

G-Cloud 15 Service Definition

Nerdio - Manager for Enterprise

Service Name	Nerdio Manager for Enterprise
Service Type	Software as a Service (SaaS)
Supplier	Howell Technology Group Limited
Framework	G-Cloud 15

Service Summary

Nerdio Manager for Enterprise (NME) delivers comprehensive Azure Virtual Desktop (AVD) management and cost optimisation capabilities, enabling organisations to maximise their Azure investment whilst enhancing end-user experience. The platform provides automated scaling, intelligent resource management, and advanced analytics to reduce Azure consumption costs by up to 80% whilst maintaining optimal performance for virtual desktop infrastructure.

Service Description

Nerdio Manager for Enterprise is a sophisticated management platform, specifically designed for organisations deploying Azure Virtual Desktop and Windows 365 environments. The service transforms complex Azure infrastructure management into streamlined, automated operations whilst delivering substantial cost savings through intelligent resource optimisation.

The platform addresses the fundamental challenges organisations face when deploying and managing Azure Virtual Desktop at scale: excessive Azure costs due to over-provisioned resources, complex deployment processes requiring specialist expertise, ongoing operational management overhead, and lack of visibility into user experience and resource utilisation.

NME provides enterprise-grade automation across the entire Azure Virtual Desktop lifecycle, from initial deployment through ongoing optimisation and management. The service includes comprehensive deployment automation that reduces AVD environment setup from weeks to hours, automated scaling capabilities that match Azure resource consumption to actual demand, user experience monitoring that proactively identifies and resolves performance issues before users are affected, and detailed cost analytics providing actionable insights for Azure spending optimisation.

The platform integrates seamlessly with existing Azure subscriptions and Microsoft 365 environments, requiring no infrastructure changes or additional hardware investment. All management capabilities are delivered through an intuitive web-based console accessible from anywhere, enabling IT teams to manage complex virtual desktop estates efficiently without requiring deep Azure expertise.

Service Benefits

Cost Optimisation

- Reduce Azure consumption costs by 60-80% through intelligent auto-scaling
- Eliminate wasteful spending on idle resources outside business hours
- Optimise VM sizing based on actual utilisation patterns
- Detailed cost analytics identify further optimisation opportunities
- Predictable monthly costs through comprehensive usage reporting

Operational Efficiency

- Reduce deployment time from weeks to hours through automation
- Eliminate repetitive manual tasks through scripted automation

- Unified management console for entire AVD estate
- Reduce IT staff time spent on routine AVD management by 70%
- Proactive monitoring reduces incident response time

Enhanced User Experience

- Auto-scaling ensures resources available when users need them
- User experience monitoring identifies issues before tickets raised
- Faster desktop provisioning reduces new user onboarding time
- Consistent performance through intelligent resource allocation
- Improved availability through automated health monitoring

Risk Reduction

- Automated security patching and compliance management
- Standardised deployment templates ensure consistent configuration
- Comprehensive audit logging for compliance requirements
- Disaster recovery capabilities built into deployment automation
- Reduced human error through automation and validation

Scalability and Flexibility

- Scale from 100 to 10,000+ users without architectural changes
- Support for multi-region deployments across Azure geographies
- Hybrid deployment options supporting multiple Azure subscriptions
- Integration with existing identity and security infrastructure
- Flexible licensing models accommodate organisational growth

Service Features

Deployment Automation

- Pre-configured templates for rapid AVD environment deployment
- Automated host pool creation and configuration
- Image management with automated updates and versioning
- Network and security configuration automation
- Multi-region deployment capabilities

Auto-Scaling and Cost Optimisation

- Schedule-based scaling for predictable usage patterns
- Dynamic scaling based on real-time demand
- Start VM on Connect for instant user access
- Horizontal and vertical scaling automation
- Power management policies for after-hours cost reduction

Management and Operations

- Centralised management console for entire AVD estate
- User and session management capabilities
- Application deployment and management
- Automated maintenance and patching
- Configuration management and drift detection

Monitoring and Analytics

- Real-time user experience monitoring and scoring
- Azure cost analytics and forecasting
- Performance monitoring and alerting
- Capacity planning and utilisation reporting

- Custom dashboard creation and reporting

Security and Compliance

- Role-based access control (RBAC) integration
- Audit logging and compliance reporting
- Automated security configuration
- Encryption at rest and in transit
- SOC 2 Type II certified platform

Integration Capabilities

- Microsoft Entra ID (Azure AD) integration
- Microsoft Intune integration for endpoint management
- FSLogix profile management
- Azure Monitor and Log Analytics integration
- ITSM platform integration via webhooks

How the Service is Delivered

Initial Deployment

The service begins with a comprehensive assessment of your Azure Virtual Desktop requirements, existing Azure infrastructure, and organisational objectives. HTG's certified consultants work with your team to design the optimal NME configuration, including auto-scaling policies, monitoring parameters, and integration requirements.

