



ivision

AVD Managed Support

An ivision ESS GTM Offering

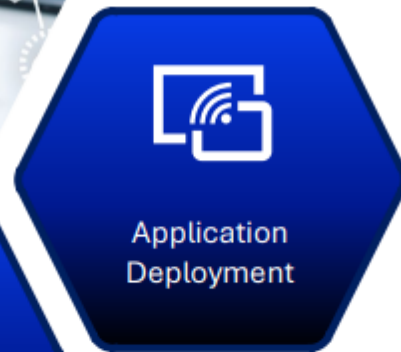
AVD Managed Support

AVD Support provides a comprehensive and cost-effective management and security service for Azure Virtual Desktop.

Built using Azure cloud technologies, the service has built-in support for Dedicated or Multi-Session User Pools for Windows 10 & 11 VDI.

Whether its supporting home office users or Branch Office, AVD provides the rapid scale and secure deployment to your entire estate of VDI use cases.

AVD Support complements and integrates with your existing IT services, enabling your team to focus on providing great user support and working on initiatives that deliver significant business value, while ivision efficiently handles the activities normally associated with managing desktop environments.



Priced Per User / Per Host Pool + Nerdio MSP License

AVD Management with Nerdio MSP

Nerdio Manager for AVD addresses the technical requirements of Enterprise customers and is perfect to help manage costs through features, like auto-scaling. Below are a few ways using the Nerdio tool to help your organization save money.

Dynamic Host Pools	Azure Spend Optimization	Modeling Costs and Savings
<ul style="list-style-type: none"> • Save up to 75% on Azure AVD compute and storage with auto-scaling • Flexible size host pools that grow and shrink automatically based on user demand, configured and monitored through Intuitive GUI • CPU, User Session and time-of-day driven auto-scaling algorithms • Power management and auto-provisioning capable auto-scale algorithms that save you both compute and storage costs 	<ul style="list-style-type: none"> • Dynamic, “single-user desktop” host pools allow for individual 1-to-1, non-persistent VDI desktops resulting in significant savings relative to personal desktops • Ephemeral OS Disks save on Azure storage costs and improve performance • Personal desktop users can securely power their desktop on and off w/o needing access to the Azure portal • Custom Resource tagging for cost allocation between departments for charge back 	<ul style="list-style-type: none"> • Know your true Azure costs before deploying VMs • View auto-scale produced savings in real-time and historical data • Compare static host pool costs with dynamic host pools with auto-scaling enabled • When creating new Dynamic Host Pools and configuring auto-scaling parameters, see the minimum and maximum cost in real-time given the selected configuration without needing to create the pool



Division leverages **Nerdio MSP** to manage your VDI Solution in Microsoft Azure.

Nerdio MSP comes packed with features we leverage for all AVD Customers:



NAME	USER FRIENDLY NAME	USAGE (Past 30 days)	ADDITIONAL INFO
NerdioManagerTenant	Production	Highest named users: 3 Highest concurrent users: 6 Highest CPU cores: 52	Session desktop pools: 2 (0 hosts) Personal desktop pools: 0 (0 hosts) RemoteApp pools: 0 (0 hosts)

TASK	RESOURCE NAME	USER	STATUS	CREATED	COMPLETED
Update tenant permissions	NerdioManagerTenant	Install@nirdio@nerdio5001.amnicrosoft.com	✓ COMPLETE	Mar 3, 2020 03:40 PM	Mar 3, 2020 03:41 PM
Create tenant	NerdioManagerTenant	Install@nirdio@nerdio5001.amnicrosoft.com	✓ COMPLETE	Mar 3, 2020 03:39 PM	Mar 3, 2020 03:39 PM

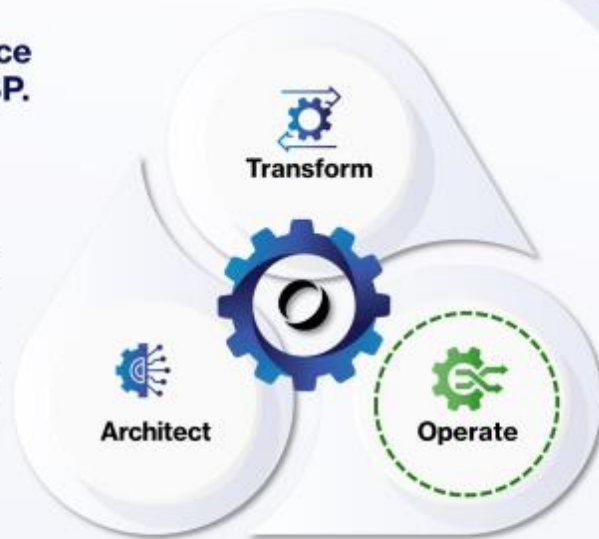
Fee \$7 / User / Month

Azure Virtual Desktop Managed Support

An ivision Managed Service Packaged with Nerdio MSP.

Our Approach

Provide 24 / 7 enterprise-class systems management and Administration of your AVD Estate. Whether its management of a standard images or app publishing and packaging, ivision leverages Nerdio MSP toolset for automated intelligence and root cause analysis, as well as greater visibility and control over your VDI environment to ensure critical business systems and workloads are well maintained.



