

**Making Windows Virtual
Desktop Work for You!**



Introduction

In these unprecedented times, we have seen a drastic shift in the way that businesses are operating. Over the past several months, remote working has become the “new normal”, and many organizations have already made the shift to allowing their employees to work remotely.

When it comes to remote working, it’s important to note that the right technology goes a long way to ensuring a smooth transition over. And, at ProServeIT, we’ve helped a lot of our clients understand the options that suit their particular needs and requirements. In this eBook, we’re going to introduce you to Windows Virtual Desktop, a relatively new technology that would allow you to provide desktop infrastructure to your employees, no matter where they’re working from!

Is your organization still exploring remote work capabilities? Want to provide your employees with the same desktop experience that they had on-premise, but with the flexibility that allows them to take that desktop anywhere, from any device? If the answer is yes to either of these questions, now’s the time to look into Windows Virtual Desktop!

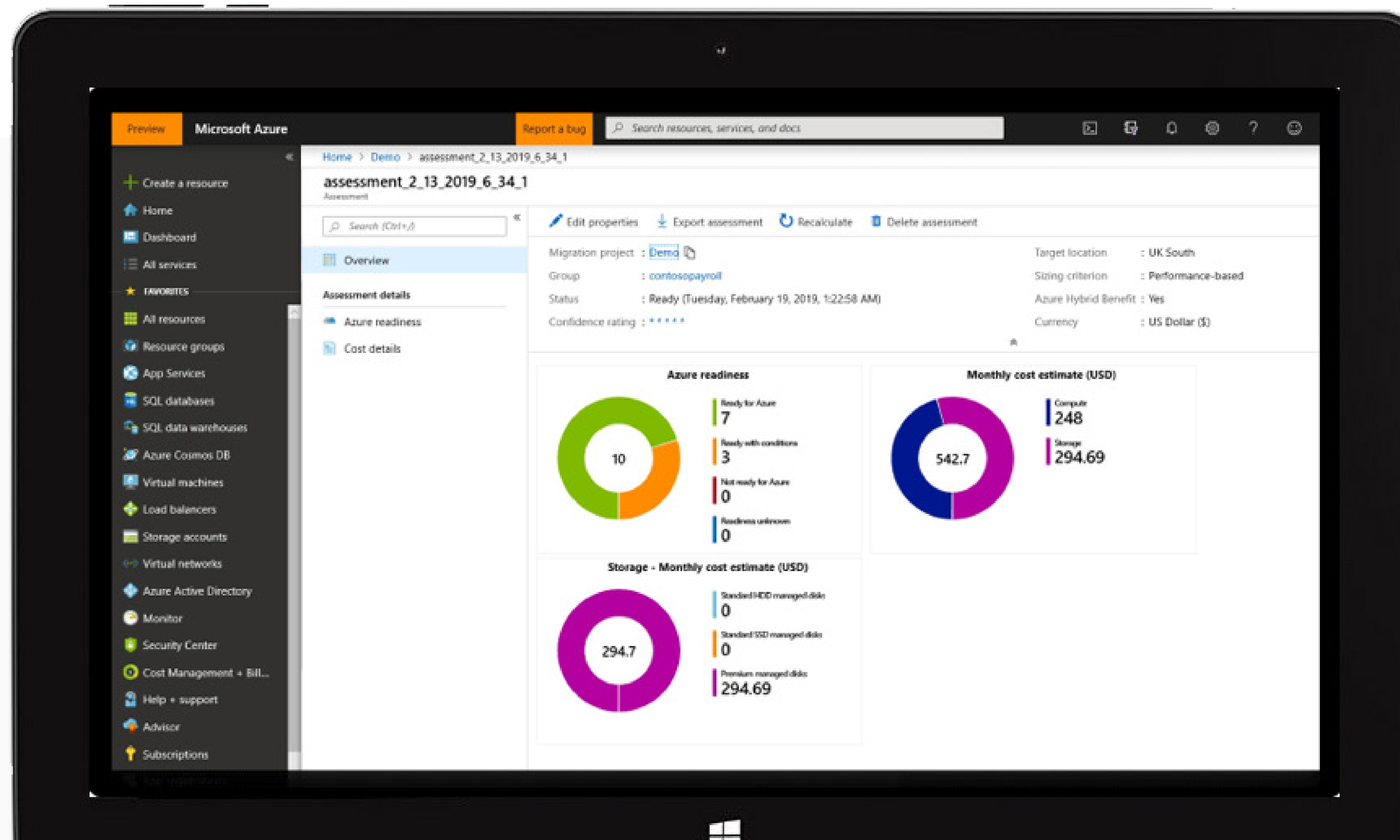


Table of Contents

2	Introduction	11	Ready to Give Windows Virtual Desktop a Try?
4	What IS Windows Virtual Desktop?	12	Case Study #1
5	Why is Windows Virtual Desktop Important to you?	14	Case Study #2
6	Here are 4 ways that Windows Virtual Desktop is important to you:	16	WVD Proof of Concept
7	Your Data is More Secure	17	Understanding Broader Social Changes: Remote Work is Going to Stick!
8	Your IT Team Doesn't Need to Inspect Physical PCs	19	Learn More About Windows Virtual Desktop
9	Hire the Right People for the Job, Regard less of Geographic Location		
10	Lower Costs		

What IS Windows Virtual Desktop?

Windows Virtual Desktop is a fully Cloud-based comprehensive desktop and app virtualization service provided by Microsoft and powered by Azure. With built-in security and compliance features, Windows Virtual Desktop provides a secure virtual desktop infrastructure to an organization's end-users, allowing them to work from a Cloud-based platform that they can sign into from any device.



Why is Windows Virtual Desktop Important to you?

Virtual Desktop platforms, like Windows Virtual Desktop, are revolutionizing how people do work. Not only do they provide employees with a convenient and secure way to access the data they depend on to do their jobs, but organizations are seeing that the flexible and scalable option of having Virtual Desktop Infrastructure in place can significantly reduce their overall costs, both capital and operational!



Here are 4 ways that Windows Virtual Desktop is important to you:

