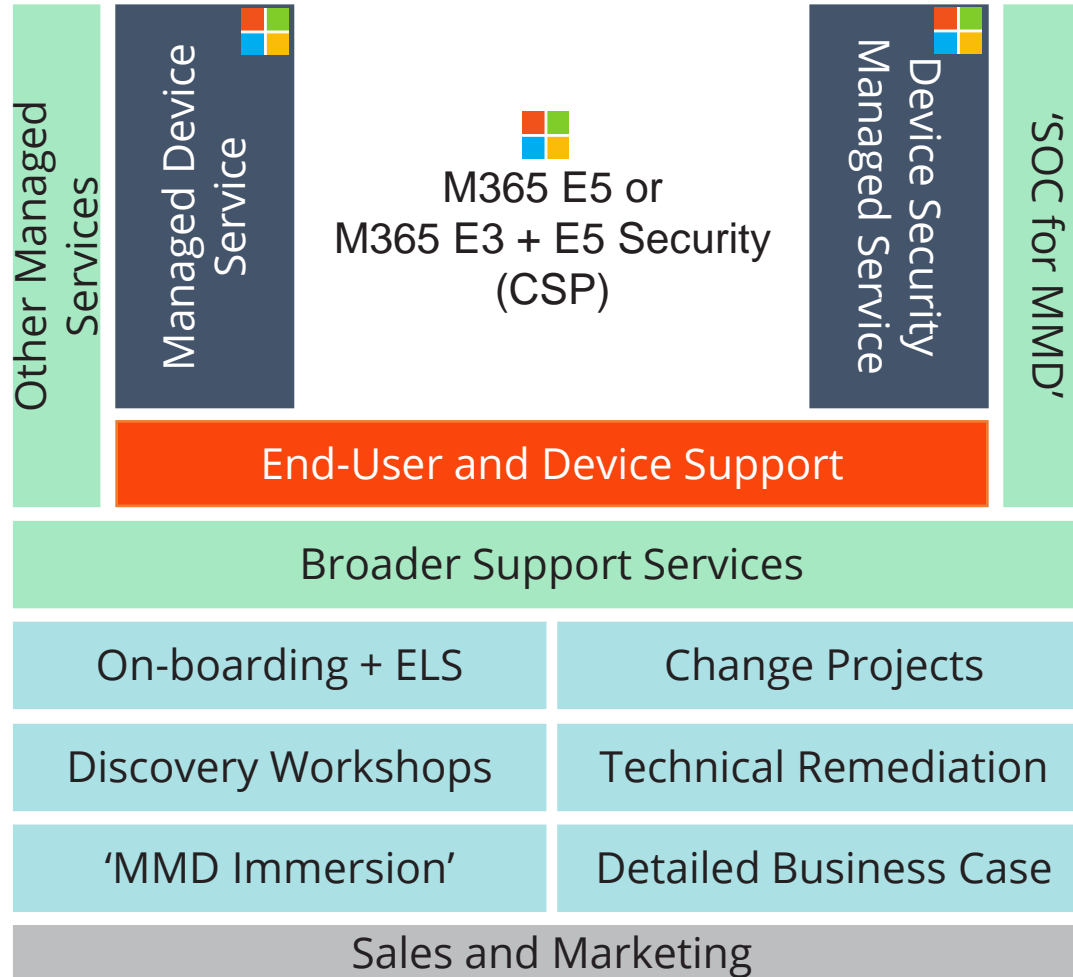




# The C+C Microsoft Managed Desktop Offer



We provide end-user support services to underpin the MMD offering.



We provide complementary managed services, specifically 'SOC for MMD': a wider SOC service designed to work with MMD.

We can provide an 'MMD Immersion' workshop to give the customer a high-level assessment of the value of MMD to them and how they can achieve it.

We have extensive experience in developing the business case for Microsoft Managed Desktop and E5.



# MMD Immersion Workshop



# MMD Immersion Workshop



Content+Cloud is one of a very small number of partners globally who have been working with Microsoft to bring the Microsoft Managed Desktop service to market. We are an approved MMD Support Partner.