Following assessment, HTG engineers deploy Nerdio Manager for Enterprise into your Azure subscription using automated deployment templates. This typically completes within one to two business days for standard configurations. The deployment includes configuration of management plane, integration with Microsoft Entra ID, establishment of auto-scaling policies, and configuration of monitoring and alerting.

Service Configuration

HTG configures NME to align with your organisational requirements, including auto-scaling schedules matching your business hours and usage patterns, user experience monitoring thresholds, cost management policies, and role-based access control. Configuration includes integration with existing systems such as identity providers, monitoring platforms, and ITSM ticketing systems.

Knowledge Transfer and Training

HTG provides comprehensive training for your IT administrators covering NME operation, best practices for cost optimisation, troubleshooting procedures, and ongoing management tasks. Training is delivered remotely via Microsoft Teams and tailored to your team's experience level.

Ongoing Management Options

Organisations can choose between self-management with HTG support or fully managed service delivery:

Self-Managed with Support: Your IT team operates NME with access to HTG's technical support for assistance with configuration changes, troubleshooting, and optimisation recommendations.

Fully Managed Service: HTG assumes responsibility for ongoing NME management, including monitoring and optimisation, policy adjustments, capacity planning, regular reporting, and

proactive recommendations.

Support and Maintenance

HTG provides ongoing technical support through multiple channels including email, telephone, and web portal. Support includes assistance with NME configuration and operation, troubleshooting and incident resolution, guidance on cost optimisation, and assistance with Azure Virtual Desktop issues.

Regular service reviews are conducted quarterly to assess performance, identify optimisation opportunities, review cost savings achieved, and plan for future requirements.

Service Updates

Nerdio regularly releases platform updates with new features, performance improvements, and security enhancements. HTG manages the update process, testing updates in non-production environments before applying to production, scheduling updates during agreed maintenance windows, and communicating changes to your team.

Service Management

Service Desk and Support

- UK-based service desk available during business hours (08:00-18:00 GMT)
- Emergency support available 24/7 for critical issues
- Multiple contact channels: email, telephone, web portal
- Ticket tracking through HTG's service management platform
- Dedicated account manager for service oversight

Incident Management

- Priority-based incident classification and response
- P1 (Critical): 30-minute response time
- P2 (High): 2-hour response time
- P3 (Medium): 4-hour response time
- P4 (Low): Next business day response
- Proactive monitoring identifies issues before user impact

Change Management

- Formal change management process for production environments
- Change advisory board (CAB) for significant changes
- Testing in non-production environments before production deployment
- Scheduled maintenance windows communicated in advance
- Rollback procedures for all changes

Service Reporting

- Monthly service reports detailing cost savings, performance metrics, and utilisation
- Quarterly business reviews with senior stakeholders
- Custom reporting available on request
- Access to real-time dashboards for continuous visibility
- Annual service review and strategic planning

Onboarding and Offboarding

Onboarding Process

The onboarding process typically completes within 2-4 weeks depending on environment complexity:

1. **Initial Consultation (Week 1):** Requirements gathering, stakeholder interviews, technical assessment, and project planning
2. **Design and Planning (Week 1-2):** Architecture design, policy configuration planning, integration mapping, and success criteria definition
3. **Deployment (Week 2-3):** NME deployment, integration configuration, policy implementation, and testing
4. **Training and Handover (Week 3-4):** Administrator training, documentation delivery, knowledge transfer, and go-live support

Offboarding Process

Should you choose to discontinue the service, HTG provides structured offboarding:

1. **Notice Period:** 30 days' notice required for service termination
2. **Knowledge Transfer:** Documentation and configuration details provided
3. **Data Export:** Complete export of configuration and reporting data
4. **Access Transition:** Credentials and access transferred to your team
5. **License Management:** Assistance with direct Nerdio licensing if required

No lock-in contracts or penalties for service termination. Your Azure infrastructure and AVD environment remain fully functional and under your control throughout and after the offboarding process.

Service Constraints and Dependencies

Prerequisites

- Active Microsoft Azure subscription with appropriate permissions
- Azure Virtual Desktop licensing (Microsoft 365 or per-user access licensing)
- Microsoft Entra ID (Azure AD) directory
- Network connectivity to Azure services
- Sufficient Azure capacity in required regions

Technical Constraints

- Requires Azure subscription with Owner or Contributor permissions for initial deployment
- Minimum supported Azure Virtual Desktop version: Azure Resource Manager deployment model
- Internet connectivity required for management console access
- Recommended minimum 100Mbps internet connectivity per 100 concurrent users
- Browser requirements: Modern web browser (Chrome, Edge, Firefox, Safari)