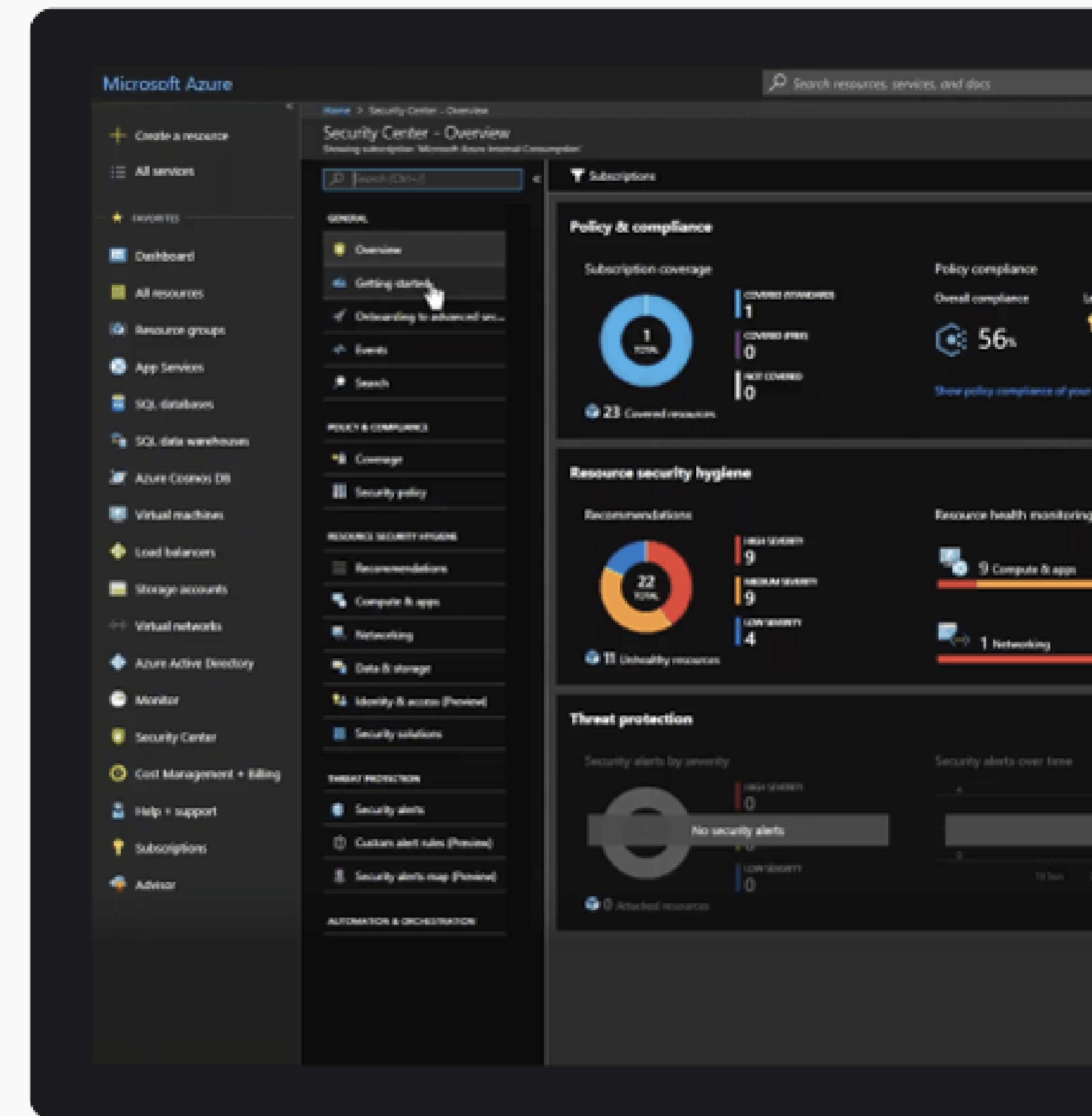


1. Your Data is More Secure

Let's face it; we've all heard stories of companies who are being crippled by ransomware, malware, and other local security attacks. These attacks seem to be increasing on those using Software-as-a-Solution (SaaS), and many attacks have been able to get through the traditional anti-virus software or firewalls that organizations have erected.