We have developed a 'Microsoft Managed Desktop Immersion Workshop'. This is a 6 man-day engagement, with approximately one full day in a workshop with you. The engagement is designed to deliver the following benefits:

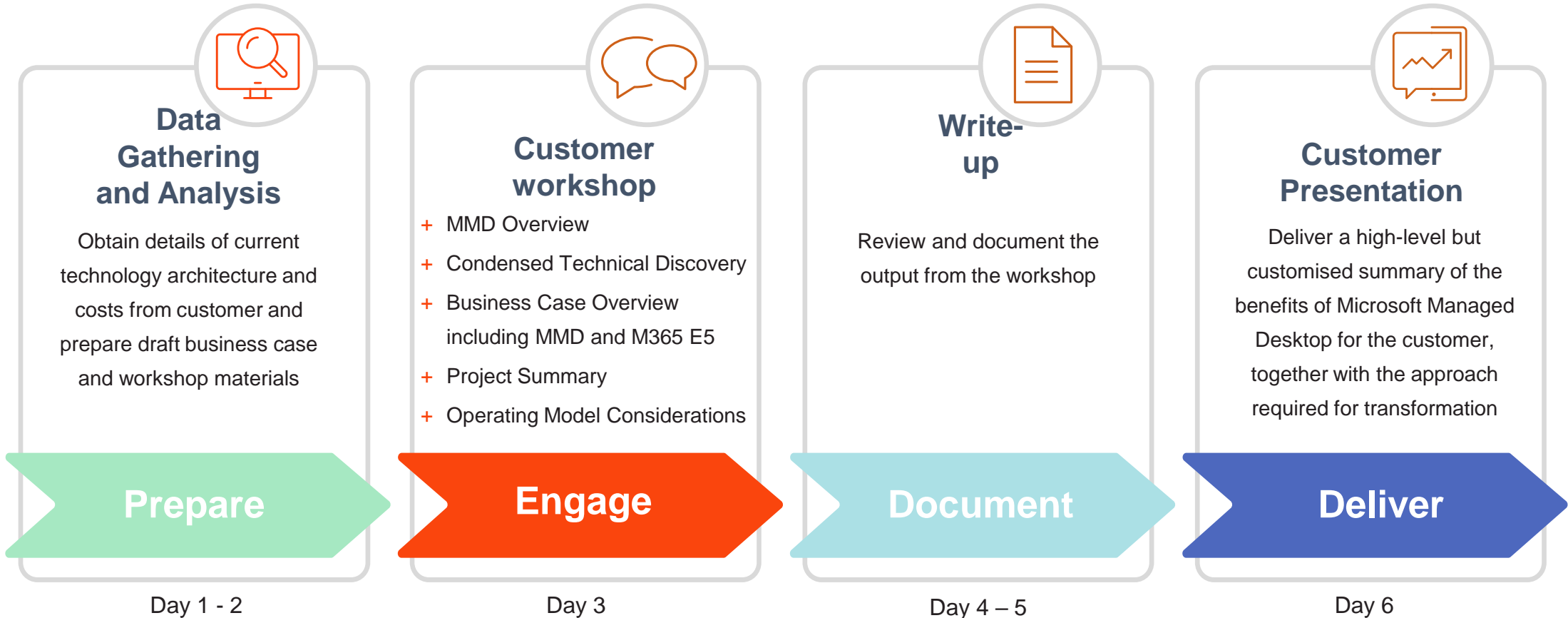
- + A chance to understand this important new service from Microsoft, including the MMD P1 and MMD P2 service offering
- + Create a high-level Business Case for MMD customised for you
- + Understand the viability of the usage of MMD for your organisation
- + Understand the technical pre-requisites for deployment
- + Understand the elements of your deployment plan
- + Start to plan the impact on your operating model
- + Understand the next steps for deployment



# MMD Immersion Workshop



Understand how to delight users, improve security and free-up IT resources in a day's overview of Microsoft Managed Desktop



+ Typically 6 days of total work (subject to confirmed scope) with approx. 3 half days in customer workshop



# Content + Cloud



**Content+Cloud is one of the UK's leading technology services, solutions and support providers, with a passion for helping ambitious organisations and their people to succeed.**



**We help clients transform the way they do business. What sets Content+Cloud apart is our long track record of success.**



# Our Mission

“  
**Empowering ambitious organisations,  
and their people, to succeed.”**

Working with us, our clients transform the way they do business. They optimise the way their people work and take advantage of flexible and secure platforms on which to operate.

