



# Managed VDI

A complete solution for Citrix Virtual Apps and Desktops and Azure Virtual Desktop



## 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 to modern cloud-based platforms such as Microsoft® Azure and Azure® Virtual Desktop (AVD) significantly reduces upfront infrastructure costs associated with deployment of a VDI solution. Additionally, licensing entitlements for AVD and multi-session Windows® 10 capabilities can reduce associated licensing costs and maximize resources. Finally, enhanced management platforms, such as Citrix Virtual Apps and Desktops™, enable dynamic and rapid scaling of the environment, so customers can quickly scale up or down 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 for Citrix Virtual Apps and Desktops

Insight's Managed VDI for Citrix Virtual Apps and Desktops offers a modern and cost-effective, turnkey approach to the administration and support of your new or existing Citrix® Virtual Apps and Desktops environment with AVD on Azure.

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



**Insight's Managed VDI for Citrix Virtual Apps and Desktop provides:**

- Licensing for Citrix Virtual Apps and Desktops instance
- Implementation of the Citrix Virtual Apps and Desktops instance with AVD
- Expert ongoing administration of the Citrix Virtual Apps and Desktops and AVD environment
- 24/7 admin-to-admin support of the Citrix Virtual Apps and Desktops and AVD environment
- 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 with Citrix Virtual Apps and Desktops.
- Reduce cost complexity with combined monthly billing.
- Maximize the Return on Investment (ROI) of your Microsoft and Citrix investments.
- Provide a consistent and secure experience for all end users.

## Our partners

**citrix**



## Related services

Managed Endpoint

Managed Security

Workplace Services

Lifecycle Services





# Why Citrix Virtual Apps and Desktops to support Azure Virtual Desktop?

Citrix Virtual Apps and Desktops™ offers full hybrid-cloud management of AVD workloads alongside on-premises or existing cloud VDI deployments. This service brings AVD to the enterprise with centralized image management, application layering, advanced analytics and more. Additional benefits include:

- Hybrid and multi-cloud deployment options
- High-definition app and desktop experience
- Advanced security, monitoring and management tools
- End to end analytics










## Service details

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

Features		
 Included service features	<b>Azure tenant management</b>	<ul style="list-style-type: none"> <li>• Expert configuration and ongoing maintenance of your Azure tenant and Azure® Virtual Desktop (AVD) environment</li> </ul>
	<b>Identity, gateway and connector management</b>	<ul style="list-style-type: none"> <li>• Expert configuration and management of identity, including configuration of Azure Active Directory (AAD)</li> <li>• Configuration, upgrades, patching and administration of required gateways and connectors</li> </ul>
	<b>Image management, VM creation and deployment</b>	<ul style="list-style-type: none"> <li>• Configuration of Windows image management tools, policies and tasks</li> <li>• Ongoing management and administration of custom image, Virtual Machines (VM) and resources in the Azure environment</li> </ul>
	<b>User profile management</b>	<ul style="list-style-type: none"> <li>• Manage changes to Active Directory (AD) infrastructure along with Group Policy Object (GPO) settings</li> <li>• Administration of user profiles to ensure settings are applied to virtual desktops</li> </ul>
	<b>Application management and deployment</b>	<ul style="list-style-type: none"> <li>• Configuration of Azure tools and policies for the management and deployment of applications</li> <li>• Monitor, support and administer remote desktop session host servers</li> </ul>
	<b>Updates and security management</b>	<ul style="list-style-type: none"> <li>• Configuration of Azure security policies for AVD</li> </ul>
	<b>VM performance monitoring and alerting</b>	<ul style="list-style-type: none"> <li>• Monitoring of connection attempts, availability of resources, session host registration, error reporting and VM performance</li> </ul>
 Add-ons	<b>Enterprise service levels</b>	<ul style="list-style-type: none"> <li>• Robust service levels that match the importance of your environment and use cases</li> <li>• Tracking and reporting against response time, time to resolution, incident status updates and change notifications</li> </ul>
	<b>Citrix cloud tenant management</b>	<ul style="list-style-type: none"> <li>• Configuration and administration of Citrix cloud tenants and management tools with the Azure environment</li> </ul>
	<b>Proactive capacity management and reporting</b>	<ul style="list-style-type: none"> <li>• Active monitoring of virtual desktop and application performance metrics, along with dynamic Azure resource management</li> </ul>
	<b>Complex printing solutions</b>	<ul style="list-style-type: none"> <li>• Configuration and administration of 3rd party advanced printing solutions</li> </ul>
	<b>Advanced remote protocols</b>	<ul style="list-style-type: none"> <li>• Configuration and administration of advanced remote protocols (Citrix HDX)</li> </ul>
	<b>Advanced application services</b>	<ul style="list-style-type: none"> <li>• Comprehensive services that go beyond software deployment</li> <li>• Add-ons are available for application project deployment management, such as basic, standard and advanced application packaging and application testing</li> </ul>

## 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
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## 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.