

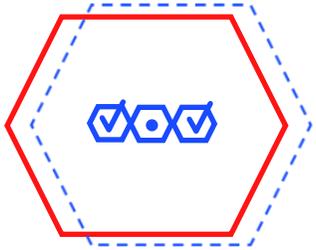
Empower your employees with Logicalis

Build a digital  
workplace  
of the future



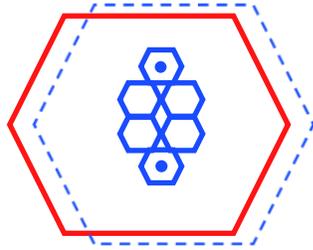
# How we help you scale the experience

## Our Managed Collaboration promise



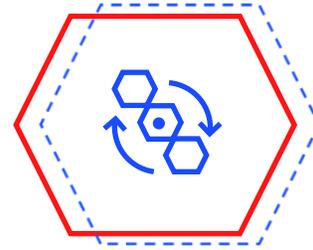
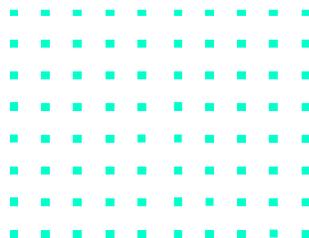
### Guaranteed performance

Maintain uptime and performance of the collaboration suite and devices.



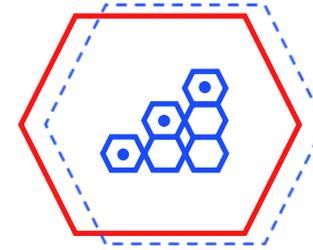
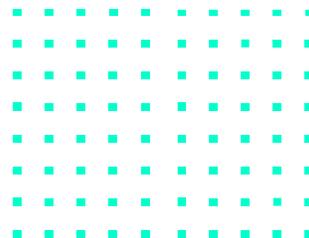
### Secure operations

Ensuring the right people have access to the right things.



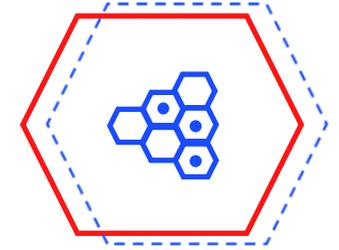
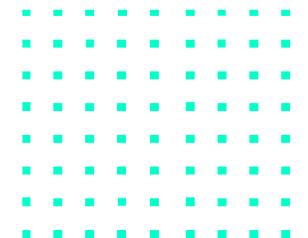
### Cost optimisation

Monitoring to optimise workflows and productivity.



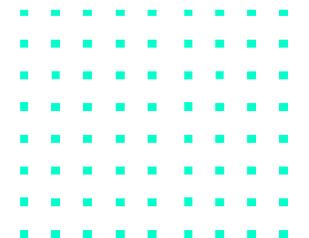
### Actionable insights

Actionable insights to improve the collaboration score.



### Continuous evolution

Leverage the latest capabilities as they evolve.



Our proven approach helps you along

the journey to achieve employee empowerment

Our proven methodology helps you along the journey towards achieving scalable, innovative workplace solutions.



### Step 1 Align

#### Collaboration Assessment

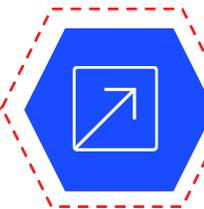
Collaboration capabilities and technology assessment including a gap analysis and solution roadmap.



### Step 2 Transform

#### Collaboration Suite implementation

Collaboration suite deployed against a best practice benchmark score to ensure adoption and productivity at speed.



### Step 3 Scale

#### Managed Collaboration Suite

Proactively manage and improve your collaboration score ensuring employees are productive.

