



G-Cloud 14

Avanade Modern Workplace Hybrid
Endpoint Solutions for Microsoft 365

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1. Scope of our Services

1.1. Hybrid Endpoint Solutions Services Overview

The landscape of our workforce and the modern workplace has undergone significant evolution, propelled by the ongoing digital transformation and the shifting dynamics of work post-pandemic. Organisations are increasingly adopting a hybrid model, enabling employees to blend remote and office work seamlessly. This shift demands a more flexible, secure, and efficient approach to manage endpoints across diverse environments.

Market insights underscore the necessity for modernizing endpoint management to accommodate these changes:

- **Cloud Adoption:** The rise in cloud computing is undeniable, with a majority of enterprises leveraging cloud services more extensively than ever. This adoption facilitates a distributed workforce, enabling access to resources and collaboration from anywhere.
- **Regular Software Updates:** Frequent updates are now standard to maintain security and operational efficiency. This underscores the importance of managing endpoints effectively to ensure they remain updated without disrupting productivity.
- **Bring Your Own Device (BYOD) Policies:** With an increasing number of organisations supporting BYOD, there's a critical need to secure and manage a wide array of personal devices accessing corporate resources.
- **Evolving Cyber Threats:** As endpoint threats escalate, robust cybersecurity measures become paramount. Protecting endpoints from these threats is crucial for safeguarding sensitive data and maintaining trust.
- **Workplace Transformation:** The definition of the workplace is evolving, with remote work becoming a staple. This transformation requires a reevaluation of how space is used and how technology supports this new way of working.

Considering these factors, Avanade's approach focuses on empowering organisations to adapt to this new normal by enhancing and securing their endpoint management. Our solutions, tailored for the G-Cloud 14 framework, leverage Microsoft 365's comprehensive suite to enable a resilient, agile, and secure digital workplace. Our services encompass end-to-end management of devices, applications, and security, ensuring that government organisations can thrive in this era of hybrid work.

By partnering with Avanade, agencies can accelerate their transition to a modern workplace, ensuring productivity, security, and flexibility across all operations.

1.2. Approach

FREE CONSULTATION	ASSESS CURRENT STATE	HYBRID DESKTOP BLUEPRINT	MAKE THE CHANGE	On GOING 2 WEEKLY ENABLEMENT SPRINTS
<p>A structured conversation with one of our modern Workplace experts to understand your pain areas and to discuss our approach and how it could help you rapidly design your hybrid endpoint strategy.</p>	<p>Understand your current technology capabilities, use cases, pain points and your remote workforce needs, expectations and risks.</p>	<p>Document quick wins to achieve hybrid desktop working and define blueprint level solutions for identified use cases, based on high risk/reward focus.</p> <p>Define Blueprints for Security and technology solutions for pain points and use cases that need focus.</p>	<p>Drive up to 2 quick wins through the business change and technology configuration process.</p> <p>Pilot with an identified pilot group and iterate in the next sprint as required.</p>	<p>Using the agile methodology map out the PBI's required to secure and improve remote working.</p> <p>Rapid and iterative Pilots to identify risks/issues/challenges with newly enabled technology to secure or enable remote working.</p> <p>Extend successful pilots to larger groups with Post Go Live support.</p>
Output: Vision of Hybrid Working possibilities	Output: Identify Use Cases, Pain points and Risks	Output: Secure Hybrid Working Blueprint	Output: 1st quick win delivered	Output: Defined PBI's and release plan for ongoing delivery.
Get started	Discovery meeting	Prioritize Quick Wins	Drive Quick a Win	Move to agile delivery

