

Central Networks & Technologies Ltd - Central Networks Omnissa Horizon with Thin Client Endpoint Support



Crown
Commercial
Service

Prepared by: Vicki Coleman
Date: 15/01/2026

 info@centralnetworks.co.uk

 +44 (0)1706 747474

 www.centralnetworks.co.uk



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Central Networks and Technologies Ltd (Central) was founded in September 1991 by Christopher Mycock. In the earlier years Central was responsible for running the core ICT systems for many of the UK Magistrates Courts Services, which involved moving and hosting the mainframes and employing staff via TUPE. We also have a focus in the Housing Association and not-for-profit sector. In the last 10 years we have migrated many of our customers to cloud or partial cloud provision.

Our customer base is diverse in terms of size, geography, skills, business requirements and objectives. We have recognised this and created a solutions and services portfolio that can be tailored to meet the individual requirements of all our customers. Some of our customers have large ICT teams and only look for assistance where they have investigated and exhausted every avenue. Others are far smaller, where finance officers often take on ICT responsibility and need additional help and assistance. Central provides a bespoke service to each of our customers, providing best value for money and an ICT service which matches their requirements which assists them in delivering their objectives.

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Central Networks and Omnisca

Features and Benefits

Central recognise that business leaders are increasingly looking to IT to deliver a modern workspace that allows employees to access corporate data, applications and communication resources consistently across their devices of choice.

Making the most of the opportunity while minimising risks can be complex and overwhelming for many IT teams. Therefore, it makes sense for IT leaders to consider virtual client computing (VCC) Solutions.

For VCC to be successful, the technology must provide an end-user experience that is better than the end-user experience on local operating systems and applications.

Businesses small and large are leveraging the benefits of virtualized desktops and applications, becoming the new norm for most agile working offices.

The Omnisca Horizon platform is leading the way in the desktop and application virtualisation software arena. It offers extra components necessary to deploy, manage, and monitor virtual desktops and published applications across a plethora of device types and deployment options. For example, Omnisca Horizon can be deployed on-premise, with hybrid solutions or in the cloud.

Features and Benefits of Central's Omnisca Horizon Package

A summary of Central's Desktop as a Service (DaaS) and Platform as a Service (PaaS) capacity for Omnisca Horizon with thin client endpoint support:

Service Features

- Consultancy services to identify user cases
- Identify use cases, goals and applications to be included
- Desktop workload review – cloud-hosted, on-premise or hybrid
- Ensure a bespoke Desktop as a Service (DaaS) and Platform as a service (PaaS) solution that works for you
- Application packaging, layering and virtualisation
- Identify pool types, user profiles and app deployment requirements
- Image / Pattern / Template creation
- User acceptance testing
- Migration and roll-out strategy using PRINCE2 practitioner
- Full training and on-going support

Service Benefits

- Custom solutions for each client
- Efficient control over all devices
- Tailored bespoke DaaS design from leading PRINCE2 practitioners
- Your confidence that our solution will be designed to map to users' requirements
- Centralised image management
- Data security through consolidated and controlled services
- Guided solution roll-out to users to ensure successful implementation
- Ease of managed-service support
- Non-persistent desktops for efficiency and security
- Reduce costs - TCO reduced due to less hardware

Omnissa Horizon Migrations and Implementations

Implementations of Omnissa Horizon can be on-premise, hybrid cloud, or fully integrated into the Horizon cloud.

With all deployment methods, Omnissa Horizon allows organisations to:

- Deliver desktops and applications through a single platform
- Secure data and simplify compliance
- Simplify desktop and application management
- Improve ROI and reduce costs to the single platform from the datacentre to end-user devices
- Support a rich, adaptive user experience

Fully integrated cloud solutions with Omnissa Horizon and Central enable us to deliver virtual workspaces to end users with hosted infrastructure and managed support, taking advantage of PaaS and DaaS to its full potential.

The following benefits can then be added to our (and the clients) offering:

- Cross-Cloud Architecture
- Comprehensive DaaS solution
- Faster time to value
- Predictable economics/subscription type service
- Cloud simplicity

In partnership with Omnissa Horizon, Central can deliver a vast end-user computing suite and adjacent product lines to enable a holistic approach to the delivery, management and security of applications and/or desktops, regardless of the device used.

