



# Managed Desktop

## Comprehensive & Secure

Coretek's Managed Desktop service is a comprehensive and secure way to deliver virtual desktops or applications to anyone, anywhere. A modern way of working is here, and your users need solutions they can access worldwide or from within your four walls. Remote work (hybrid work) is here to stay, and like so many others, you can trust Coretek to build and manage your cloud desktops!

## Secure & Scalable Cloud Workspace Solutions

Coretek can partner with you to achieve your business priorities for hybrid and remote work by equipping users with a familiar workspace and access to all their apps and data. Leveraging Microsoft Azure Virtual Desktop (AVD) and Windows 365 (W365), Coretek provides secure, scalable cloud workspace solutions delivering both desktop and applications to corporate users, contractors, students, and any other use case your business demands.

Managing images, applications, profiles, and data along with user identity and Microsoft 365 E3 and E5 integrated tools, we broaden your security visibility and control of AVD. Coretek designs, builds, optimizes, and manages your AVD Windows 10 & 11 servicing with updates, monitoring, alerting, patching, and backups of user profiles and data.

- 24/7 Priority Support provides access to Level 1 and Level 2 Azure & AVD engineers who respond and remediate issues.
- Quarterly roadmap and monthly status updates sessions with Client Success Managers.
- Access to Coretek's certified Azure & AVD Architects provides a vision and a plan for your successful cloud journey.
- Additional End-User support, Microsoft licensing, and third-party products like Citrix, Nerdio, and VMware
- Full range of integrated managed offerings to support AVD and Azure environments. SOC & SIEM Services for unified security leveraging native Microsoft products you may already own.



## Managed Desktop Support Includes

- 24/7 Monitoring and Support
- Account Management
- Availability and Performance Management
- Patch Management
- IT Service Management (ITSM)
- Incident, Problem and Change Management
- Automation & Continuous Improvement
- Virus Protection Proactive Management
- Subscription & Billing Management
- Monthly Scorecards
- Proactive Health Checks
- Cloud Engagement Specialist
- Managed Firewall
- Load Balancing
- Backup Management
- Application Infrastructure Support
- Annual Account Cloud Strategy Session
- High Availability
- Disaster Recovery (PROD)
- Security Services

**Get started with Managed Desktops**

[coretek.com/offers/managed-desktop](https://coretek.com/offers/managed-desktop)



Coretek is the #1 Microsoft Azure Partner in the U.S. and an Azure Expert Managed Service Provider. Coretek consults, builds, manages, and maintains IT infrastructure, enabling business leaders to spend less time thinking about technology and more time focused on their customers, culture, and communities. Coretek solves the world's most complex business challenges with the cloud.

**We deliver customer success, no exceptions!**

Microsoft Partner  
Azure Expert MSP



citrix

Partner  
Platinum  
Solution Advisor



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