



Microsoft Azure Virtual Desktop Migration

Service Description

G Cloud 15



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Introduction

Ekco Cloud & Security is an ideal partner for public sector organisations seeking a **secure, compliant, and scalable provider** via G Cloud 15.

We make it easier for IT teams to innovate, scale, manage, troubleshoot and secure. Across cloud, business continuity, security and workspace solutions, we enable the growth our customers want with the team they already have.

Through our security-first approach, large specialist workforce, AI-enhanced operations, and proven delivery capability, we help organisations:

- Modernise securely
- Strengthen cyber resilience
- Reduce operational risk
- Improve service continuity
- Deliver safer, more reliable digital services for our customers and their stakeholders.

Ekco's end-to-end cloud and cyber services are well matched to **G Cloud purchasing needs and public sector transformation goals**.

Service Description

This Service Definition describes how Ekco provides discovery, design, migration and enablement services for Azure Virtual Desktop (AVD).

AVD includes centralised management and monitoring and offers the ability to quickly deploy and manage desktops, apps, and Windows Servers in Azure. AVD is an ideal solution for organisations with a significant number of mobile staff, working from different locations. AVD helps with data privacy, security, and compliance. Standardises operations, enables workforce flexibility, and is also suitable for specialised workloads.

AVD offers end users a richer virtualisation experience for accessing hosted applications when compared to the existing Windows Server-based Remote Desktop Services (RDS) platform that leverages Microsoft Partners for similar solutions.

We successfully deliver to our customers an end-to-end cloud support service to plan, build and transition Microsoft Azure environments. This includes a CAF-aligned Landing Zone, secure hub-and-spoke networking, Azure Virtual Desktop with FSLogix and Intune, workload migration from private cloud or on-premises, and regional disaster recovery enablement.

Who this service is for

This service is suitable for public sector organisations that are seeking a secure, scalable Azure platform for end-user computing and application workloads.

Scope of Service

- Discovery & Low-Level Design (LLD) – environment assessment, workshops, and a signed-off LLD covering identity, networking, security, AVD, migration and DR.
- Azure Landing Zone – subscriptions, management groups, RBAC, Azure Policy, tagging, logging and monitoring baselined to CAF best practices.
- Networking & Perimeter – hub-and-spoke virtual networks, user-defined routes, DNS resolution, and FortiGate next-generation firewall high availability in the hub (or Azure Firewall where preferred).
- Azure Virtual Desktop – Windows 11 multi-session, FSLogix profiles on Azure Files, OneDrive Known Folder Move, Intune device configuration, Conditional Access, Defender policies and autoscaling.
- Application delivery for AVD – packaging and deployment via Microsoft Intune and/or inclusion in the base image, with pilot validation before rollout.
- Server migration – discovery, assessment and migration using Azure Migrate; domain controllers built natively in Azure and integrated into the existing forest.
- Monitoring, backup and security – Azure Monitor, Log Analytics, Defender for Cloud and Azure Backup configuration.
- Regional DR readiness – secondary region landing zone, ASR replication for in-scope servers, Shared Image Gallery replication, DNS-based failover patterns and cost-optimised standby design.

Benefits

Buyers who partner with Ekco will realise the following benefits;

- **CAF-aligned governance:** Policy-driven guardrails for compliance, tagging, diagnostics and resource consistency – meeting regulatory and security compliance requirements.
- Modern EUC with AVD: **Consistent user experience** with FSLogix, OneDrive KFM and Intune configuration baselines – delivering a seamless end user experience.
- **Security by design:** Conditional Access, Defender, JIT access and consolidated logging – embedding security standards from day one.
- Cost optimisation: Autoscaling for AVD, reserved instance planning and right-sizing based on assessment data – **delivering value for money**.
- Resilience & DR: Pre-staged failover runbooks, image replication and ASR for critical workloads – building **resilience into key critical systems** from day one.
- Accommodate **Flexible workforce** needs (mergers/acquisitions, temp employees, or partner access)
- Specialised workloads within Azure can be architected for lower latency.
- **Expert guidance** on application integration, Intune and existing packages utilised.

- Automation/Dev Op activities using tools such as Terraform.
- Creation of **custom images optimised** and performant.
- Windows 11 multisession customisation for **optimal user desktop experience**.

Features

- **End Users can stay as productive** on a PC/Phone/Tablet, or browser.
- **Simplify management**, provisioning, and access to corporate data and apps.
- Support customers as they migrate to the cloud.
- **Reduce the costs** and resources associated with managing on-premises infrastructure.
- **Empower IT** to transform the workplace.
- Most productive and most secure computing experience for users.
- **Lower total cost of ownership** and reduce complexity for IT teams.
- Maintain AVD service availability through **peaks of demand**.
- Significantly **reduce the effort** of building/managing scalable apps.
- Configure Azure-native role-based access control (Azure RBAC) and Log Analytics.

Deliverables

Technical architecture

- Hub-and-spoke topology with centralised security inspection as per Microsoft best practice.
- FSLogix profiles on Azure Files (Premium for production; cost-optimised options for DR).
- Intune for configuration, patching and application delivery.
- Conditional Access and Multi-Factor Authentication (MFA) for secure access.
- AVD autoscaling aligned to concurrency and usage patterns.

Service metrics and reporting

- Project plan progress (% complete, critical path)
- Risk and issue burn-down
- AVD pilot success criteria (login times, session stability)
- Migration cutover outcomes (success/fallbacks)
- Security baseline conformance (policy compliance overview)

Training and knowledge transfer

Knowledge articles, runbooks and handover sessions are included. Administrator enablement for AVD, Azure governance and DR procedures can be provided. End-user guidance on AVD access and OneDrive KFM is supplied for rollout communications.