Thin Client Support

In an office environment, Central use thin clients as the 'go-to' hardware to view the virtual desktop environment.

Each user can have an individual desktop in an office environment on a thin client that can be replicated on any device due to the virtual client computing (VCC) solution proposed with Omnissa Horizon.

Support in this VCC IT infrastructure environment is more agile and remote fixes are therefore easier by our Central engineers, who can see the full picture. This reduces engineer costs, support costs and increases the efficiency and speed of the fix, enabling you to continue doing business with minimal downtime.

Support, Maintenance and Development Services

Central provides comprehensive maintenance and development support to complement our Omnissa Horizon cloud services.

Project Development Services

Central have the in-house capability to offer Project Development as a service. The process is to plan, organise, coordinate and control the resources to accomplish specific goals. Therefore, with initial collaboration (as described above in Early Planning) we would set some aims and objectives as to what you would like to achieve and then create the process to successfully achieve them. Our strategy would follow a simple formula; initiation, definition, design, development,

Hosting Managed Services

Central can provide the whole end-to-end consultancy and management services for your infrastructure in and out of the cloud, as well as the recommended hardware to refresh or replace legacy systems as a reseller of any trusted vendor.

A summary of the hosting managed services we offer are as follows:

- Recommended Hardware to integrate with existing hardware infrastructure systems
- Hosting in the cloud and all maintenance required, whether that be through our Central Private Cloud, Public Cloud or a Hybrid Cloud solution.
- Server management and maintenance.
 - This covers the following:
 - Critical security patches
 - OS Patches – testing and deployment
 - Anti-virus updates
 - Firewall testing and maintenance
- Pro-Active Monitoring of server performance and function
- Infrastructure orchestration, implementation, testing and on-going maintenance.

Offboarding Managed Services

Central offers a range of services to support offboarding which include:

- Content archiving

- Content exports
- Supply of all IPR materials including designs and content

Services related to the maintenance of on-going provision

This incorporates all the above services as detailed; Project Development, Hosting Managed Services, Off Boarding and any further maintenance of equipment or project management of products and services we have recommended. Our Engineers can be used for ad-hoc project work, and additional engineering days can be booked as little as two weeks in advance for upgrades or for additional work as and when required. Our goal is to be a one-stop shop for all your IT needs now and in the future.

Managed Support Services with certified ITIL Service Desk Provision

Central's service desk can handle 1st, 2nd and 3rd line support, as standard for any organisation.

We create a Service Level Agreement (SLA) for every single customer, which is customised to your needs, and will cover as many or as little of our services that you deem is business critical for your individual organisation's strategy. This will depend largely on your own resources and staffing. It is created in collaboration with you and what you want from a support contract. We will not add to the SLA without consultation with you first, and you are invited to change/amend/add to the contract before being signed off.

The service desk is based upon ITIL Service Management Methodology and each member of the service desk team is ITIL certified. Clients can interact with the service desk team via email, telephone and an online portal, that tracks each enquiry as it is received.

The key functions of the service desk are summarised below:

- Service Desk – incident and service request management in real time for 3rd line support.
- Problem Management
- Change Management
- Release and Deployment Management
- SLA management and service reporting as standard
- Configuration Management
- Service Management Plan
- SLA documentation

Additional services that can be added to the SLA include the following, however this is not an exhaustive list and we are always open to any specific requirements.

- 1st Line Support
- 2nd Line Support
- Central Cloud 24/7 Service
- MAC Service
- Central Monitoring – as standard
- Central Daily Early Notification Service
- Cloud Preparation service – incorporating a systems and networking health-check as described earlier in the consultancy service description.

Confidentiality and Copyright

This document and the information set out herein is confidential and is not to be disclosed or discussed with any person or party not associated with the selection of a service provider. The information in this proposal is a suggested technical offering. We reserve the right to amend or withdraw our proposal. Any typographical, clerical or other error or omission shall be subject to correction without any liability. The copyright in this proposal and any associated information or documents that we may provide remains vested in Central Networks and Technologies Ltd.