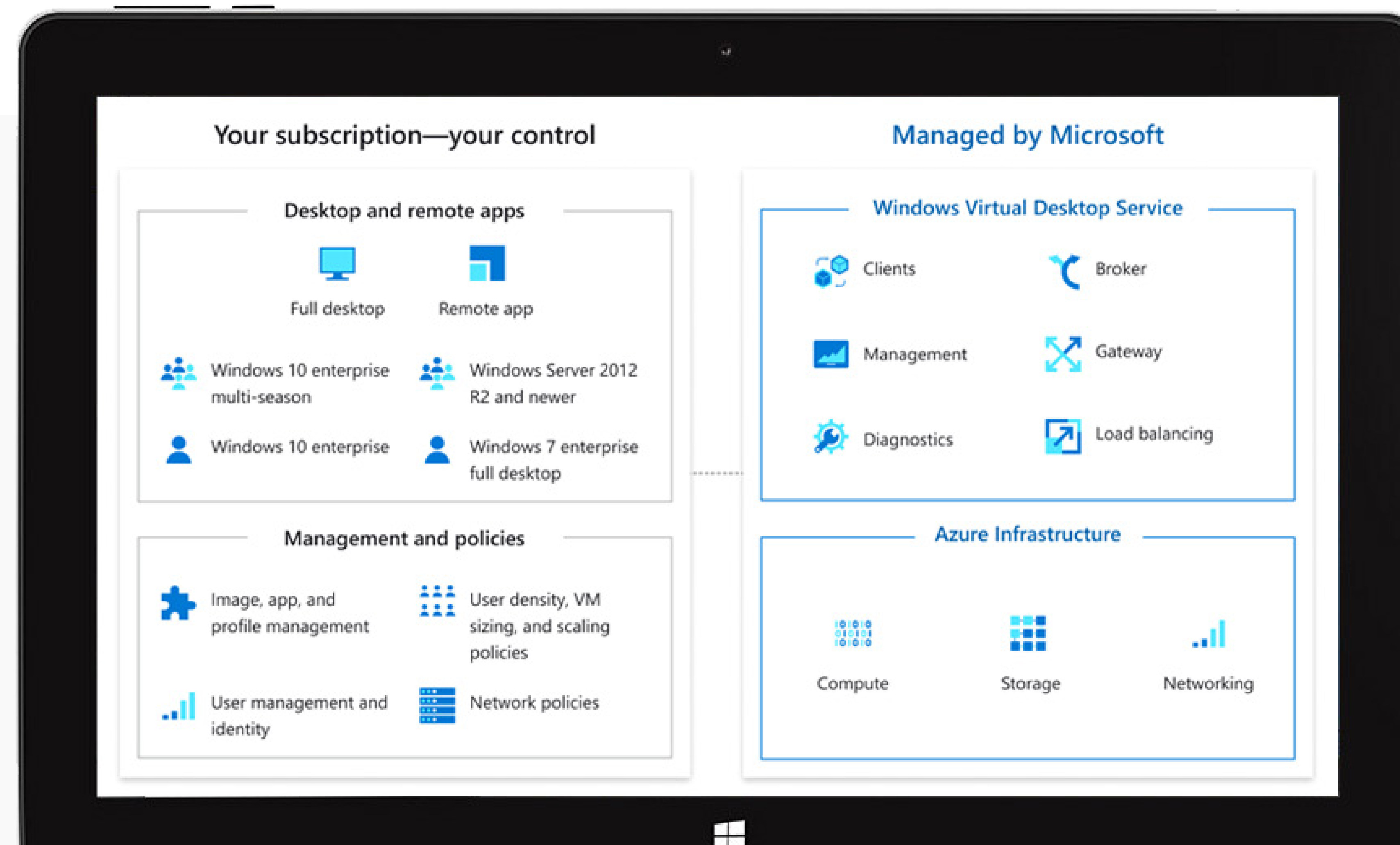
A virtual solution, like Windows Virtual Desktop, on the other hand, can help you to create an extra layer of security, which doesn't rely fully on the device that your employees are using and whether or not they are secure. Since all data is held and worked on in the Cloud, Windows Virtual Desktop negates the need for employees to host any corporate data on their devices.