Scaling Limitations

- Maximum 10,000 users per NME instance (multiple instances supported)
- Maximum 1,000 host pools per NME instance
- Auto-scaling policies limited by Azure regional capacity

- API rate limits apply to high-frequency operations

Regional Availability

- Service available in all Azure public cloud regions
- Azure Government Cloud support available
- China regions not currently supported
- Deployment topology must align with data residency requirements

Integration Dependencies

- Microsoft Entra ID synchronisation required for user management
- FSLogix profile container support requires Azure Files or NetApp
- Intune integration requires active Intune subscription
- Custom monitoring integration requires API access

Pricing Information

Licensing Model

Nerdio Manager for Enterprise is licensed on a per-user, per-month basis. Pricing includes:

- NME software licensing fees
- Platform updates and enhancements
- Standard technical support
- Access to management portal and APIs

Professional Services

Implementation and ongoing management services are priced separately:

- Initial deployment and configuration
- Administrator training and knowledge transfer
- Ongoing managed service (if selected)
- Additional consulting for optimisation

Pricing Transparency

Detailed pricing is available through HTG's G-Cloud 15 pricing document. Pricing is based on:

- Number of licensed users
- Service level selected (self-managed vs fully managed)
- Implementation complexity
- Additional professional services required

Azure Infrastructure Costs

Azure consumption costs (compute, storage, networking) are billed directly by Microsoft to your Azure subscription. NME's value is derived from reducing these costs by 60-80% through intelligent optimisation.

No Hidden Costs

- No additional licensing for NME features
- No charges for platform updates
- No fees for technical support within service hours
- No termination or exit fees

Data Security and Protection

Data Location and Sovereignty

- Management plane hosted in Microsoft Azure UK South region by default
- Alternative regions available to meet data sovereignty requirements
- Customer AVD environments remain in customer-selected Azure regions
- No data transfer outside customer-designated regions without explicit consent

Data Security Measures

- Encryption at rest using AES-256 encryption
- Encryption in transit using TLS 1.2 or higher
- Multi-factor authentication (MFA) supported and recommended
- Role-based access control (RBAC) for administrative access
- Comprehensive audit logging of all administrative actions

Compliance and Certifications

- SOC 2 Type II certified
- ISO 27001 certified
- GDPR compliant data processing
- UK Data Protection Act 2018 compliance
- Cyber Essentials Plus certified

Data Protection

- Automated backup of NME configuration
- 30-day configuration retention
- Customer data never shared with third parties
- Data processing agreement (DPA) included with service
- Right to erasure honoured upon service termination

Security Monitoring

- Continuous security monitoring of management plane
- Automated vulnerability scanning
- Regular penetration testing
- Security incident response procedures
- Proactive notification of security issues

Customer Data Control

- Customer maintains complete control over AVD environment and user data
- NME accesses customer environment with least-privilege permissions
- Customer can revoke NME access at any time
- All customer data remains within customer's Azure subscription

Service Level Agreement (SLA)

Availability Commitment

- 99.9% uptime guarantee for NME management platform
- Measured monthly excluding planned maintenance
- Service credits available for SLA breaches
- Planned maintenance communicated 5 business days in advance

Performance Commitments

- Management console response time <2 seconds (95th percentile)
- Auto-scaling action completion <5 minutes
- API response time <500ms (95th percentile)

- Monitoring data refresh <1 minute

Support Response Times

- P1 (Critical): 30 minutes, 24/7 coverage
- P2 (High): 2 hours, business hours
- P3 (Medium): 4 hours, business hours
- P4 (Low): Next business day, business hours

Business hours defined as 08:00-18:00 GMT, Monday-Friday, excluding UK public holidays.

Terms and Conditions

Service provision is governed by HTG's G-Cloud 15 Call-Off Terms and Conditions, incorporating Crown Commercial Service's standard terms. Key terms include:

Contract Duration

- Minimum initial term: 12 months
- Contract auto-renews monthly thereafter
- 30 days' notice required for termination
- No penalties for early termination after minimum term

Service Changes

- HTG reserves right to update service features and capabilities
- Material service changes communicated 30 days in advance
- Pricing changes on 90 days' notice
- Customer right to terminate if material changes unacceptable

Liability

- Liability terms as per G-Cloud framework
- Professional indemnity insurance: £5,000,000
- Public liability insurance: £5,000,000
- Cyber liability insurance: £5,000,000

Additional Information

Environmental and Social Value

HTG is committed to environmental sustainability and social responsibility:

- Carbon-neutral operations
- Apprenticeship and graduate programmes
- Diversity and inclusion initiatives
- SME supplier partnerships
- Community engagement programmes

Supplier Information

- Company Name: Howell Technology Group Limited
- Microsoft Solutions Partner status
- Nerdio Elite Partner status
- ISO 27001 certified
- Cyber Essentials Plus certified

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