

# Windows 365

## Service Description

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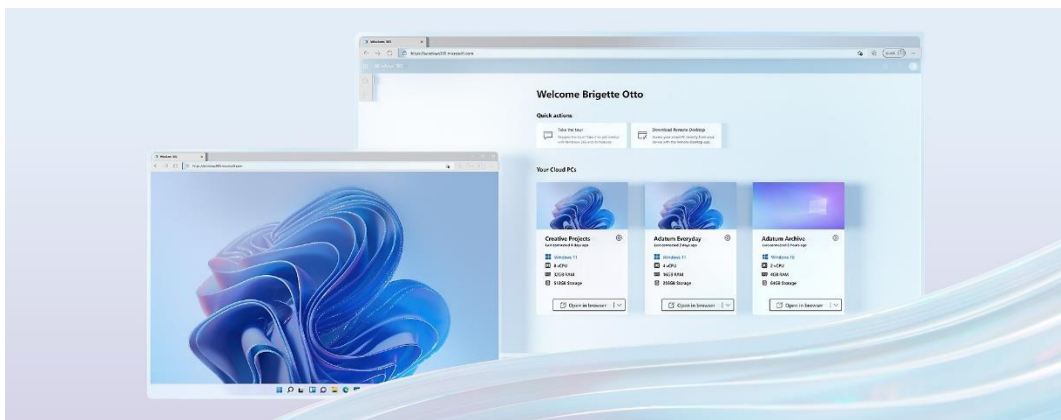
## EXECUTIVE SUMMARY

Windows 365 is a cloud-based desktop and application platform that delivers a familiar Windows experience, and the resources users need in a secure, scalable, and cost-effective manner. It allows employees to work from anywhere, on any device while maintaining the same desktop experience they are accustomed to.

Traditional IT management methods often struggle to keep pace with the evolving organisation landscape, leading to increased costs, operational challenges, and security vulnerabilities. Managing complex IT infrastructure, ensuring data security, and facilitating remote work can be a significant burden for organisations. The recent shift towards remote work has further exacerbated these challenges, demanding solutions that support flexible and secure work environments.

Wanstor provides a comprehensive solution to help organisations overcome the challenges of traditional IT management and embrace the benefits of Windows 365. Wanstor helps businesses seamlessly transition to a cloud-based environment, delivering the following advantages:

- Simplified onboarding: streamlined onboarding with standardised desktop images, reducing costs by up to 80%.
- Work from anywhere: enables employees to work from any location, on any device, without compromising security or user experience.
- Enhanced security: Secure your devices and data within your network, minimising the risk of data breaches.
- Scalability: Easily adapt to changing business needs by adding or removing users as required.
- Predictable costs: Subscription-based model that offers predictable monthly costs, replacing upfront hardware and software investments.
- Automated patch management: Stay up to date with the latest feature packs installed and maintained by Microsoft.



## Azure Virtual Desktop vs Windows 365

Windows 365 is not the only offering of remote worker services offered by Microsoft, so we have included a quick snapshot comparison between Azure Virtual Desktop (AVD) and Windows 365 to help you understand the key differences between these two solutions. This comparison aims to provide you with a clear overview enabling you to make an informed decision about which solution best fits your specific needs and business context. Please note that this is a simplified comparison and both AVD and Windows 365 have unique features and benefits that may be relevant to your situation.

Feature	Windows 365	Azure Virtual Desktop
<b>Deployment</b>	Simplified with standardised desktop images.	Highly customisable but requires more configuration.
<b>Work From Anywhere</b>	Yes, on any device.	Yes, on any device.
<b>Security</b>	High – data and devices are contained within the network.	High – offers a range of security features and configurations
<b>Scalability</b>	Easy to add or remove users.	Highly scalable but requires more management.
<b>Cost Management</b>	Subscription-based, predictable costs.	Pay-as-you-go, costs can vary based on usage.
<b>Patch Management</b>	Automated by Microsoft	Depends on configuration, can be automated.

