Microsoft Azure Virtual Desktop

The best virtual desktop experience, delivered on Azure

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Microsoft **Gold** Partner | Azure Expert MSP | Cloud Adoption Framework | Cloud Centre of Excellence

Introduction

The future of end-user computing

The use of virtual desktop infrastructure spiked during the pandemic as more people had to work from home, requiring the flexibility offered by such solutions.

Virtual desktop infrastructure allows employees to access their work IT systems from any device and be able to work anywhere, anytime. It's a solid basis for enabling employees to work remotely, while staying productive, collaborative, and fostering a sense of community without compromising security.

While the end of the pandemic is in sight, many of the new ways of working adopted and the innovative solutions leveraged, will remain well beyond the pandemic. Azure Virtual Desktop is one of them.

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What is Azure Virtual Desktop?

A solution for a flexible, cost efficient and secure way to work

Azure Virtual Desktop (AVD) is a desktop and application virtualization service that runs on Azure.

Essentially, AVD is a virtual Windows 10 desktop with Microsoft 365, delivered to any device at any location, without the need for a VPN connection.

It provides the most productive and most secure computing experience for users while lowering total cost of ownership and reducing complexity for IT teams.

Windows 10
+
Microsoft 365

Microsoft Azure
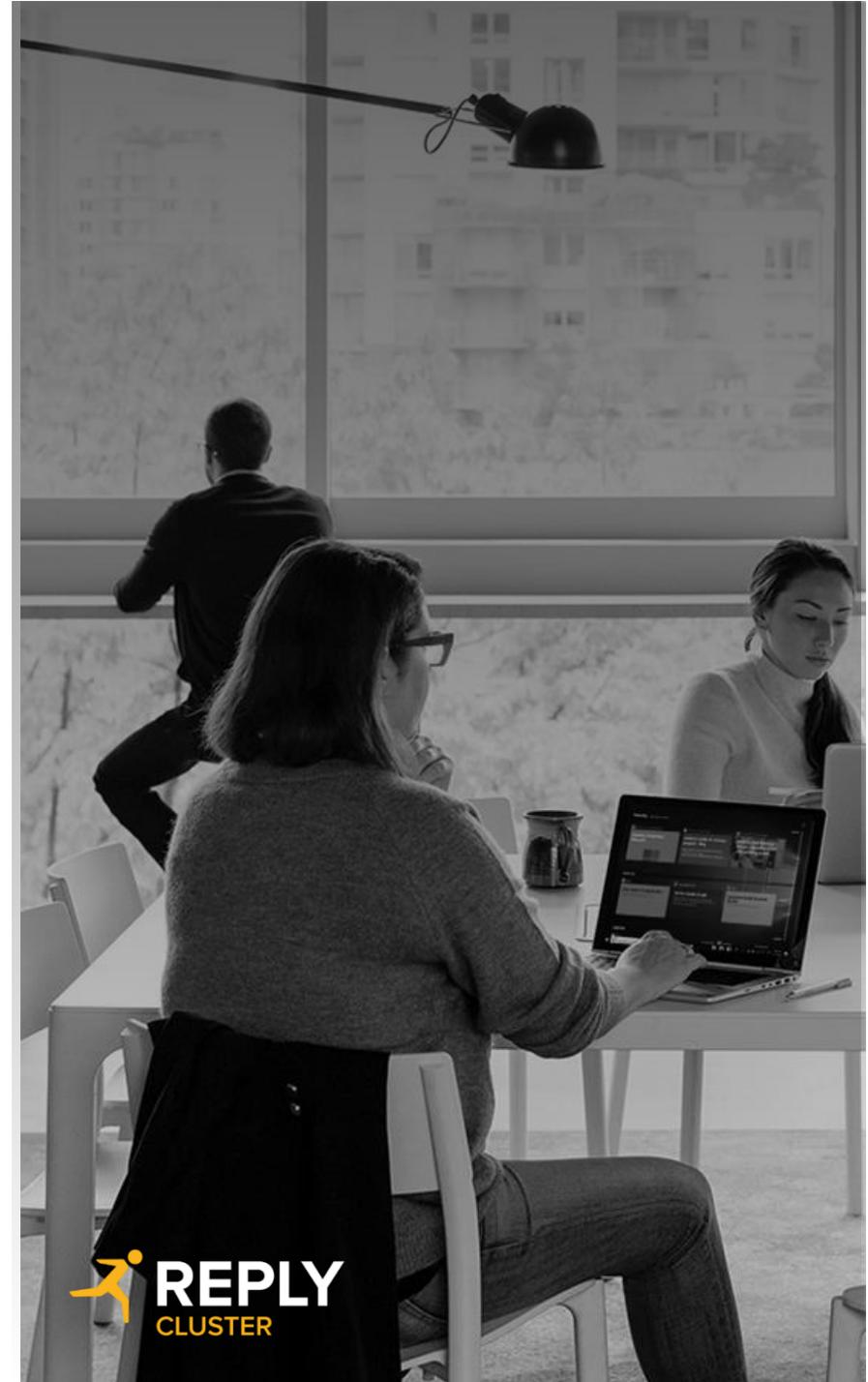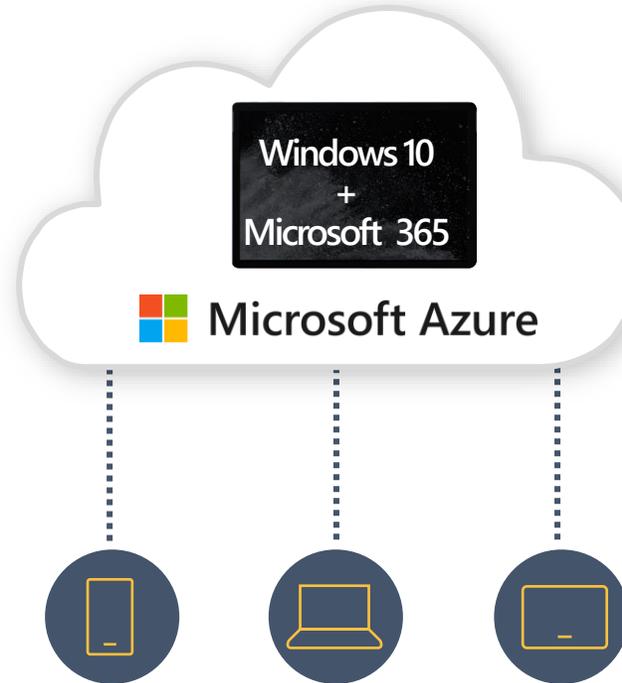
Business benefits of AVD