Our clients enjoy technology solutions and user experiences that meet the high expectations of their employees and teams operating in a digitally transformed world.



# Content + Cloud



## Facts + Figures



**95%**  
Customer  
Satisfaction  
Scores



**19** Microsoft  
Awards



**7** Office  
Locations



**UK's most awarded  
MICROSOFT  
Partner**



**SOC**  
Powered by  
Azure Sentinel

**6** **Advanced  
Specialisations**

Threat Protection  
Microsoft WVD  
Teamwork Deployment  
Adoption & Change Management  
Windows Server & SQL Migration



**800+**  
Employees

**ISO  
9001, 27001  
22301 and 45001**



**4 MVPs** +

(Microsoft Most  
Valued Professional)



**16 Gold**  
Microsoft Competencies



**UK's No.1  
Penetration  
Testing  
Specialist**

# 19 awards in 13 years.....



Microsoft Partner of the Year  
2020 Finalist  
Customer Experience

Microsoft Partner of the Year  
2020 Finalist  
Modern End Point Management

Microsoft Partner of the Year  
2019 Finalist  
Modern Workplace Transformation

Microsoft Partner of the Year  
2019 Finalist  
Customer Experience

Microsoft Partner of the Year  
2019 Finalist  
Azure Influencer Award

Microsoft Partner of the Year  
2018 Winner  
Customer Experience

Microsoft Partner of the Year  
2018 Finalist  
Modern Workplace

Microsoft Partner of the Year  
2017 Winner  
Cloud Productivity

Microsoft Partner of the Year  
2017 Finalist  
Customer Experience

Microsoft Partner of the Year  
2017 Finalist  
United Kingdom

Microsoft Partner of the Year  
2016 Winner  
Collaboration and Content

Microsoft Partner of the Year  
2015 Finalist  
Collaboration and Content

Microsoft Partner of the Year  
2014 Finalist  
Cloud Excellence

Microsoft Partner of the Year  
2012 Finalist  
Office 365 Solution

Microsoft Partner of the Year  
2011 Finalist  
Content Management

Microsoft Partner of the Year  
2010 Winner  
Enterprise Content Management

Microsoft Partner of the Year  
2010 Winner  
United Kingdom

Microsoft Partner of the Year  
2009 Winner  
Portals and Collaboration

Microsoft Partner of the Year  
2007 Winner  
Enterprise Search

## We live and breathe Microsoft.....



1-TIER CSP PARTNER



- Gold Collaboration and Content
- Gold Cloud Productivity
- Gold Communications
- Gold Cloud Platform
- Gold Messaging
- Gold App Development
- Gold Datacentre
- Gold Data Analytics
- Gold Data Platform
- Gold Dev Ops
- Gold Windows and Devices
- Gold Small add Mid Market Solutions
- Gold Enterprise Mobility Management
- Gold Security
- Silver Enterprise Resource Management

- ✓ Microsoft Azure Elite Partner
- ✓ Microsoft Advanced Specialisation Windows and SQL Migration to Azure
- ✓ FastTrack Ready Partner
- ✓ Best ranked blogs and Microsoft books published
- ✓ On Beta and TAP programmes
- ✓ In Redmond working with product teams
- ✓ Office 365 launch partner
- ✓ Microsoft 365 launch partner
- ✓ Microsoft F1 launch partner
- ✓ Microsoft Managed Desktop launch partner
- ✓ Azure Sentinel Launch Partner
- ✓ Office 365 Partner Advisory Council
- ✓ Modern End Point Mgmt Partner Advisory Council
- ✓ Security Partner Advisory Council





# Recognition and Accreditations



Channel Futures  
Leading Channel Partners Forward

MSP 501  
2021 WINNER



Information Security Management



Quality Management



Business Continuity Management



Health & Safety Management



Security Cleared Engineers



IASME Consortium<sup>®</sup>

Assured Service Provider



in association with  
National Cyber Security Centre



# Some of our clients



**At Content+Cloud we engage with clients in three different ways.**



## Professional Services

We can help transform or evolve your organisation. Whatever your programme of change we can help to make it happen. We offer strategic guidance and assistance on a project-by-project basis with a focus on defined and agreed outcomes.

