Crayon Desktop Anywhere

On-demand anytime, anywhere on
any device desktop access

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Service Overview

Desktop anywhere delivers on-demand desktops to users for anytime, anywhere and any device access. This provides users with full access to their business desktops from multiple devices, such as their home PC, a smartphone or an iPad. Ease of access to a virtualized desktop will help people to be more productive.

Business Benefits

At Crayon we can help you spin up the infrastructure in no-time through a one stop shop with capabilities around:

- Provisioning of Microsoft Licenses*
- Set up Microsoft Azure subscriptions and integrate Active Directory and Office 365 subscriptions for seamless authentication and identity setup.
- Connect your existing data, applications, databases and systems

- Set up a Windows desktop that runs your user applications in an environment that they already used to with no change in user experience.
- Integrate your voice/video for Teams/Skype for Business and other VOIP solutions*
- Full support for the solution deployed and assistance for any integrations, as needed.
- Post implementation and ongoing support for the complete Azure infrastructure, users and applications.

Commercials

Pricing will be based on the number of users a company will require plus a one-time setup fee. Specifications:

- Set-up Fee- $2000

Service features

Current industry challenges

- CapEx
- Security
- Maintenance
- IT Labor cost
- Cost of provisioning
- Asset management
- Upgrade requirements
- License cost management

The Desktop Anywhere advantage

- Scalable deployment
- Automated spin-up & spin-down options
- Unified management experience
- Faster rollouts
- Anytime / anywhere access
- No CapEx – bigger savings
- Enterprise grade security
- Better accessibility

Our approach

Requirement gathering

Architecture build and solutioning

Environment assessment

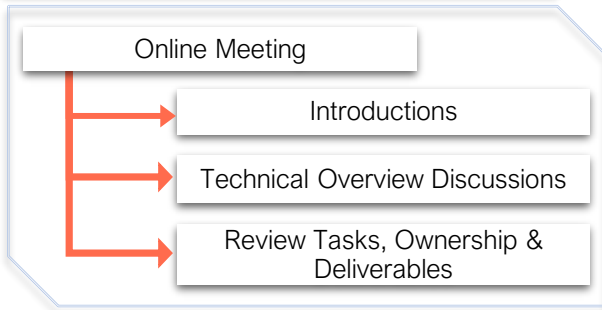Deployment & user onboarding

Findings and observation discussion

Ongoing support

Support offering

Services	Basic Support	Advanced Support
Service request subissions via Email, Phone & Portal	Email Only	✔
Break-fix Support	50 hours support per month	Unlimited
Windows 10 Multi-session Setup	✔	✔
Active Directory Integration	✔	✔
Advanced Solutioning & Setup		✔
Setup Custom business applications (Assistance)		✔
Roaming profile configuration		✔
Backup & DR configuration		✔
Creation of custom desktop images		✔
Windows Patching & updates Management		✔
Cost optimization (Quaterly)		✔

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Engagement model

The Project Kick Off

- Online Meeting
  - Introductions
  - Technical Overview Discussions
  - Review Tasks, Ownership & Deliverables

Objectives
- Introduction of the team members and their roles and responsibilities;
- Get a common understanding of the engagement.
- Discuss the assessment and deployment activities
- Assign customer and partner resources to activities and establish timelines;
- Align expectations.

Deliverables
- Resource and activity planning;
- Discuss possible timelines.

Environment Readiness Assessment

- Phase 1 - Online Meeting
  - Questionnaire
  - Pre-requisite Check

Assess

- Phase 2 - Online Meeting
  - Review Findings
  - Milestone Discussion

Objectives
- Assess the current environment for Technical Readiness.
- Run Pre-requisite check (licenses, etc.,).
- Review findings with the team.
- Discuss Milestones and ownership

Deliverables
- Assessment report with remediation.

Architecting & Solutioning

Objectives
- Build the architecture per discussions.
- Review final architecture with the team.
- Identify & Build Gaps.

Deliverables
- Architecture Diagram.

Deployment & User Onboarding

- Phase 4 - Deployment
  - Solution Implementation
  - User Onboarding

Go-Live

- Phase 5 - Handover
  - Administrative Training
  - Document Handover

Objectives
- Implementation of the discussed solution.
- AD integration.
- Onboarding of users.
- Installation of Fslogix.
- WVD Deployment.

Deliverables
- Full Windows Desktop from the cloud
- Remote application functionality Testing
- Windows Virtual desktop agent on clients deployment.
- Solution Design & Architecture Document
- Customer & End User Training and Handover

Managed Services

Portal

The Management Portal for the WVD environment along with EM7 will be used to manage the WVD tenant/ workspaces and other services with a keen focus on admin experience.

Monitoring & Management

- Monitor WVD sessions to ensure & avoid session failures and downtime
- Incident & Problem Management of WVD environment issues including diagnosis, isolation and remediation
- Change & Patch Management to ensure latest patches & bug-fixes are deployed on-time
- Monitor logs and configuration changes made within the WVD environment, including all administrator activity.

Security Management

- VDI environment integration with active directory to ensure security
- Access control in WVD enabled environment
- Manage the Identity service to handle all Active Directory accounts related to WVD virtual and physical machines.
- Session management using brokers new sessions, handles resource enumeration, the creation and verification of tickets, user validation
- Configuration and administration of all delegated administrative permissions.

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Managed Services

Image Management

- Windows 10 multi-session image customised from Azure Shared Image Gallery will be used as a Master image.
- Assistance to install custom applications into the Golden Image.
- Deployment of new machines with the Golden Image.
- Creation and management of new images based on customer requirement and specifications.

Application Management

- Custom applications or any other applications will be published in host pools via remote app groups, as well as available within the base image.
- Assistance for a maximum of 5 applications will be provided, unless defined explicitly.
- Assistance will be provided to install & manage the pre-defined list of Office 365 applications.

Profile Management

Profile Management will be delivered using FSLogix which includes Profile Container, Office Container, Application Masking, Java Version Control and has the following benefits:

- Maintain user context in non-persistent environments
- Minimize sign in times for non-persistent environments
- Optimize file IO between host/client and remote profile store
- Native (Local) profile experience, eliminating many compatibility issues with solutions using visible redirection, such as User Profile Disk (UPD).
- Specify the version of Java to be utilized by specific URL and applications.

Automation

- Configuration of Auto Spin-up & Spin-down based on peak and off business hours.
- Scale Out VMs based on the number of sessions per CPU.
- Scale in VMs during Off-Peak hours, leaving the minimum number of sessions host VMs running.

Optimization

- Optimization is performed as a Quarterly activity.
- Cost & performance optimization recommendations will be provided based on the quarterly data.

*Automation & Optimization are based on data available over a period.

Virtual Desktop / User Management

- Configuration of host pools, creation of app groups, assigning users, and publishing resources.
- Publishing of full desktop or individual remote apps from a single host pool.
- Troubleshoot user log on errors.

About Crayon

Crayon is a global company helping its customers build the commercial and technical foundation for a successful digital transformation journey into the cloud. We ensure our customer's IT estate is rightsized, managed and optimized throughout the entire lifecycle.

In doing so we unlock technology potential and innovation while saving costs for our clients. We have a customer-first and vendor-agnostic advisory approach so that our customers can select the best solutions for their business needs and budget.

We advise our customers every step of the way through a framework of reliable services based on industry standards and best-practice methodologies:

• Assessment and Migration Services for Software & Cloud
• Governance and Optimization Services for Software & Cloud
• Operation and Support Services
• Data, IoT and AI Services

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