A solution for the modern workplace

Best user experience

Azure Virtual Desktop is designed to work with Office 365. Office 365 containers enable fast load times for user files.

Best conferencing and media experience with multimedia redirection capability and high performance, low latency audio and video calling.

Workforce Modernisation

With Azure Virtual Desktop users can securely work from anywhere with an internet connection.

Employees can use their favorite devices* to access their desktop environment and transition easily from the office to the field.

*Must be a qualified device

Enhanced Security & Simplified Management

Azure Virtual Desktop was born in the cloud. This means that security features like secure sign-on and Multi-factor Authentication come standard.

With Azure Virtual Desktop, it's simple to assign user access based on role. So you can restrict sensitive customer information and still allow employees access to the files they need.

Superior Economics

Use your Microsoft 365 or qualifying Windows 10 licenses and deploy Azure Virtual Desktop with no additional licensing costs.

Azure Virtual Desktop is the only way to get Windows 10 multi-session pricing for compute resources.

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Use cases for AVD

Azure Virtual Desktop is an ideal solution for a number of use cases

Security and compliance	Elastic workforce	Specific employees	Specialised workloads
More secure access to data/organizational resources	Mergers and acquisition	BYOD and mobile	Design and engineering
Compliance with industry regulations (i.e. FSI, healthcare, government)	Short-term employees	Call centres	Legacy apps
	Contractor and partner access	Branch workers	Software dev test

Most Microsoft Customers are already eligible

An opportunity to take advantage of a product that your organisation has already paid for

Client

Microsoft customers are eligible to access Windows 10 single and multi session and Windows 7 with Azure Virtual Desktop (AVD) if they have one of the following licenses*:

- Microsoft 365 E3/E5
- Microsoft 365 A3/A5/Student Use Benefits
- Microsoft 365 F1
- Microsoft 365 Business
- Windows 10 Enterprise E3/E5
- Windows 10 Education A3/A5
- Windows 10 VDA per user

Microsoft Customers can access Azure Virtual Desktop from their non-Windows Pro endpoints if they have a Microsoft 365 E3/E5/F1, Microsoft 365 A3/A5 or Windows 10 VDA per user license.

