

Introduction to Microsoft Managed Desktop

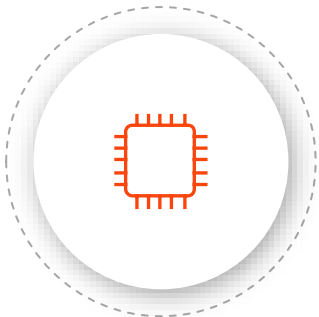


Microsoft Managed Desktop is a cloud-based management service that brings together Microsoft 365 Enterprise (including Windows 10 Enterprise and Office 365 Enterprise and cloud-based device management tools) and adds to these capabilities the end-user device deployment, IT service management, operations 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

A circular icon with a dashed border containing an orange outline of a four-pointed star with arrows pointing outwards. A small white circle with a plus sign is positioned to the top-left of the icon.

In association with Content+Cloud

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



Detailed Business Cases for MMD



Business Case

What is it?

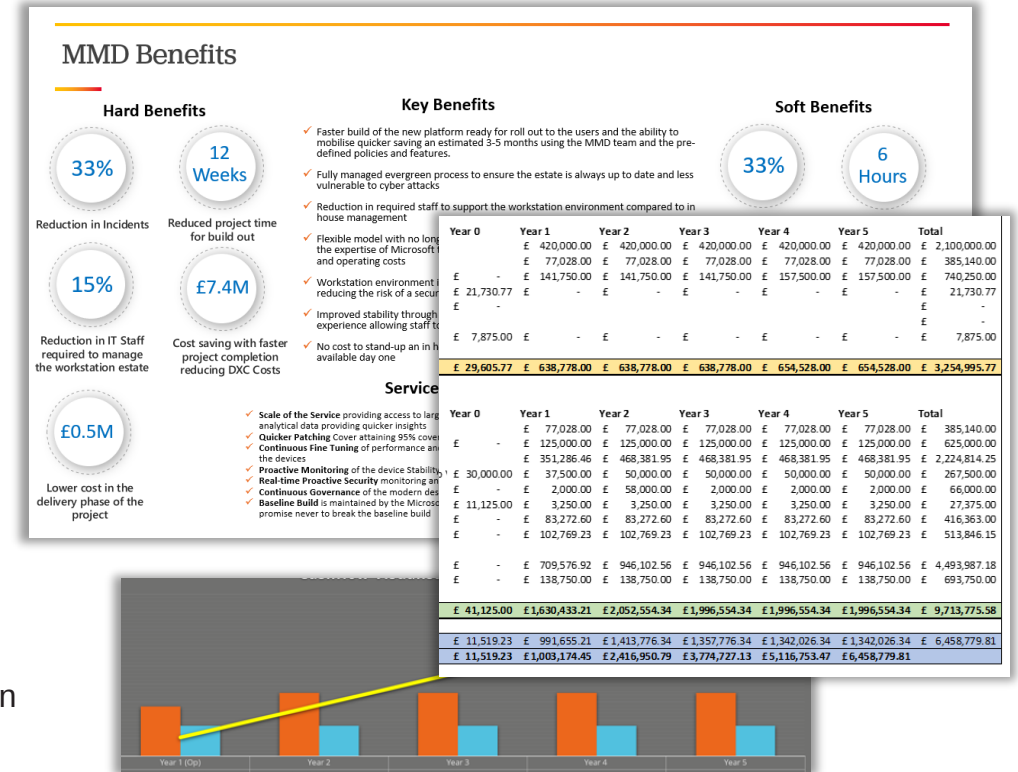
- + Typically 14-18 man-day engagement, delivered over 6 weeks
- + Perform a Discovery of your technical environment and assess the viability of MMD for you
- + Develop a detailed commercial business case for your investment in MMD
- + Explain the technical pre-requisites for deployment
- + Develop a draft plan for deployment

Delivery

- + Delivered remotely using Teams
- + In-person workshops when practical due to Covid19
- + Required customer engagement and co-operation throughout

Output

- + Assessment of customer technical environment and proposed remediation actions to prepare for MMD deployment
- + Detailed, business case for deployment of Microsoft Managed Desktop
- + High-level plan for deployment of MMD
- + Assessment of changes required to operating model to complement the MMD service



Engagement Overview



The timing of the engagement is flexible according to your availability, but will typically follow this approach:

