

# Next Gen Windows Advisory Workshop

## Digital Workplace Services

April 2023

# Hybrid Work Is Transforming Endpoint Management Strategy



**90%**

of surveyed companies claimed a multicloud strategy is working for their enterprises.<sup>1</sup>

**90%**

of clients will use cloud-based Unified Endpoint Management tools to manage most of their estate, by 2025.<sup>2</sup>

**70%**

of connected workers in task-based roles will use intelligence embedded in adaptive digital workspaces by 2023.<sup>3</sup>

Sources:  
 1. HashiCorp State of Cloud Strategy Survey 2022, commissioned by Forrester Consulting  
 2. Gartner Magic Quadrant for Unified Endpoint Management Tools, 2022.  
 3. IDC FutureScape: Worldwide Future of Work 2022 Predictions

# Endpoint Management Strategy Driving User Segmentation



**Security and regulation**

Financial services

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Healthcare

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Government

**Elastic workforce**

Mergers and acquisition

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Short-term employees

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Contractors and partners

**Remote employees**

BYOD and mobile

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Call centers

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Branch workers

**Specialized workloads**

Design and engineering

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Legacy apps

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Software dev test

Meet these demands with a Virtual Workspace

# Options for Maximum Flexibility for Hybrid Workforce



## Windows 11



**Native on a PC or  
Tablet**

*across price points and form  
factors*



**VDI with  
Azure Virtual Desktop**

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

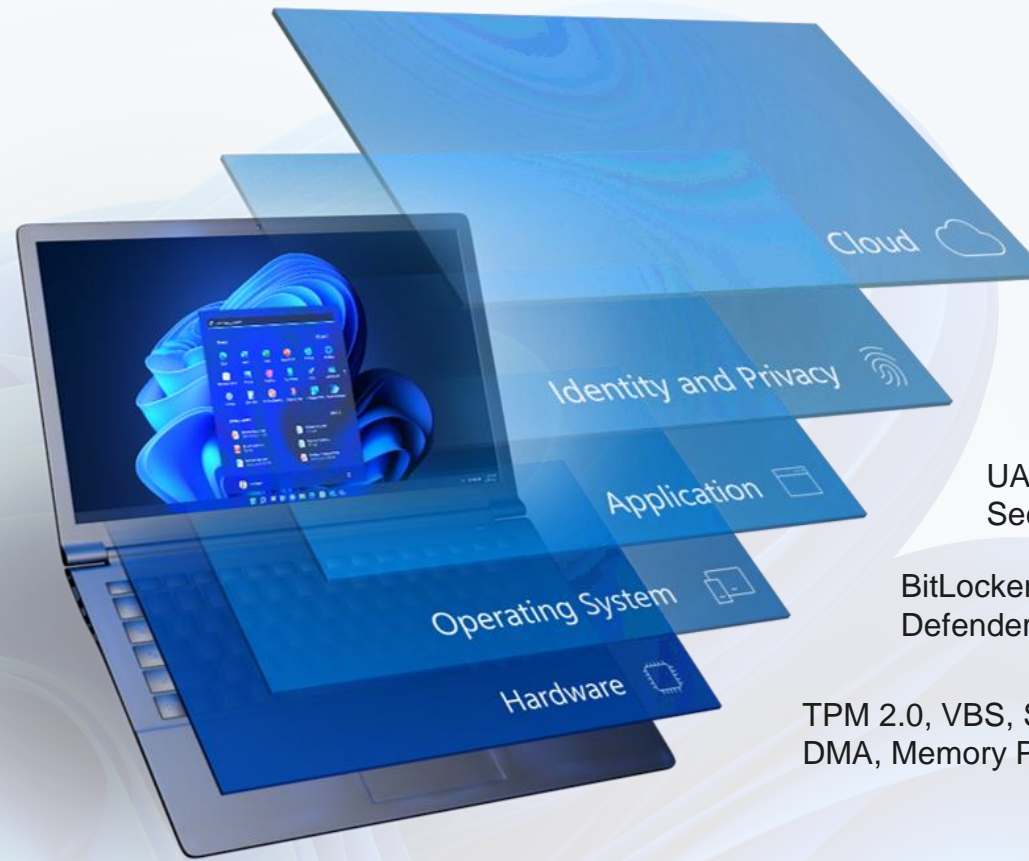


**Cloud PC on any device with  
Windows 365**

*optimized for **simplicity***

# Secure by Design Windows 11

- In Windows 11, hardware and software security work together to help keep people, data, and devices protected.
- Protects against threats by separating hardware from software with **hardware root-of-trust**, for powerful security from the start
- **Protect the OS against unauthorized access** to critical data
- Delivers **robust application security** and prevents access to unverified code
- **Protects identities** with passwordless security
- **Extends security to the cloud** to help protect devices, data, apps, and identities from anywhere



Defender, OneDrive,  
AAD, CA, MDM

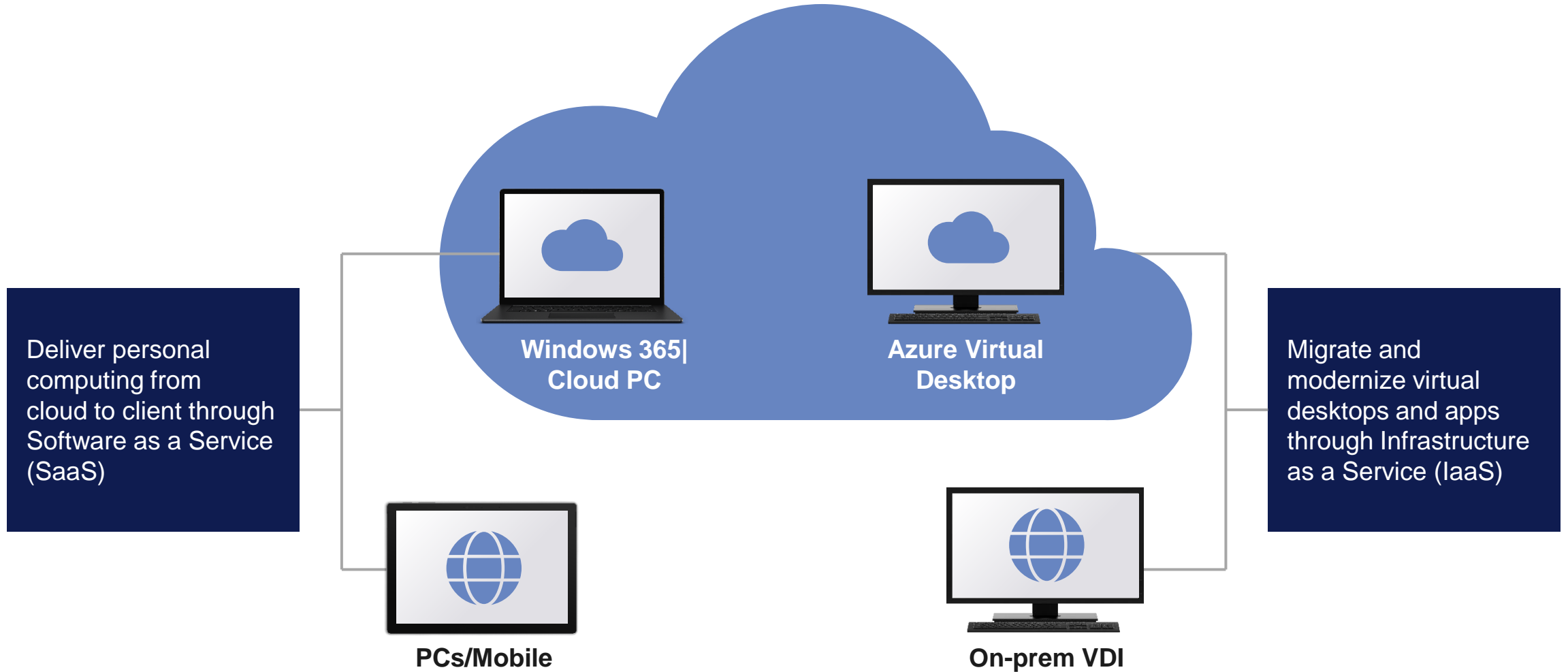
W4B, FIDO, Biometric,  
Access Control

UAC, App isolation,  
Secure Apps


BitLocker, TLS,  
Defender, CCSI, etc.

TPM 2.0, VBS, Secure kernel,  
DMA, Memory Protection

# Virtual Workspace Options by Microsoft | Windows 365 & Azure Virtual Desktop




# Comparison | Windows 365 Vs Azure Virtual Desktop



## Windows 365

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



## Azure Virtual Desktop

A cloud VDI platform that delivers hosted desktops and apps on Cloud infrastructure with maximum flexibility and control.

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


# Key Considerations to Select the Right Solution



## Windows 365




Simplified management with SaaS model



Subscription based model, predictable cost



Persistent Desktop experience only




No or little virtualization skill is required




## Azure Virtual Desktop




Shared responsibility with IaaS model



Consumption-based model, based on demand



Persistent/ Non-persistent, multisession, pool deployment, Remote App publication



Virtualization is in house skill



# Virtual Workspace Services by NTT DATA

## Advisory Services



### Virtualization strategy

- Define your endpoint virtualization strategy

### Persona identification

- Advise and help customer in persona identification and map compute needs with persona

### Design virtual workspace

- Design virtual workspace solution based on the persona

### Design framework for continues innovation

- Design and define process for virtual workspace for continues innovation and optimization

## Build Services



### Architect, design and deploy

- Define and implement the virtual workspace solution including Windows 365 & AVD

### Persona based provisioning

- Automate the persona-based deployment of virtual workspace including Windows 365 & AVD