Server

Microsoft customers are eligible to access Server workloads with Azure Virtual Desktop (AVD) if they have one of the following licenses:

- RDS CAL license with active Software Assurance (SA)

Cost-Efficiency

Pay only for the virtual machines (VMs), storage, and networking consumed when the users are using the service

Take advantage of options such as one-year or three-year Azure Reserved Virtual Machine Instances, which can save up to 72 percent versus pay-as-you-go pricing. Now with monthly payment options.

AVD and Security

State-of-the-art security gives you peace of mind

Identity and access

Azure offers enterprise level cloud identity governance that enables you to manage access, secure endpoints and identify potential threats.

Data privacy

You control where your data resides and who can access it. Limit Microsoft access to and use of your data – we never use your customer data for advertising purposes.

Network security

Isolate your Azure virtual machines and data from undesirable traffic and users. Securely connect to your on-premises data centre or a single computer using Azure Virtual Network.

Threat defence

Protection from known and emerging threats requires constant vigilance, and an array of defences is in place. Continuous monitoring and analysis of traffic help to reveal anomalies and threats.

Data protection

Microsoft makes data protection a priority. Technology safeguards such as encryption keep your data yours, and operational processes about data destruction keep it safe from prying eyes.

Compliance programmes and certifications

Cloud compliance is easier with Azure. By providing compliant independently verified services, we streamline compliance for the infrastructure and applications you run in Azure.

High Level Architecture

State of the art Desktop as a Service from Microsoft, hosted on Azure

MANAGED BY MICROSOFT

Web access	Diagnostics	Gateway
Management	Broker	Load balancing

YOUR SUBSCRIPTION – YOUR CONTROL

Windows 7 Enterprise	Windows 10 Enterprise	Windows 10 Enterprise multi-session
Windows Server 2012 R2 and up	RemoteApp	