1.2.1. Expected Outcomes:

- **Security Enhancement:** Strengthened defense mechanisms across all endpoints, leading to a reduced incidence of cyber breaches and potential data loss.
- **Device Management Efficiency:** Simplification of IT processes through a centralized management platform, leading to reduced administrative efforts.
- **Remote Workforce Support:** Assurance of security, compliance, and connectivity for remote team members, regardless of their location.
- **Scalable Management Solutions:** The ability to smoothly expand endpoint management systems in line with organizational growth, integrating new devices and technology with ease.
- **Operational Cost Reduction:** Implementation of automated processes to decrease both downtime and associated costs of managing endpoints.
- **Uninterrupted Business Operations:** Maintenance of operational integrity through resilient, secure endpoint access, even in disruptive scenarios.
- **Insightful Data Utilization:** Enhanced ability to gather and use data on user patterns, device health, and potential security threats to inform strategic IT decision-making.
- **User Experience Improvement:** Devices maintained effectively, minimizing downtime, and ensuring a consistent and efficient work environment for all users.

Avanade's Hybrid Endpoint Solutions is comprised of:

- Windows 365
- Azure Virtual Desktop (AVD)
- Microsoft Managed Devices and Device As A Service (DaaS)
- Windows 11

The next sections describe each of these solutions in more detail.

1.3. Windows 365

Windows 365 is deemed as the Cloud PC. It is a complete SaaS service that securely streams your personalised Windows desktop, apps, settings, and content from the Microsoft cloud to any device. It has the following benefits:

- Access your content wherever you go
- Provides consistent settings across devices
- Offers scalable storage based on your needs
- Compute options available for different users
- Delivers the apps you need when you need them
- Has integrated unified security and identity management

There are various use cases where Windows 365 will be a suitable solution to meet the needs:

- Data security - improve regulatory compliance and IP protection via data centralisation and a reduced threat surface.
- High-capacity computing - cloud-scale compute and storage to support specialised workloads like design and development.
- BYOPC programs - enable secure cloud PCs, even on personal devices.
- Disaster recovery - help ensure continuity and access for your workforce and company data even in the most challenging circumstances.
- Temporary workforces - simplify and accelerate the onboarding and offboarding process for elastic workforces like contractors, interns etc.
- Mergers & Acquisitions - provide seamless transitions and access for growing businesses.

Windows 365 extends end-user computing from the client to the cloud, leveraging the unified management of Microsoft Endpoint Manager and natively integrated with Microsoft cloud services. It extends the reach to meet the needs of your office-based and Front-Line Worker personas. What this means for your enterprise workforce is it securely streams your personalised Windows desktop, apps, settings, and content from the cloud to any device:

- For end users - can securely access a familiar personal Windows experience, wherever and whenever, across devices.
- For business - enable hybrid work scenarios, unlock new opportunities, improve business continuity, and mitigate risk.
- For IT - simplify cloud-powered computing with a complete service to securely buy, manage, and scale, all in one place.

Responsibility	RDS/Citrix/VMware	RDS/Citrix/VMware on Azure IaaS	Azure Virtual Desktop (+Citrix/VMware)	Windows 365
Identity	Avanade	Avanade	Avanade	Avanade
End User Devices (Mobile and PCs)	Avanade	Avanade	Avanade	Avanade
Application Security	Avanade	Avanade	Avanade	Microsoft
Operating systems	Avanade	Avanade	Avanade	Microsoft
Deployment Configuration	Avanade	Avanade	Avanade	Microsoft
Network Controls	Avanade	Avanade	Avanade	Microsoft
Virtualization Control Plane	Avanade	Avanade	Microsoft	Microsoft
Physical hosts	Avanade	Microsoft	Microsoft	Microsoft
Physical network	Avanade	Microsoft	Microsoft	Microsoft
Physical datacenter	Avanade	Microsoft	Microsoft	Microsoft
	On prem	IaaS	PaaS	SaaS

Figure 1: Microsoft vs Avanade managed components

1.4. Azure Virtual Desktop

Workplace Virtualisation is used by most Avanade clients. Azure Virtual Desktop (AVD) reduces complexity and cost by taking responsibility for hosting and delivering the service in the same way that Microsoft 365 already does for email, Office and file storage.