Our Professional Services include advisory services, security services, enterprise solutions and applications delivery, and infrastructure solutions.



## Managed Services

Services that flex and evolve with your organisation. For clients looking for ongoing services, we offer a range of Managed Services including support services, security services, infrastructure management, service integration, managed DevOps services, managed print services, ongoing support and development for SharePoint and Power Apps Platform solutions, and enterprise application services.

All our Managed Services are created around individual clients and their specific needs, focused on the real needs of the end user, and are always designed with future flexibility and scalability in mind.



## Specialist Consultancy

Access to a highly qualified expert or team. For those seeking to address specific technical challenges requiring specialist advice, we offer access to our team of highly qualified consultants and technology specialists.

The range of challenges addressed is inevitably wide-ranging and highly varied. In particular, our expert Microsoft team (including Microsoft MVPs) provides clients with insight and delivery expertise, across Microsoft's Three Clouds. As a result, Microsoft regularly introduces Content+Cloud to clients requiring specialist advice on the effective use, implementation and adoption of Microsoft 365, Teams, SharePoint, Dynamics 365, Azure and the Power Platform.



# Comprehensive and expert services

**At Content+Cloud we help our clients to succeed and to transform the way their businesses operate, the way their users work, and provide them with flexible and secure platforms with which to do it.**

**Our portfolio of Professional and Managed Services enables our customers to truly leverage the power of Microsoft's Three Clouds: Microsoft 365, Azure and Dynamics 365.**

## Professional Services

### Technical Consulting

Whether you are looking to collaborate with SharePoint or Microsoft Teams; automate business process through Dynamics and Power Platform, or migrate and modernise your applications in Azure, our highly accredited, industry recognised, technical consultants will focus on your core objectives and bring their unique technical expertise to deliver these outcomes.

### Security and Compliance

Content+Cloud has built an award-winning reputation helping our clients successfully secure their data, cloud footprint, digital identities, and ensuring a more secure workplace. Our CHECK and CREST-certified penetration testing services, through to deeper proactive Red Teaming exercises, ensure our clients understand their security risks. Our compliance services are designed to ensure continued compliance to agreed standards.

### Business Consulting and Change Management

Whether you are at the start of your transformation journey or looking for a specific outcome, our consultants will work with you to shape the solutions to achieve these objectives. Equally, moving to new, modern technologies may present a whole new way of working. Our Prosci® qualified Adoption and Change Managers can help empower your organisation to embrace and embed change.

### Apps and Development

We understand that each of our clients is unique and has a different set of requirements. This is why we offer a full range of tailored development services including: SharePoint, Microsoft 365 and Power Platform development, as well as wider DevOps services within Azure and the Microsoft 365 suite of technologies.

# Managed Services



## Support

Our heritage is built upon providing market-leading support for our clients. Whether you require a dedicated service desk with 24/7 support; a shared service desk able to scale with your business; or even global support to meet the needs of your users around the world, we can deliver end to end service as well as work alongside internal teams and resolver groups.

## DevOps Services

Application delivery has moved from one-off implementations to a continuous evolution and optimisation model. Our DevOps services deliver critical applications faster, while enabling you to have greater agility within your business across and beyond the Microsoft technology stack.

## Service Management and Design

Our ServiceNow ITSM platform is the foundation for our ITIL-aligned enterprise class, managed support services. By providing world class service management, we enable organisations to use best of breed solutions and services. Our Service Management and Design team will ensure your organisation enjoys cohesive and accountable end-to-end services.