### Automated application deployment

- Design and define process for application deployment on virtual workspace including Windows365 & AVD

### Lifecycle management

- Design and deploy the life cycle of virtual workspace including Windows 365 & AVD

## Managed Services



### Infrastructure management

- Manage the cloud component of Windows 365, Azure Active Directory, on-premise network connection, Provisioning policies, persona-based deployment etc.

### VM's lifecycle management

- License assignment, provisioning, de-provisioning, application deployment, monitoring etc.

### Image management

- Manage the lifecycle of golden image for VMs

### Manage application lifecycle & endpoint estate

- Deploy and manage application life cycle of Windows 365 & AVD
- Manage endpoint estate including Windows 365 & AVD

# Why NTT DATA for Digital Workplace Services

**Recognized as a Leader**

- Gartner® 2023 Magic Quadrant for Outsourced Digital Workplace Services, Worldwide
- Everest Group's Digital Workplace Services PEAK Matrix® Assessment, 2022
- Gartner® 2022 Magic Quadrant for Network Services, Global
- NelsonHall NEAT for Advanced Digital Workplace Services, 2021

**#1** Microsoft Operator Connect Partner & Top Performer for Teams Telephony

**1M+** Cloud Voice & Managed Services users with MS Teams & Cisco

**65%** Contacts resolved with automation & bots

**Tier 1** Global Cisco partner delivering first-class service for more than 10 years

**Top-tier global cloud communications provider**

- 3.8M+** Users supported
- 30M+** Meetings hosted
- 10B+** Minutes of cloud voice



**ISO 27001 CERTIFIED** by schellman

**29 ISO-Certified Delivery Locations**

**One of the largest service desk support user base**

- 23M+** Annual service desk contacts
- 6.2M+** Managed users
- 2.5K+** Service desk agents



# NTT DATA

Trusted Global Innovator