Windows Virtual Desktop, specifically, is hosted in Microsoft Azure, a trusted and secure platform. So, by implementing this solution, you'll be able to take advantage of the security infrastructure that Microsoft has invested both time and money in. Being such a public company, Microsoft is one of the most attacked organizations across the planet, so they know a thing or two about what it means to be the trusted name in security. In fact, Microsoft invests a billion dollars annually on keeping their infrastructure secure, and this investment, combined with the knowledge and expertise they've developed over the years, helps customer environments to be far more secure in Azure than any on-premise counterparts.



2. Your IT Team Doesn't Need to Inspect Physical PCs

With Windows Virtual Desktop, there is no longer a need for IT support staff to have to handle an employee's physical PC. virtual desktop integration, such as Windows Virtual Desktop, means that your technical team can push policy-based apps and rules to any linked workstation. This would allow for any user who may be experiencing hardware trouble to access their data and applications by logging into another linked machine.



3. Hire the Right People for the Job, Regardless of Geographic Location

What if you could pull your talent from literally anywhere in the world? Imagine the freedom of no longer being restricted to hiring people from within a specific geographic location! Think of how much that could widen your talent pool, giving you the ability to hire fully-qualified candidates that are perfect for the job you need done!

By implementing a virtual desktop, this can become a reality. A virtual presence, like using Windows Virtual Desktop as your solution, allows for the versatility to be able to provide workstations that can be accessed from anywhere, on any device.

These technological capabilities not only translate to widening your talent pool – in fact, implementing a virtual desktop solution allows your current employees versatility and agility to do their jobs remotely, ensuring that their day-to-day tasks can still be accomplished efficiently.



4. Lower Costs

Wouldn't it be nice to say good-bye to some of your capital expenditures? By having virtual desktops at the core of your IT infrastructure means that you can do just that! On-premise equipment, like servers, complex switching, or other hardware requirements become obsolete when you switch to a virtual infrastructure.

Simply put, switching to virtual desktops, like Windows Virtual Desktop, will provide a more cost-friendly option for your organization, and helps you save on hardware costs, software licensing costs, and long-term maintenance and replacement costs for your on-premise equipment.



Ready to Give Windows Virtual Desktop a Try?



Case Study #1

With the recent COVID-19 lockdowns, a national building company was forced to adapt to a remote work environment and move their users to a remote work platform. They turned to ProServeIT to help them validate that Windows Virtual Desktop would be the right decision for their organization, and for assistance with designing and implementing what the new Windows Virtual Desktop solution would look like.

In compliance with the rigorous security policies that this nonprofit must meet, ProServeIT helped to provision and configure the required Azure and Office 365 resources for a Proof of Concept (POC), and assisted them with identifying the technical, environmental, and other dependencies of the POC plan. Then, ProServeIT provided insight into how the organization's users would experience Windows Virtual Desktop, including Windows Virtual Desktop published apps, and persistent and non-persistent Windows Virtual Desktops.