## Service Overview

Wanstor's Windows 365 solution is designed to meet the standard requirements for building out a robust, secure, and efficient digital workspace for our customers. Wanstor will:

- **Complete an Initial Consultation and Assessment:** Begin by understanding what your specific business needs, IT infrastructure and remote work requirements to help build a Windows 365 solution that aligns with objections.
- **Design and Configure:** Based on the initial assessment, design a Windows 365 environment that suits your needs, this includes configuration of network connectivity, security settings, user access controls licensing groups, provisioning policies, conditional access policies, and any other required or unique configuration requirements such as on-premises domain join.
- **Deploy the Solution:** Deploy the Windows 365 solution across your company, ensuring minimal disruption to your operations, including setting up the standardised desktop images or any custom images for simplified onboarding. Available images include:
  - **Windows PC with Microsoft 365 Suite pre-installed:**
    - Convenient saving time and effort in setting up essential apps, users can start working immediately with familiar tools like word, excel, PowerPoint etc.
    - As this option includes M365 apps, it adds to the cost of the overall solution.
  - **Windows PC without Microsoft 365 Suite installed:**
    - Allows a more flexible solution as users can install other business applications that are not Microsoft based.
    - Compatibility issues might exist with the non-Microsoft based applications.
  - **Custom Windows image:**
    - Allows for a highly customisable image, including operating system, applications, settings etc. Can also increase the consistency of environments across all devices.
    - Complex setup requiring more technical knowledge and time. Requires more maintenance of the solution as the customer will be responsible for maintaining and updating the custom image.

- **Migrate Data:** If required, handle the migration of your data to the Windows 365 environment, ensuring all your files and applications are securely transferred and accessible in the new system.
- **Train and support:** Provide training support for your employees to help them get the most out of windows 365. This includes any assistance with issues or queries that your employees need.
- **Manage the solution:** Manage the Windows 365 environment on an ongoing basis, including automated patch management monitoring, user management, and regular updates to ensure the latest features are always running.
- **Implement security and compliance:** Implement robust security measure, including data encryption and threat protection.

## Benefits of the service

As a Microsoft solutions provider for modern workplace, Wanstor brings the following benefits to your Windows 365 service:

- **Expertise:** Wanstor has a team of experts with deep knowledge of Windows 365 and its implementation. We can guide you through the complexities of setup, migration, and management.
- **End-to-End Support:** From initial consultation to ongoing management, Wanstor provides comprehensive support at every stage of your Windows 365 journey.
- **Customisation:** We understand that every business is unique. Wanstor can tailor the Windows 365 solution to fit your specific needs, ensuring you get the most out of your investment.
- **Security:** With Wanstor, you can rest assured that your data is secure. We implement robust security measures and ensure compliance with industry regulations.
- **Cost Management:** Wanstor helps you optimize your IT costs. With our help, you can predict your monthly costs and strategically allocate resources.
- **Time Savings:** Wanstor take over the technical aspects of building and maintaining the Windows 365 solution saving you time.
- **Training:** Wanstor provides training to your team to help them get the most out of Windows 365. We ensure your team is comfortable with the new system and can use it effectively.

## Customer Responsibilities

- **Providing Necessary Information:** The customer will provide all the necessary information for setup, such as user details, IT infrastructure details, and specific business requirements.
- **Licensing:** Each user will require a Windows E3 license and Microsoft Entra ID P1, in addition to the necessary Windows 365 license.
  - This applies to both Windows 365 Enterprise licensing and Frontline licensing. Please ensure these requirements are met to facilitate a smooth implementation of the Windows 365 solution.
  - If required, Wanstor can help you meet these requirements before the project kicks off.
- **User Training:** While Wanstor will provide initial training and user support, ongoing user training and support would be your responsibility.
- **Communication:** Regular communication with Wanstor regarding any changes in your IT infrastructure, user base, or business requirements.

## Dependencies

- **Microsoft Entra Tenant with Microsoft Intune:** This is required for managing devices and applications for your company.
- **Azure Tenant and Subscription:** If you wish to join the devices to your domain, a valid Azure tenant and subscription will be necessary.
- **Network Connectivity:** A stable internet connection is required for users to access Windows 365 from their devices.
- **Device Compatibility:** Users' devices must meet the minimum system requirements to run Windows 365.

## Assumptions

- **IT Support:** It is assumed that the company will have an IT support team that can assist users with setup and troubleshooting of Windows 365 if you do not require our training and support.
- **Data Migration:** If users are transitioning from a local windows environment to Windows 365, it is assumed that there is a plan in place for data migration.

## Exclusions

- **Non-Windows devices:** While Windows 365 can be accessed from non-Windows devices, certain features or applications may not work as expected.

- **Offline Access:** Windows 365 requires an internet connection, so users cannot access their Cloud PC offline.
- **Legacy Applications:** Some older, legacy applications may not be compatible with Windows 365