Common Challenges

- Home/Hybrid or Branch Office rapid scale and secure deployment
- Ensuring 24 / 7 operation of critical business systems
- Validating compliance of patch and endpoint updates
- Maintaining a consistent and standard desktop image across the estate
- Securing endpoints properly leveraging Defender for Endpoint
- Managing user identities across multiple platforms
- Consolidating and centralizing applications on-demand
- Maximizing investment with the Azure Cloud
- Support for various user personas, light user, contractors, partners, & power/dev users
- Delaying or alternative to expensive hardware refresh
- Leveraging existing Microsoft 365 licensing investment

Service Features

Legend: Multisession User Persistent Desktop Add-Ons

Service Coverage – 24 / 7		High Availability & Backups	
Incident Management & Remediation		High-Performance Workloads	
Monthly Reporting & Analytics		Microsoft Premier Escalation	
Azure platform & AVD service Availability		Nerdio MSP Licensing	
Active Directory Services Integration		Advanced Security with Defender Suite	
AVD Performance Monitoring		High-Performance Workloads	
Virtual Desktop Pool & Persistent VM Utilization		Custom Image Templates and Provisioning	
Azure AD P1 Administration for AVD		Confidential VMs / Private Links	
Multi-Session Desktop Pools		Intune Integration	
Single-Session Desktop Pools		Custom Application Provisioning	

Why ivision?



People

We promote productivity and collaboration through proactive management, clear expectations and technical expertise.



Process

Our structured and repeatable approach is based on strategic methodology that allows you to capitalize on opportunity.



Technology

Our proven partner ecosystem empowers us to deliver the most innovative solutions for your technology needs.

Contact Us

Any questions on how to get started? Speak with one of our experts.





The ivision Difference | Technology



1

ENTERPRISE CLASS TECHNOLOGY STACK

ivision utilizes an enterprise-class technology stack to support our clients. Each toolset that we utilize is specifically chosen for its features, scalability and security. We give our clients access to the same dashboards and reporting that we utilize to manage the environment, ensuring transparency and visibility to our clients.



2

DEEP INTEGRATION BETWEEN TOOLSETS

We have invested heavily in integration between our toolsets. This integration ensures that all relevant information available is tied directly to the incident, change or problem. With tightly integrated toolsets, we can ensure high quality support utilizing rich information in real time.



3

SERVICENOW INTEGRATION

As part of the services provided to Client, we are proposing integration between our ServiceNow instances. This integration will provide Client with all relevant Incident and / or Change information directly within the Client's ServiceNow environment.



4

DEDICATED DEVOPS PROCESS AND TEAM

ivision has a dedicated DevOps / Automation team within Managed Services. This team is utilized to partner with our technical teams in addressing automation initiatives that enable ivision to provide efficiency or quality improvements across the services that we provide to Client.

The ivision Difference | Process



1

ITIL-BASED CORE PROCESSES AND DISCIPLINE

All ivision Managed Services Process are based on standard ITIL definitions. We require all engineers and analysts to be ITIL Foundations Certified within 90 days of hire. All core processes are mapped to workflows in ServiceNow and are tightly integrated.



2

SERVICE DELIVERY EXPERTISE AND MODEL

ivision offers a highly-disciplined Service Delivery model with a dedicated Service Delivery Manager for Client. This model offers the Client's team a single point of contact for Incident, Change and / or Problem escalations and reporting. This individual will serve as a liaison to our engineering teams and ensures proactive management of the services we provide.



3

"WHITE-GLOVE" SERVICE

We believe in a "white-glove" service approach. This model was pioneered by the Ritz Carlton hotels and is a concept that every team member is trained on. This maps closely to our ivision Client Engagement Values and requires that our team endeavors to make every customer contact a positive experience and to anticipate our client's needs before they are expressed.



4

ONBOARDING PROCESS

ivision has a dedicated team to manage our onboarding process. This rigorous process ensures that our clients are onboarded accurately and that we prepare our Delivery Team to support the client from the first day of go-live. This process incorporates a continuous improvement methodology to ensure we learn from each client and refine our process.



Managed Services | What's Included



24 / 7 / 365
Support



SLA Based on
Ticket Criticality



Web-Based
Support Portal



Cloud
Management for
Digital Workplace



Configuration
Monitoring
& Backup



Best Practice
Assessments



Vendor Patching
& Upgrades



Vendor Escalation
& Support

Why ivision?

People

Access the best of the best rather than hire subject matter experts in dozens of areas.

Skills

Highly-skilled and accredited individuals with direct connections to the Microsoft engineering teams.

Velocity

With a widespread depth of knowledge, we give you access to our best practices and real-world guidance on what works.

Compliance

Reduce your security exposure and increase your agility with our elite team of security and compliance experts.

Cost Reduction

We offer the solution you need at a price point that benefits from economies of scale and shared resources.

Business Value

We empower you to differentiate in your market and survive and thrive in the new digital world.

ivision

Thank you!



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