# Hybrid working is creating new device challenges

Devices need to align to a person's job role

- On average end users have 4 devices that can be used for a worker.
- Lack of ability to use a mobile device to access apps natively on a device
- Lack of consistent experience on mobile devices vs. laptops and desktops

VDI infrastructure is not easily scalable or requires massive hardware purchase

- Rapidly growing companies struggle to keep up with HW demands for VDI
- Lack of resources for new desktops to be provisioned
- Management of images and infrastructure is complex and time consuming

Access to cloud hosted and on-premises applications is creating challenges

- VPN is required to connect on-premises apps
- VDI infrastructure may reside in a datacenter not close to applications causing latency and poor performance

# Windows for hybrid work

Options for maximum flexibility



**Native on a PC or  
Tablet**

*across price points and form factors*



**Cloud VDI with  
Azure Virtual Desktop**

*optimized for **flexibility** and **control***



**Cloud PC on any device  
with Windows 365**

*optimized for **simplicity** and **experience***

# Microsoft cloud solution options



## Windows 365

A complete SaaS solution that securely streams your personalized Windows desktop, apps, settings, and content from the Microsoft Cloud, to any device

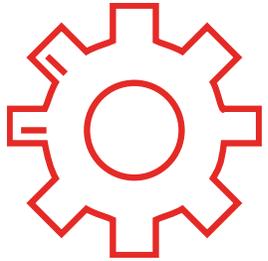


## Azure Virtual Desktop

A cloud VDI platform that delivers hosted desktops and apps with maximum flexibility and control

	Windows 365 Cloud PC	Azure Virtual Desktop Cloud VDI
OS Support	Windows 11 or Windows 10	Windows 11, Windows 10, single- or multi-session, Windows Server
Admin	<ul style="list-style-type: none"><li>• Microsoft Intune (Enterprise)</li><li>• Web self-service (Business)</li></ul>	<ul style="list-style-type: none"><li>• Azure Portal</li><li>• VMware or Citrix management panel</li></ul>
Service	SaaS: complete end-to-end Microsoft service	PaaS: granular controls over configuration and management
Pricing	Per-user, per-month	Consumption-based
Scale	Unlimited based on subscription	Unlimited based on consumption
End-user	Full Windows like-local experience	Single or multi-user, pooled, remote app





# Endpoint Analytics

Implementation of cloud-based analytics gathering to identify and resolve issues that may be slowing down collaboration and productivity.



Endpoint Analytics implementation from Microsoft and Cisco



Agent deployment and configuration



Cloud-based analytics via web APIs



Performance monitoring and proactive remediation



# Mobility

Business strategy to enable staff working in a remote hybrid environment. Cloud-based authentication to on-premises applications with Azure App Proxy and access to legacy applications using Citrix DaaS (CVADS) or Azure Virtual Desktop (AVD)



Azure Virtual Desktop and Citrix DaaS (CVADS)