MANAGED BY MICROSOFT

Compute	Storage	Networking
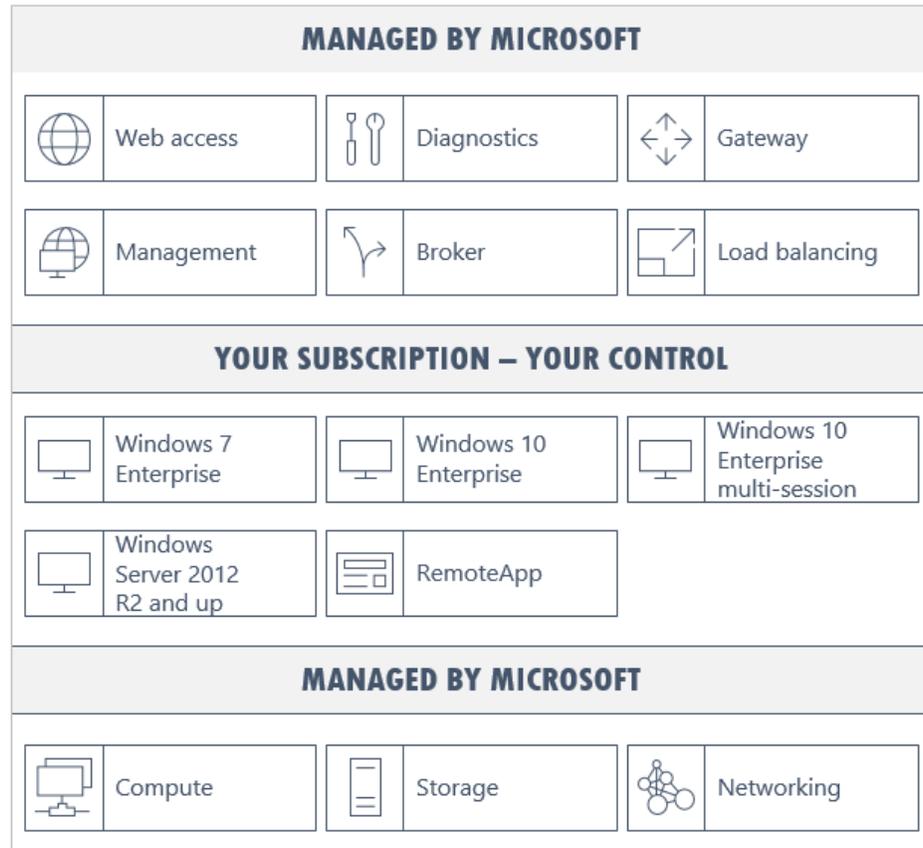
Highlights

○ Provides virtualization infrastructure as a managed service

○ Utilises Azure Active Directory identity management service

○ Deploy and manage VMs in Azure subscription

○ Manage using existing tools such as Configuration Manager

○ Simply connect to on-premises resources

AVD delivery models

Three delivery models model to choose from

Multisession Desktop

Multiple users sharing a pooled (non-persistent) virtual desktop
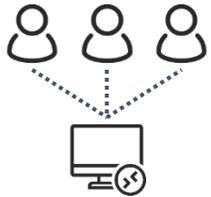
- Reduce costs with pooled, multi-session resources
- Use a Gallery image with/without Office 365 Pro Plus
- Use a Custom images with apps installed manually
- Master image creation for large multiple VM deployments

Dedicated Desktop

Single users accessing a persistent virtual desktop

- Individual ownership through personal (persistent) desktops
- Use Gallery or Custom images
- Apps can be installed manually or deployed via Intune / SCCM

Application

Multiple users sharing a virtualised Application (no desktop)
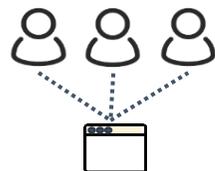
- Central repository and deployment plane, optimizes administration and management.
- IT controls user access to apps, adding and removing on demand
- Application data is kept locally on the centralized server.

AVD + Citrix

Delivering enterprise value and unified management around Azure Virtual Desktop
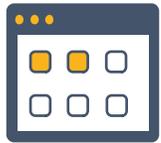
Workspace Experience

Include AVD workloads within Citrix Workspace for central access to all apps, desktops and files

Image Management

Simplify management by layering OS, apps and user data on AVD resources and rapidly provisioning updates

Hybrid Cloud Journey

Accelerate the move to Azure by enabling management of on-prem and AVD workloads from one console

Environment Management

Optimize host performance, accelerate application delivery, and enhance scalability for AVD

AVD + VMware Horizon

Extending Azure Virtual Desktop capabilities to Horizon Cloud

vmware®
Horizon® Cloud

Broad endpoint support with enhanced remote experience

Enhanced user environment management

Global brokering with cloud-optimized architecture

Flexible desktop options and configurations

Real-time audio video and peripheral support

Hybrid environment support

Azure Virtual Desktop

AVD Success Stories

Value delivered

Allow secure, client data and legacy apps access. Improve productivity and security.	Rapidly enable 5,000 employees to securely work from home to maintain core hospital functions and patient care.	One integrated suite of security services to better protect endpoints regardless of associates operating system.

Products and Services

- Azure
- Microsoft 365 Business Premium
- Microsoft Teams
- Microsoft 365
- Azure Virtual Desktop

This collaboration allowed us to have enhanced backups and greater uptime, as well as improved access, security, and features for those of us who work remotely.

Brian Lakkides
President
Financial Freedom House

Products and Services

- Azure
- Azure DevOps
- Azure Kubernetes Service
- Azure Virtual Machines
- Azure Virtual Desktop

Even as technology changes rapidly, we can respond and deploy what the organisation needs thanks to the agility we gained with Azure, which leads to better clinical outcomes and more patient-first services.