AVD is a new Desktop-As-A-Service (DaaS) solution managed by Microsoft and integrated into Azure. There is no charge for licenses for Accenture / Avanade clients that already have E3, E5, or F1 licensing. Clients will be charged for the storage and compute AVD uses in Azure. Free extended Windows 7 updates are available only when using AVD (Windows 7 was EOL in January 2020). Any clients who have not fully migrated to Windows 10 due to application compatibility can use AVD.

The value drivers for using AVD are:

- Cost
 - Industry-competitive consumption pricing
 - Cost-mitigation with AVD entitlement (including vOS) included in E3+ licensing
- Culture and adoption
 - Provide technology and optimisations for enabling effective remote working in a familiar desktop experience with minimal training required to adapt to a constantly changing workplace environment
- Distributed continuity
 - Enhance business continuity plans to include mass sick leave, travel restrictions and large-scale remote working environments
- Customisable Windows environment
 - Flexibility in customising the Windows desktop environment to your requirements for your users

The Avanade differentiators with the AVD solution are that we provide end-to-end service design and run capability with unique deployment planning and management:

- AVD Infra as a Code based on Azure DevOps templates
 - AVD Infrastructure deployment

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- End to End Life Cycle management, including provisioning/de-provision of AVD, Patch management, App Assignments, Master Image management
- Enhanced Auto Scaling Toolkit to save AVD usage costs
 - OS Disk auto scaling
 - Azure VM auto scaling
- AVD Solution Kit
 - Design, Runbook templates
 - Estimators, AVD environment Enhancement Scripts

Avanade offers an AVD Express Support service. The scope and benefits are summarised below.

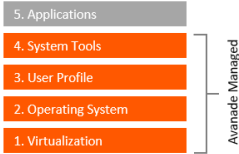







What's Included?	Benefits
 <ul style="list-style-type: none"> • 24x7 AVD management and support, complementing client and Microsoft • AVD Tenant administration • AVD support on desktop and mobile • Proactive and reactive L2/L3 incident management (and monitoring and service management using KPIs, not SLAs. End user support provided by Client L1 Helpdesk/ServiceDesk • Required Avanade tools including ServiceNow, Secure Admin Access & Synthetic Transaction Monitoring • Escalation, communication and coordination with Microsoft for L4 support if required (Client support contract with Microsoft leveraged by Avanade) • English Only 	<ul style="list-style-type: none">  Expertise: Accenture/Avanade manage 500,000+ physical and virtual desktop for clients globally  Scale: Leverage our global scale to ensure WVD operations can scale to support your COVID-19 use cases  Stay modern: WVD is Evergreen—navigate new features and changes to focus on what needs to be done now  Reduce risk: Our right-sized security, governance and compliance services help avoid problems and provide advice on risks so you can make informed decisions  Continuity: Use Microsoft's investment in cloud scale and availability to keep vital internal and external communications open  Remote productivity: Enable your remote workforce to collaborate and be productive wherever they are  Speed: Rapid provisioning during the crisis to support your organization and free you to focus on future state

Figure 2: Avanade's AVD Express Support Service

1.5. Microsoft Managed Devices and Device As A Service (DaaS)

Device as a Service is a foundational component of a Living Platform, bundles hardware, software, and lifecycle management in a consumption-based evergreen model.