Accessibility and standards

Documentation is provided in accessible formats upon request. We align to Microsoft's Well-Architected Framework and Azure CAF and follow public sector accessibility guidance for published materials where applicable.

Assumptions and prerequisites

- Buyer's Microsoft 365 tenant and Entra ID are in a supported state.
- Licensing for AVD, Intune, Defender and Azure resources is in place or procured via Buyer.
- Pilot users are available to test and provide feedback.
- Out-of-hours cutover windows are available for production transitions.
- Application install media and configuration details are provided by the Buyer.

Onboarding & Offboarding

Our projects are delivered by accredited PRINCE2 Project Managers, we use proven methodologies and tools to ensure that we deliver on time, to budget and with minimised risk for our customers so that they can realise the benefits of their migration immediately.

Onboarding activities typically include:

- Project initiation and RAID log
- Discovery of existing policies (GPO/WEM), profiles, networking and identity
- Design workshop and LLD sign-off
- Phased pilot (AVD and applications) before production rollout

Offboarding/exit support includes:

- Export of configuration documentation and runbooks
- Handover to Buyer or third-party supplier
- Exit plan execution and knowledge transfer

Service delivery, during the project, is performed by certified cloud engineers and project managers. A project plan, RAID and regular progress reporting are provided. Post go-live hyper-care can include on-site assistance for end users and IT staff. Ongoing managed service (if required) can be purchased separately.

Roles and responsibilities

- Supplier: Project management, design, build, migration execution, documentation, knowledge transfer.
- Buyer: Access to environments and stakeholders; timely approvals; provision of application installers, configuration details and vendor contacts; pilot user participation.

Timescales

Scope and duration are dependent on delivery type and complexity. Our experience ranges from small implementations to large multinational deployments for large enterprise customers.

Change management

We deliver projects that are ITIL aligned. Changes are managed through a formal change control process agreed in the project initiation phase. Impacted scope, time and cost are documented and approved prior to implementation.

Service location

The service can be delivered onsite and/or remotely.

Exit plan

A documented exit plan will be agreed during delivery, covering knowledge transfer, artefact handover, and safe hand back of access. Data extraction and sanitisation activities will follow Buyer policy and the Call-Off Contract schedules. Please note that Exit services would be a separate professional services package and chargeable.

Data handling and security

Security is embedded through Azure native controls and Buyer policies. Data protection is aligned to UK GDPR with roles and responsibilities defined in the Call-Off Contract. Where personal data is processed, a Data Protection Impact Assessment (DPIA) can be supported on request.

Why UK Public Sector Organisations benefit when they Partner with Ekco Cloud & Security

Security-First Cloud Services Aligned to Government Standards

Ekco Cloud & Security is a leading UK and European **security-first managed cloud provider**, delivering deep expertise across cyber security, identity, and cloud. Our services align with **NCSC guidance, the Cyber Assessment Framework (CAF), NHS DSPT**, and wider public sector assurance requirements. Our proven **Assess → Protect → Detect → Respond** model supports secure-by-design digital transformation across hybrid and distributed environments—directly addressing public sector risk and resilience priorities.

End-to-End Capabilities Mapped to G Cloud 15

Public sector buyers need suppliers that can deliver migration, protection, management, and optimisation through a single, accountable partner. We provide a **fully integrated cloud and security portfolio**, including:

- Cloud migration and managed cloud operations
- Security and infrastructure management
- Identity security and privileged access management
- Secure modern architecture design
- Real-time threat detection and incident response

These services align directly with **G Cloud 15 lots and purchasing criteria**, enabling organisations to modernise securely while managing complex legacy estates.

Scalable Expertise and Sovereign Delivery

With **1,000+ cloud and security specialists across the UK and Europe**, we offer the scale, depth, and resilience required to support mission-critical public services. A dedicated **identity security practice** provides mature capability for access control and Zero Trust adoption—an increasingly critical requirement across government organisations.

Tailored Solutions for Resource-Constrained Organisations

Recognising the challenges faced by councils, NHS trusts, education, and blue-light services, we offer **cost-effective, scalable cloud and cyber security solutions** designed for organisations with limited internal capacity.

These services protect against phishing, ransomware, and social engineering while meeting G Cloud's expectations for solutions that are secure by default, rapidly deployable, and low overhead.

AI-Enhanced Security Operations

We embed **AI into daily security operations**, improving analyst productivity and response effectiveness. AI-assisted services accelerate:

- Incident triage and prioritisation
- Threat analysis and vulnerability summarisation
- Reporting accuracy and audit readiness

This enables faster outcomes and stronger protection for public bodies operating with limited staffing.

Public Sector-Focused Engagement Model

Our partnership-led approach aligns with government procurement expectations, offering:

- Dedicated, accountable delivery teams
- Transparent SLAs and service reporting
- 24/7 support with local expertise
- Predictable commercial and contract models

This ensures we act as a **strategic long-term partner**, not a transactional supplier.

Global Recognition and Strategic partnerships

These global accreditations partnerships show our commitment to customer satisfaction, data safety, security and overall quality. We're independently audited every year to give our customers confidence in our approach.



From agile managed cloud platforms to next-gen security services that supercharge defences, our local team of specialists provide proactive, round-the-clock management. With one Ekco Cloud & Security team delivering a combination of services, our customers quickly gain control and visibility over their technology.