Jeff Thomas
Vice President and Chief Technology Officer
Sentara Healthcare

Products and Services

- Azure
- Azure Advanced Threat Protection
- Microsoft Defender Advanced Threat Protection
- Windows 10
- Azure Virtual Desktop

Security and compliance is never a destination, it's always a journey. We believe that Microsoft tools and cloud services offer great assistance as we travel down that path of continuous improvement.

Marc Elkins
Vice President, Associate General Counsel and Chief Compliance Officer
Cerner Corporation

Two-day AVD Workshop

Enable your organisation to be productive and secure with a "Secure Work from anywhere" Workshop

Teamwork and collaboration are fundamental to build resilience for your teams and organization. Empower people to be productive and secure as they adapt to new ways of working with Microsoft 365.

With this two-day workshop, we can help you identify the AVD benefits most valuable to your organisation, point out quick wins and deliver a concrete plan for the adoption of AVD or for the implementation of a POC/Pilot.

If you our organisation has already invested in alternative VDI solutions, such as Citrix, we can help you understand how you can leverage your Citrix infrastructure for Azure based AVD workloads

Evaluate
Evaluate your 'secure work from anywhere' options and business implications

Plan
Develop a concrete deployment plan, timelines, and next actions

Envision
Envision and enable 'secure work from anywhere' scenarios

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CITRIX®

Two-day AVD Workshop*

A structured approach based on best on practises and a well-defined methodology

Evaluate

Evaluate your 'secure work from anywhere' options and business implications

Day 1
- Discover and assess baseline architecture (high-level)
- Assess internal capability level
- Identify key dependencies/constraints
- Identify key stakeholders
- Outline key use cases and solution options

Envision

Envision and enable 'secure work from anywhere' scenarios

Day 2
- Deep dive into key solution options
- Define aspirational future state
- Envision target architecture
- Assesment of likely impacts

Plan

Develop a concrete deployment plan, timelines, and next actions

Offline
Workshop Report:
- Solution outline
- Project timelines
- Solution ongoing cost
- Solution delivery (project) cost
- Estimated savings (if applicable)

*The duration workshop is based on a limited scope. The scope of the project (e.g. number of users, applications, images etc.) need to be agreed in advance.

AVD Offer

Delivering value to clients

40% off the cost of the first AVD workshop

Cluster Reply is pleased to announce a 40% reduction in the cost of your first workshop. This will allow you to:

- Enable a secure remote desktop experience from anywhere
- Deliver Windows 10 desktops on any device, anywhere
- Help drive a more secure environment across your business
- Deploy to scale in minutes
- Reduce your costs by using existing licenses

Offer Eligibility

There are a number of terms and restrictions for eligibility:

- The Offer is only available to customers that begin using Azure Virtual Desktop for the first time during the Azure Virtual Desktop Promo Offer Period with an Azure subscription
- Customer happy to be quoted in our future sales material
- All other standard pricing and terms associated with Azure and associated consultancy will continue to apply
- The Offer is non-transferable and may not be sold, assigned, or otherwise transferred

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The Cluster Advantage

Cluster Reply is a multi-award winning technology consultancy specialising in Azure

Credentials

Gold
Microsoft Partner | Azure Expert MSP
Microsoft

- **Microsoft Gold Competencies** – Gold competency is awarded to companies that have demonstrated the top level of expertise on a particular technology or service area. We hold 14 Microsoft Gold competencies, including Gold Windows and Devices, Gold Datacentre, Gold Security and Gold Cloud Platform.

- **Azure Expert MSP –** this accreditation assures clients that they are connecting with one of Microsoft's most capable and high-fidelity Azure Managed Service Providers. Whether you are working on mission-critical apps, entire datacentre footprints, or hybrid environments, Cluster Reply have proven their capabilities to be able to help you