## Penetration Testing & Managed Cyber Services

The rate of cyber-attacks is on the rise. In today's age, poor security is a commercial concern. We'll assess your current threat landscape, ensure your IT operations are protected through detecting and responding in real-time to mitigate your risk, and prevent data loss with fully managed security services through our dedicated SOC and NOC, and remediate known gaps.

# Technologies



## Microsoft 365

We have helped hundreds of organisations change the way they work with Microsoft 365. Whether you're looking to implement new end-user compute solutions like Microsoft Managed Desktop, Teams, Exchange Online or securing your environment with EMS, we'll work with you to identify your goals and requirements to maximise your Microsoft 365 investment.

## Azure and Infrastructure Services

Azure provides a flexible and open platform, enabling the build, development and optimisation of apps across the Microsoft Cloud. Content+Cloud can support your transition to the cloud from support of existing on premise environments; Cloud Readiness & Adoption Assessments; initial IaaS cloud migration onto our Cloudlab platform or Azure, through to PaaS app modernisation and optimisation.

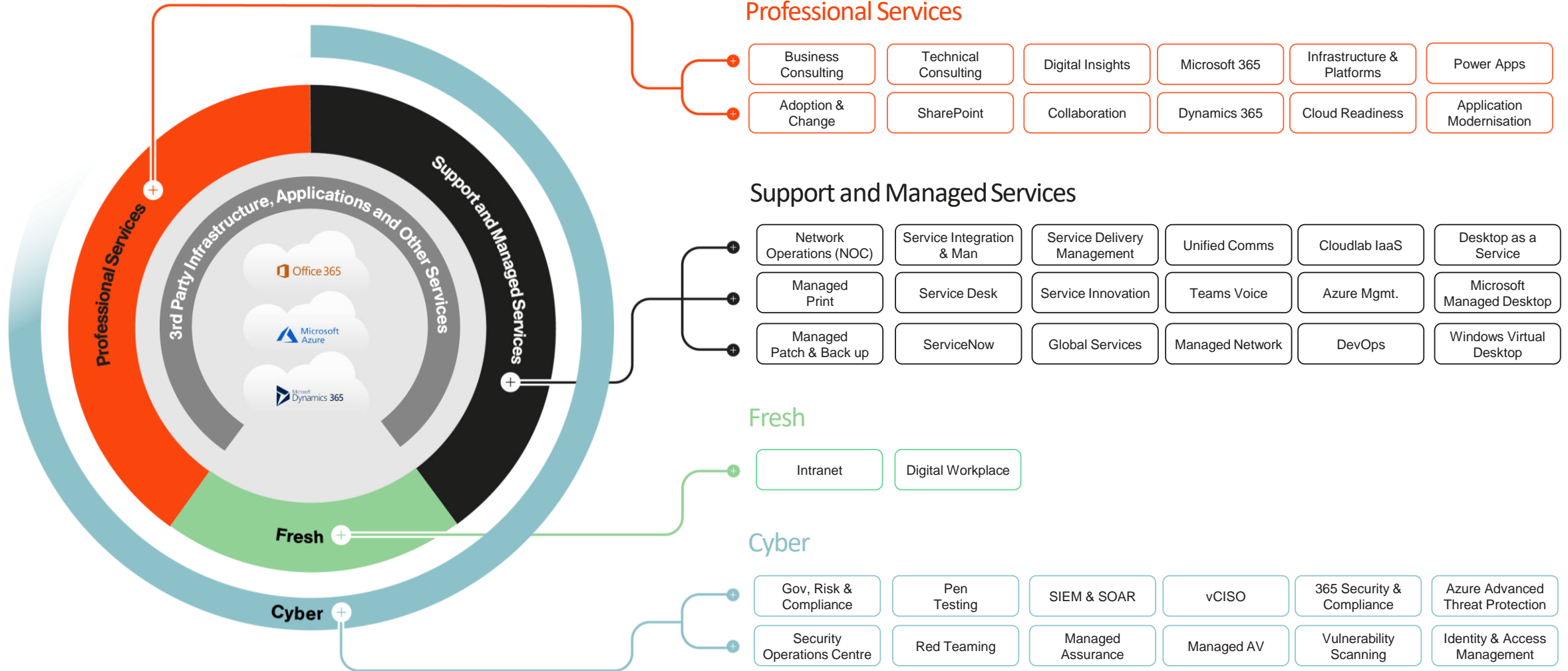
## Dynamics 365

Great design and configuration alongside a decade of support experience from our Dynamics team, means that we can empower our clients to work smarter, better and with greater visibility with our Dynamics ERP solutions. In addition to unlocking the potential of D365, we partner with industry related providers, for example PSA solutions or manufacturing and logistics PMI solutions, to deliver end-to-end business process efficiency.

