Insight

Managed VDI

A complete solution for your Windows Virtual Desktop environment

Business challenge

For decades, organizations have used Virtual Desktop Infrastructure (VDI) technology and solutions to securely deliver virtual desktops and applications to end users. The traditional approach to VDI, however, requires investment in costly on-premises infrastructure and licensing support.

Today, the modernization and migration of VDI resources and tools to modern cloud-based platforms such as Microsoft® Azure® and Windows® Virtual Desktop (WVD) has helped to significantly reduce upfront infrastructure costs associated with deployment of a VDI solution. Additionally, licensing entitlements for WVD and multi-session Windows 10 capabilities help reduce associated licensing costs and maximize resources. Finally, Azure tools enable dynamic and rapid scaling of the environment, so customers can quickly scale up or down their required resources as needed, further enhancing cost reduction and improving overall performance.

Despite the clear advantages of a modern VDI environment, many organizations continue to struggle with common challenges related to adopting the technology, including migrating existing on-premises VDI environments to Azure, optimizing increasingly complex modern VDI tools and platforms, ensuring comprehensive endpoint security, and recruiting and maintaining knowledgeable staff to administer and support the environment.

Managed VDI

Insight's Managed VDI service offers a modern and cost-effective approach to the administration and support of your new or existing Azure-hosted WVD environment.

We have the expertise to administer and support your Azure-hosted WVD environment, help you optimize IT resources, maximize performance and ensure a consistent end-user experience. Our managed VDI service allows organizations to refocus internal resources on critical business needs while we ensure the performance of your WVD environment against specific and measurable targets.

Insight's Managed VDI provides:

- Evaluation of the WVD environment
- Configuration and administration of the WVD environment
- 24/7 admin-to-admin support of the WVD environment
- Configuration and administration of VMware Horizon® Cloud and Citrix Virtual Apps and Desktops™ with Azure if required
- Regular reporting, service reviews and roadmap development

Benefits

- Securely enable employees to work anywhere, anytime, from any device.
- Modernize and maintain your virtual desktops and applications.
- Reduce cost complexity with monthly billing.
- Maximize the Return on Investment (ROI) of your Microsoft investment.
- Provide a consistent and secure experience for all end users.

Our partners

citrix™

Microsoft

vmware®

Related services

Managed Endpoint

Managed Security

Workplace Services

Lifecycle Services

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Service details

Organizations may select which service level they prefer based on the level of support required.

		Features
Included service features	**Azure Tenant Management**	• Expert configuration and ongoing maintenance of your Azure tenant and Windows Virtual Desktop (WVD) environment
	Identity, Gateway and Connector Management	• Expert configuration and management of Identity, including configuration of Azure Active Directory (AAD) • Configuration, upgrades, patching and administration of required Gateways and Connectors
	Image Management, VM Creation and Deployment	• Configuration of Windows image management tools, policies and tasks • Ongoing management and administration of custom image, Virtual Machines (VM) and resources in the Azure environment
	User Profile Management	• Manage changes to Active Directory (AD) infrastructure along with Group Policy Object (GPO) settings • Administration of User Profiles to ensure settings are applied to virtual desktops
	Application Management and Deployment	• Configuration of Azure tools and policies for the management and deployment of applications • Monitor, support and administer Remote Desktop Session Host Servers
	Updates and Security Management	• Configuration of Azure security policies for WVD
	VM Performance Monitoring and Alerting	• Monitoring of connection attempts, availability of resources, session host registration, error reporting and VM performance
	Enterprise Service Levels	• Robust service levels that match the importance of your environment and use cases • Tracking and reporting against response time, time to resolution, incident status updates and change notifications
Add-ons	**Citrix/VMware Cloud Tenant Management**	• Configuration and administration of Citrix and VMware cloud tenants and management tools with the Azure environment
	Proactive Capacity Management and Reporting	• Active monitoring of virtual desktop and application performance metrics, along with dynamic Azure resource management
	Complex Printing Solutions	• Configuration and administration of 3rd party advanced printing solutions
	Advanced Remote Protocols	• Configuration and administration of advanced remote protocols (Citrix HDX and VMware Blast Extreme)
	Workspace ONE Integration	• Integration of the Azure environment and VMware Horizon Cloud control plane with the client's Workspace ONE endpoint management solution
	Advanced Application Services	• Comprehensive services that go beyond Software Deployment • Add-ons are available for application project deployment management, such as basic, standard and advanced application packaging and application testing

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data center transformation	Next-generation tech skills	App dev & IoT expertise	Digital platform	Partner alignment

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.

Insight.