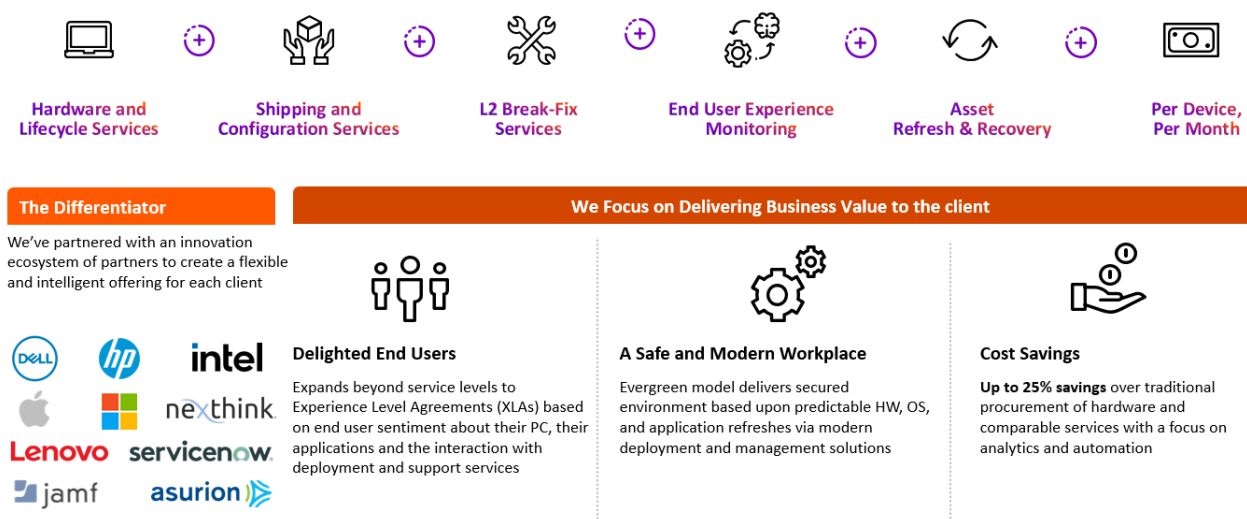


Figure 3: Device as a Service

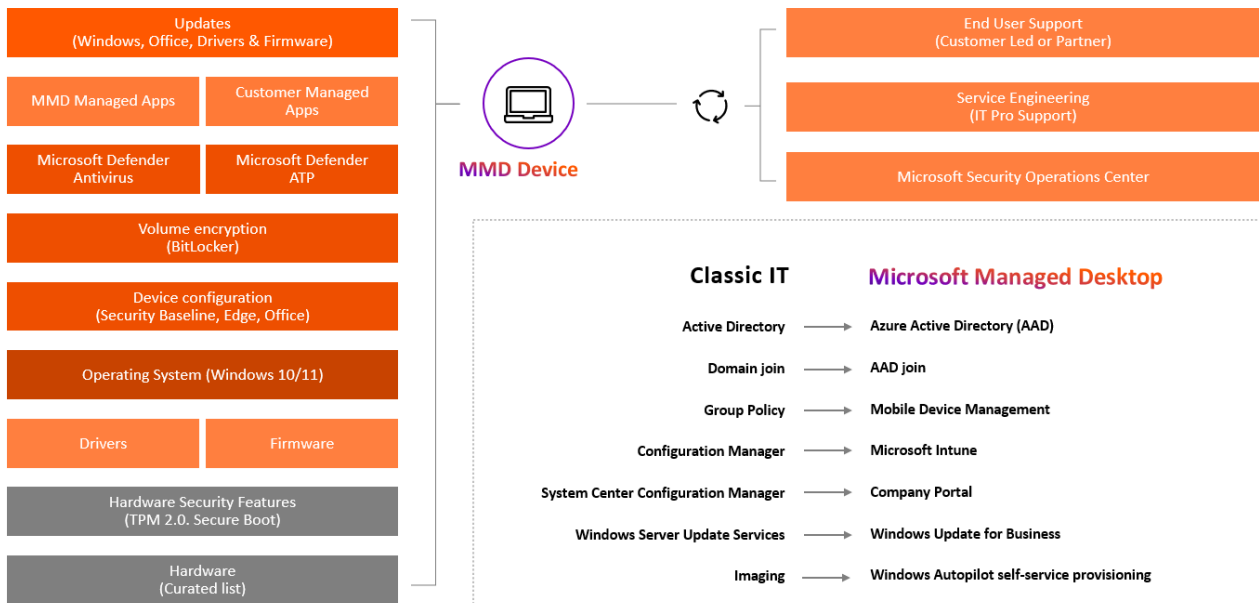


Figure 4: Architecture of a Microsoft Managed Desktop Device

Avanade's Modern Workplace Managed Services provides the following benefits:

- Reduced operational costs - reduced operational overhead by providing an end-to-end Microsoft 365 managed service solution backed by 24/7 support and SLAs
- Focus on your priorities - remove the support and administration burden from your internal team, allowing them to focus on high-value activities and business requirements
- Improved user satisfaction - decrease support tickets through Accenture's scripting and automation, which will reduce downtime for end-users and increase user satisfaction

Our approach to managing your devices consists of these phases:

- Define (timeline: ~10 weeks)
 - Implement governance and establish KPIs for the program.
 - Complete baselines for the current state, including technologies, assets, applications, processes, and organization.
 - Align needs and expectations among the stakeholder teams.
 - Formulate the priorities for the program, including critical requirements and, initial user segments and risk & issues
 - Agree on scope, schedule, and dependencies for enablement
 - Establish "North Star" with executives and stakeholders.
- Enable & Deploy (timeline: ~12 – 24 months)
 - Design and build to-be state end-user engagement model.
 - Address and remediate necessary dependencies for success, including applications and identity
 - Execute transition plan to migrate users to-be state, balancing asset lifecycle, business requirements, and costing requirements for effectiveness.
 - Optional: enable new services through cloud productivity
 - Conduct Change management and communications plan to empower users for success
 - Onboard to-be State operating model for IT engagement.

- Maintain (timeline: ongoing)
 - Implement mechanisms for ongoing enhancement and engagement to continuously improve program KPIs
 - Continue to development and enhance services rot new business expectations or cloud enabled services.
 - Proactively identify and address emerging security threats.
 - Increase stability and resiliency of services, including remote working and integration with acquired entities
 - Achieve a sustainable and maintained cost basis through evergreen asset management.

1.6. Windows 11

Windows 11 was built to help employees and teams focus on what is important, which is getting the job done and efficiently communicate and collaborate. It is smart about how to achieve these goals that are so important for a hybrid workstyle and is an evolution of Windows 10. It is fresh but also consistent for your employees and IT. It delivers the security and management needed for hybrid work and can be deployed alongside Windows 10 devices without interrupting the business.

Avanade can help your organization prepare and deploy Windows 11 to your workplace environment. Here are some of the best practice recommendations:

- Get started today through the Windows Insider Program for Business. Avanade can help you navigate the process of seamless migration.
- Prepare by embracing modern management with Microsoft Endpoint Manager.
- Refresh hardware with Windows 11 ready devices available now.
- Applications that work on Windows 10 work on Windows 11. Engage App Assure to help solve application compatibility issues.
- Engage with Avanade to craft your path to Windows 11.

2. Assets and tools

2.1. Accelerate 365

Accelerate 365 for servicing is a solution by Accenture and Avanade that helps desktops upgrade to Windows 11. This suite of tools has been tested and proven to automate Windows 11 servicing, lower risk and cost, and bring IT and the business together, using automation, scheduling, release management, and data analytics features.

It is the core of the servicing method and data-driven choices, helping to rank applications, users, devices, and sites. It determines which user group is ready and which applications to tackle first and helps to find deployment requirements and how to manage distributed teams. Lastly, it automates the migration steps.



Figure 5: Accelerate 365 for Servicing Capabilities

Accelerate 365 for Servicing is a tool that simplifies the process of updating windows systems by showing which systems can upgrade to a specific build of Windows 11 and which systems need fixes before an upgrade is possible. Accelerate 365 does this by listing the windows systems and applications and the relative importance of those applications to an organisation. It uses risk-based testing to check if a version of an application is compatible with the chosen Windows upgrade.

Accelerate 365 works based on what are called "Profiles", where a profile is a migratable entity that can be monitored and linked with a countdown plan. Windows 11 servicing, user, device and application are the profile types in Accelerate 365.

For clarity, Accelerate 365 is a tool for exclusive use by Accenture and Avanade consultants to perform assessment and migration activities.

3. Pricing

Please refer to the associated Pricing Document relevant to this Service.

4. Contacts

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5. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.