Technical Expertise & Experience

Our architects and engineers have extensive experience in:
- Deploying scalable AVD environments and the auxiliary infrastructure including Azure AD Connect/Azure AD as well as full DR provisions
- Optimising the quality of AVD user experience across multiple locations and a range of devices
- Optimising the security of AVD solutions leveraging, among others, Azure Security Centre, Endpoint Detection and Response (EDR) products, and Security Policy Advisor
- Running AVD 'Proof of Concept' projects to demonstrate usability and value of the solution
- Migrate existing Windows Server (RDS) desktops and apps to AVD infrastructure
- Delivering value by providing solutions tailored to clients' individual needs and context
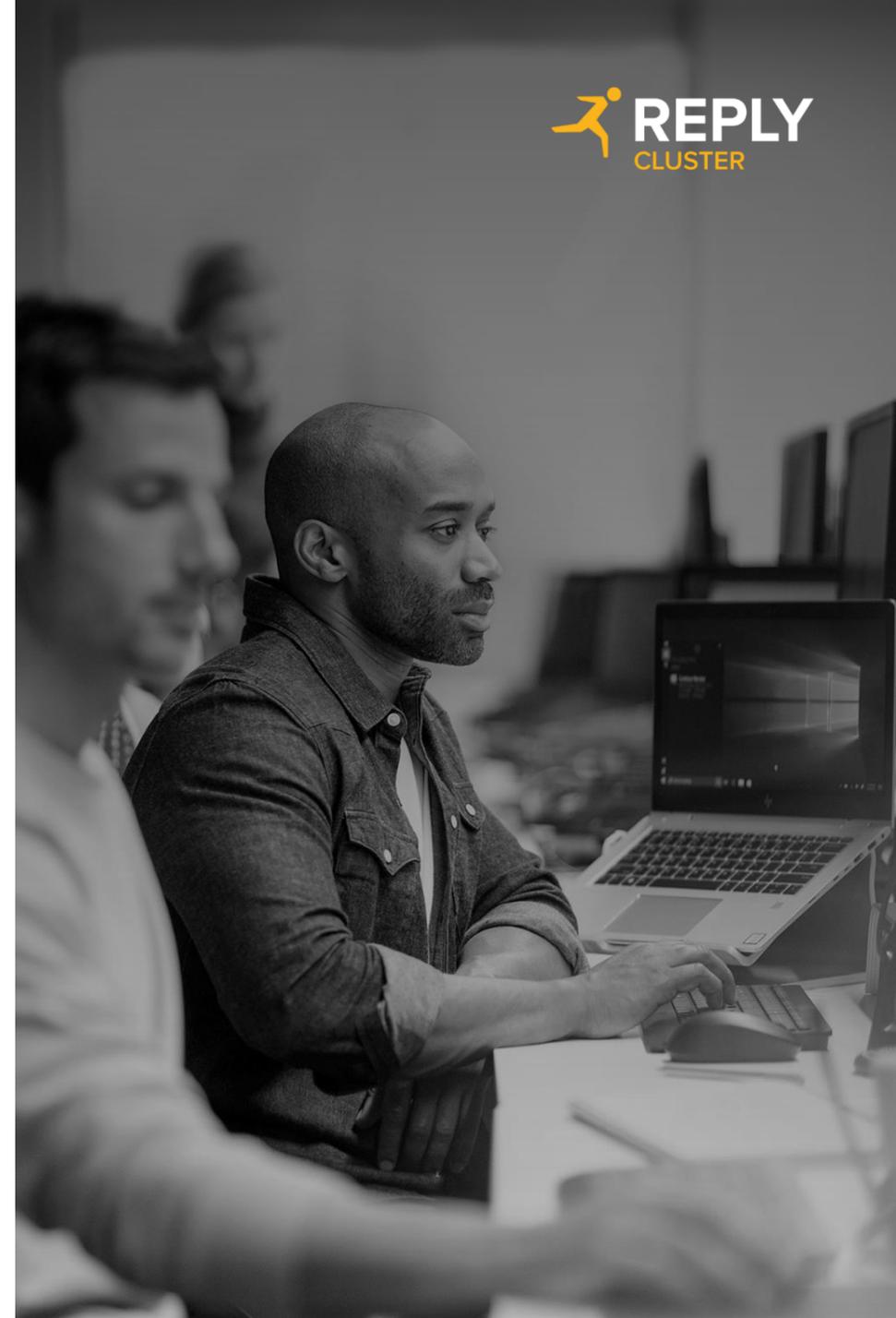
Making the most of cloud

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