This national builder used the POC to prove that Windows Virtual Desktop was the right choice for their organization. The first 25 users now have remote access anywhere, on any device, providing a true Windows 10 desktop experience for their users. Further, because Windows Virtual Desktop is based on Azure consumption, the organization is saving on overall operational expenses – they pay only what they consume.

The next step for this company is to roll out Windows Virtual Desktop to the rest of their organization's users – around 500 people.





Case Study #2

A national nonprofit organization in the financial industry that oversees investment and trading activities in Canada, was considering Windows Virtual Desktop as a way to provide a remote work platform for their 500 users. They had rigorous security policies regarding their data, and wanted to make sure that Windows Virtual Desktop was, in fact, the way to go, so they hired ProServeIT as a consultant and asked ProServeIT for assistance with designing and implementing what their new Windows Virtual Desktop solution would look like.



ProServeIT, in the role of consultant, provided the nonprofit organization with subject matter expertise in support of Windows Virtual desktop. ProServeIT assisted in several areas, both pre-Proof of Concept and post-Proof of Concept, including:

- Establishing working demonstrable prototypes for Windows Virtual Desktop, to show the nonprofit organization scenarios that may work for their unique needs.
- Leading planning sessions and whiteboarding exercises to help map out the Windows Virtual Desktop Proof of Concept scenarios, architecture, and plans.
- Preparing the Windows Virtual Desktop Proof of Concept activity plan and schedule, with activities and tasks to complete.
- Identifying the nonprofit organization's technical, environmental, and other prerequisites or dependencies of the Proof of Concept plan.
- Documenting the technical architectural elements of the Proof of Concept solution architecture.
- Recommending approaches and alternatives to support various “roll-out” scenarios

Interested in your own proof of concept? Want to see how Windows Virtual Desktop could be right for your organization? Now's the time!

Windows Virtual Desktop Proof of Concept

A service that gives users easy and secure access to their virtualized desktops & RemoteApps, Windows Virtual Desktop is a Cloud-based desktop and app virtualization service that can act as an alternative option to help your workers to better work remotely.

During ProServeIT's Windows Virtual Desktop Proof of Concept, we'll deploy Windows Virtual Desktop for up to 25 staff, in order for you to validate the end-user experience before deploying to the rest of your organization.

At the completion of your Proof of Concept, **ProServeIT will have delivered the following:**

- ☒ Deployment of Windows Virtual Desktop infrastructure for up to 25 users.
- ☒ Configuration and deployment of up to 3 MSIX based applications.
- ☒ Validation of the deployed environment.
- ☒ Knowledge transfer to your staff on how to take advantage of the new deployment.

Benefits



Create a full desktop virtualization environment in your Azure subscription without having to run any additional gateway servers.



Set up a scalable & flexible environment that will provide individual ownership through personal or persistent desktops.



No need to personally manage the Remote Desktop roles like you do with Remote Desktop Services, just the virtual machines in your Azure subscription.



A completely seamless end-user experience allows users to connect from any device through a native application or the WVD HTML5 web client.

Understanding Broader Social Changes: Remote Work is Going to Stick!

Remote work has been widely adopted to fight COVID-19 and it is going to stick around long after the restrictions we're currently seeing are lifted and we settle into the new semblance of "normal", whatever that looks like. Like it or not, our lives and our businesses will not be going back to the way they were pre-pandemic. Many people will still work remotely, out of necessity or by choice, and businesses need to be prepared for that eventuality.