## Fresh

Fresh is an intranet solution and digital workspace, which improves internal communication and collaboration for any size organisation. Acting as a perfect launch pad for Office 365, Fresh simplifies your user's experience, creates an internal community and supports adoption and productivity through the increased usage of Office 365 tools and apps.

# Our overall proposition



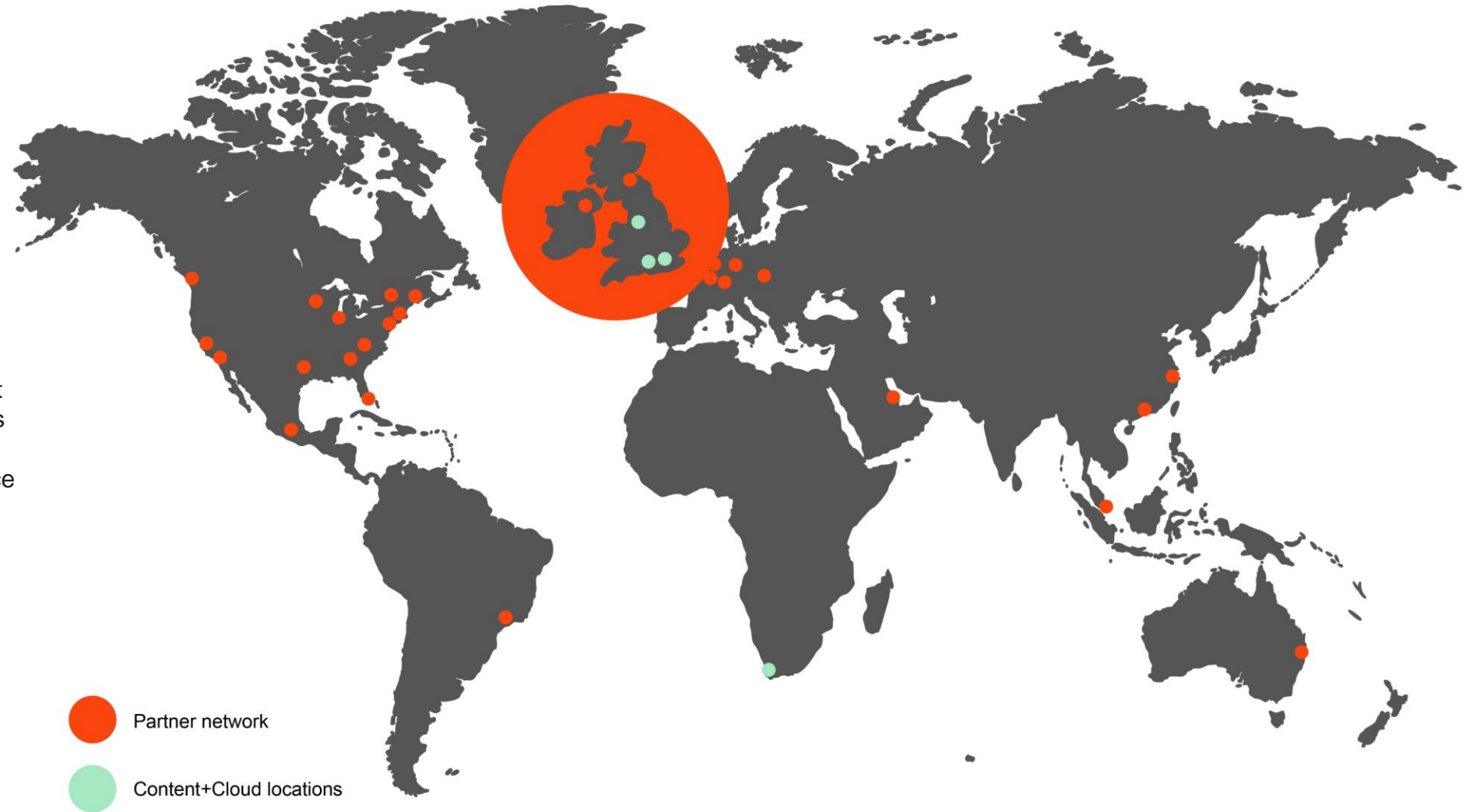
# Global partner support professional network