Secure access to legacy applications

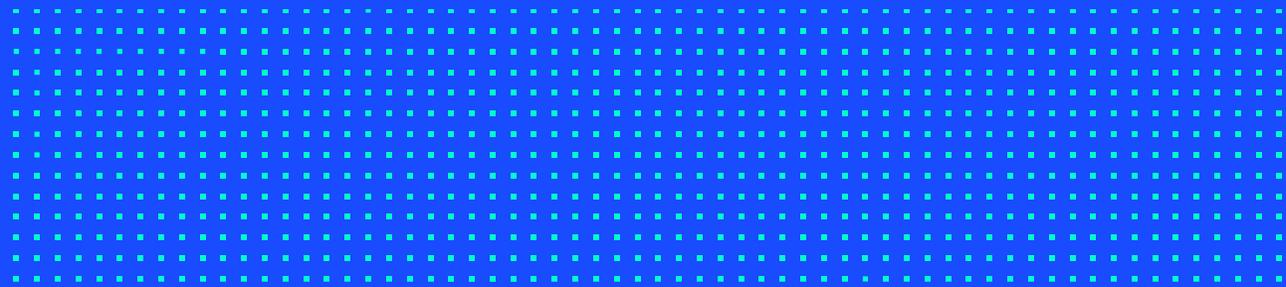


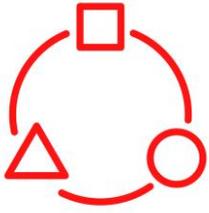
Secure centralised BYOD strategy



Image management

# Managed Collaboration Suite





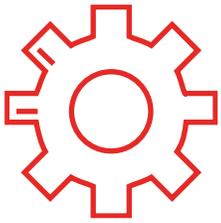
# Endpoint Management

## In Scope

- ▶ Office usage on endpoint
- ▶ Windows Usage
- ▶ Endpoint / Device Usage
- ▶ Windows Break/fix
- ▶ Endpoint / Device Break fix - Vendor coordination
- ▶ Operating environment/ AutoPilot profile update (Quarterly)
- ▶ Operating environment servicing and patching
- ▶ Onboarding devices via Intune
- ▶ Offboarding devices via Intune
- ▶ Reset devices via Intune
- ▶ Remote wipe devices via Intune
- ▶ Endpoint security - Cisco Secure & Microsoft Defender
- ▶ Application packaging
- ▶ Application assignment
- ▶ MAM - App management
- ▶ Software Distribution

## Out of Scope

- ▶ Identity and Collaboration scope
  - ▶ Virtual Desktop scope
  - ▶ Calling and Meeting Rooms scope
  - ▶ Application and business application support and access
  - ▶ Onsite (OEM Vendors, Regional – handoff)
  - ▶ Vendor support
  - ▶ On-premises Infrastructure
  - ▶ Network
  - ▶ Mobile Device Management
  - ▶ VPN
  - ▶ Threat protection response unless Secure OnMesh is in scope
  - ▶ End user support not related to endpoint or Intune
  - ▶ Any other technology not detailed
  - ▶ Application delivery support
  - ▶ Onsite support
- ▶ Note, out of scope items can be negotiated with the local region and packaged into the solution where applicable



# Virtual Desktop

## In Scope

- ▶ Operating environment / Image Update (Quarterly)
- ▶ Operating environment servicing and patching
- ▶ Onboarding and offboarding of users
- ▶ Application monitoring & publishing
- ▶ Application assignment
- ▶ User profile management (FSLogix)
- ▶ Proactive cost monitoring and right-size estimations

## Out of Scope

- ▶ Identity and Collaboration scope
- ▶ Endpoint Management scope
- ▶ Calling and Meeting Rooms scope
- ▶ Application and business application support and access
- ▶ Onsite (OEM Vendors, Regional – handoff)
- ▶ Vendor support
- ▶ On-premises infrastructure
- ▶ Mobile Management
- ▶ VPN
- ▶ Support of Infrastructure hosting Virtual Desktop (i.e., Azure) unless Managed PRC is in scope
- ▶ Legacy builds of Citrix and/or Remote Terminal services

- ▶ Note, out of scope items can be negotiated with the local region and packaged into the solution where applicable

# We have the breadth and experience

# to help you transform



## Global presence, local execution

We're a leading global MSP, serving 10,000 customers worldwide and with a physical presence in 28 countries.



## End-to-end capabilities

We offer unique consulting capabilities as well as managed services to implement and run modern workplace solutions end-to-end.



## Value-driven engagement

Our repeatable model is focused on simplicity, speed and agility to help clients achieve core business value faster and with less risk.



## Industry specialists

Our 6,500 employees have expertise in transformation across industries as diverse as financial services, banking, healthcare, government, manufacturing.



Treating employees

as people drives

long-term business value.

### Digital Employee Empowerment from Logicalis

The world has moved on. Workplace technologies are no longer seen as tools to squeeze the most productivity out of your human resources, instead the focus has shifted to supporting an workforce with a healthy work-life balance and access to the latest technologies so they can contribute and feel valued.

[Get in touch to find out more](#)

Empower your employees

and future-proof your business

Speak to our team to find out how we can help you build a digital workplace for the future.

[info@logicalis.com](mailto:info@logicalis.com)

[logicalis.com](https://logicalis.com)