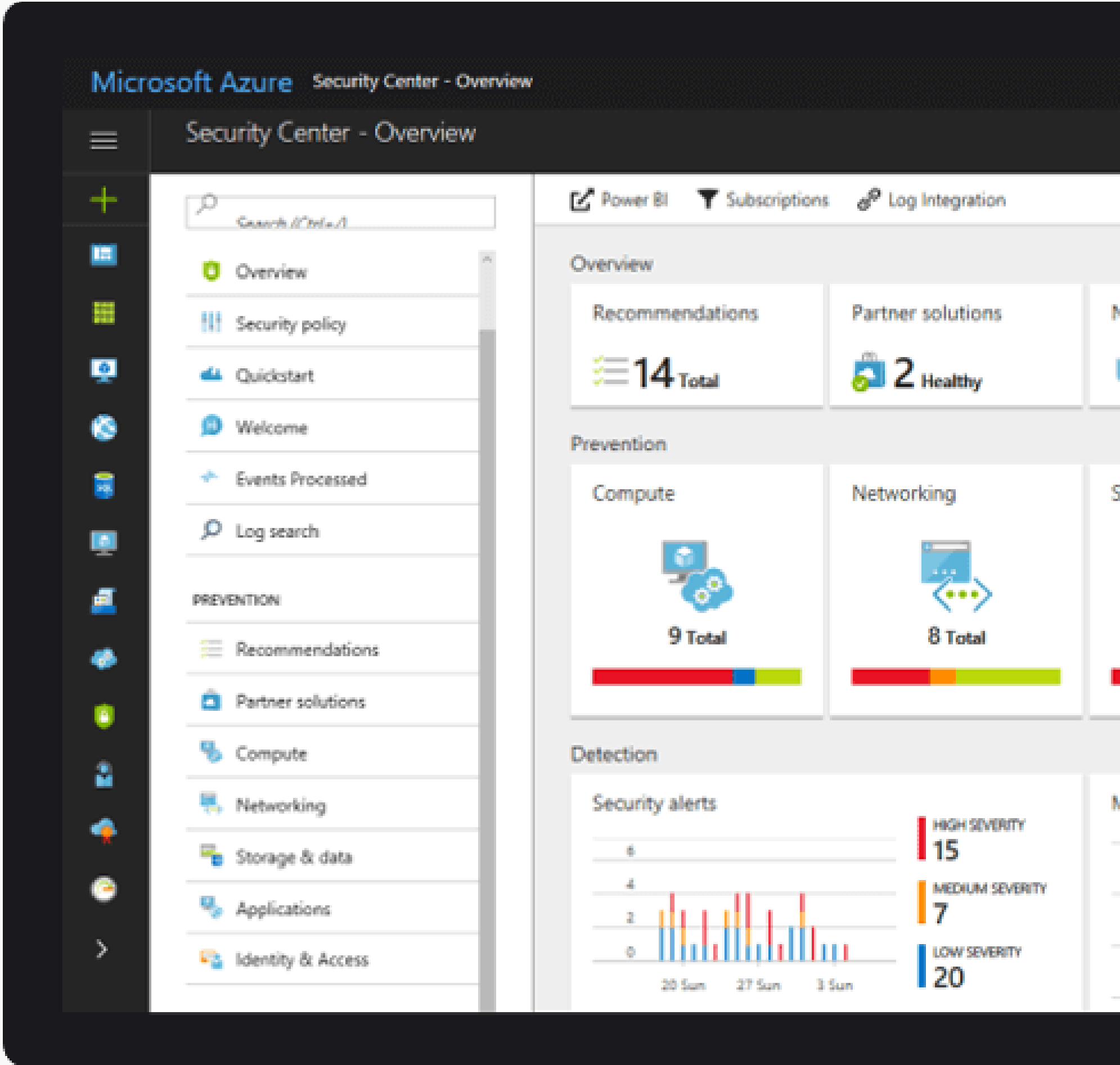
So, you want to ensure that any investment you make in remote work technology will bring you the best return you can possibly hope for.

Not only that, but you want to ensure that anyone who is working remotely is doing so in such a way that your business is not put at risk! Over the past few months, office workers who usually worked in the office were forced to adopt a work-from-home model. Unprepared for this, some of those workers were left with no choice but to use their personal devices to work from. This posed (and continues to pose) a serious security hazard. By using unsecure devices, your employees are drastically increasing the likelihood of a breach.



Windows Virtual Desktop could be the answer to both problems – not only would it allow for a way that your employees could continue to be productive and work remotely, but, as mentioned earlier in this eBook, it reduces the risk of being breached and takes advantage of several built-in advanced security features to ensure that your data doesn't end up where it's not supposed to!

Learn more about this, and other considerations, in our [COVID-19... What's Next? White Paper for Business Leaders!](#)



Learn More About Windows Virtual Desktop:

In this eBook, we've covered several important points of how Windows Virtual Desktop can help you to explore remote work capabilities, and ensure that you're providing your employees with the same desktop experience that they had on-premise, regardless of the device they're using or where they're signing in from!

Want to learn more about what it can do for you? [Check out this demo](#) that we've prepared, and then [give us a shout](#) and let's start exploring your unique needs!