## Providing a single global service

Content+Cloud has developed a series of 22 global relationships with local partners, in major cities around the world, to extend its geographical service reach for clients with international operations.

We can provide seamless support for International's overseas offices by developing workflows with the existing local support team in place at each local office.





**We work hard  
to recruit some  
of the finest  
technical minds  
in our industry**

**A global force.**

Employing more than 800 exceptionally talented individuals

Our offices are located in London, Manchester, Milton Keynes, Reading, Cardiff and Cape Town, South Africa

22 long-established partners around the world, enabling us to deliver a truly global service.


Everyone at Content+Cloud has a part to play in our clients' success, and we truly do live and breathe that every day.

As our reputation has grown over the years, we've been able to attract exceptionally talented individuals.

All our people are driven by a desire to deliver success for our clients.

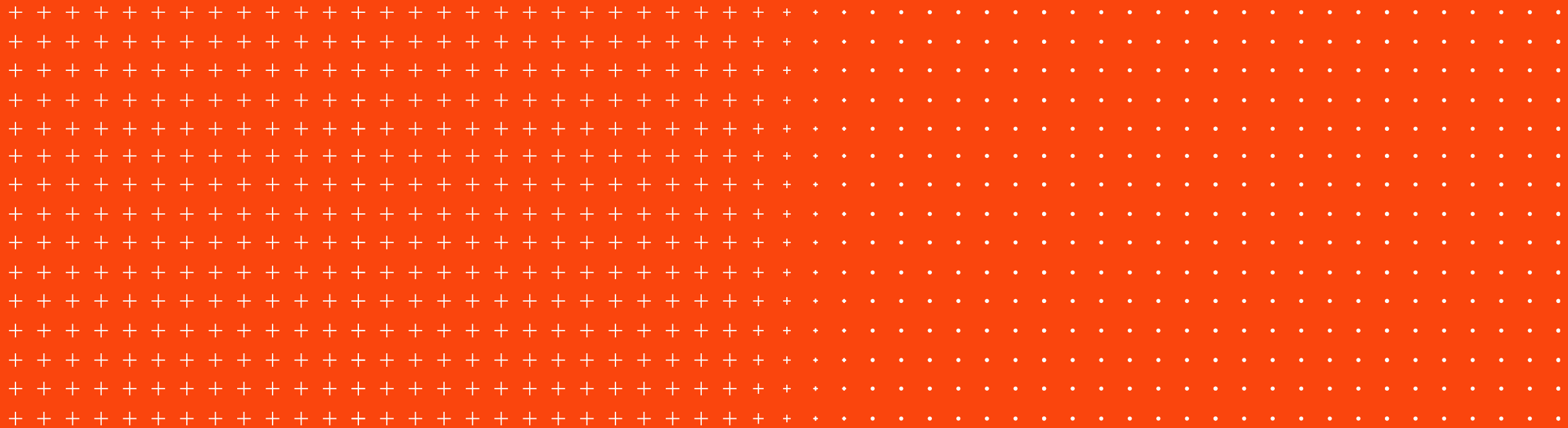
We look for people who are driven by a desire to go the extra mile for our clients, focusing on the little things that make a big difference.

We see every client challenge as an opportunity for fresh thinking, and every client journey as an adventure.



**This is the real  
Content+Cloud  
difference:  
the mindset of  
our people.**





# Content + Cloud

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