

Microsoft Azure Virtual Desktop (AVD) Platform Management

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Managed Service for Microsoft Azure Virtual Desktop (AVD) enables organisations to deliver secure, high-performance virtual desktops at scale while ensuring a consistent and optimised experience for end-users. As businesses increasingly support hybrid and distributed workforces, the ability to deliver flexible, resilient, cloud-hosted desktops becomes essential - not only for productivity, but also for security, cost control and operational agility.

This service provides a comprehensive management wrapper for the Azure Virtual Desktop platform, backed by Nasstar's deep expertise in AVD architecture, desktop virtualisation and Microsoft Azure operations. By taking responsibility for the core operational activities - including platform management, host pool configuration, image lifecycle management, application deployment and environment optimisation—Nasstar allows customer teams to focus on supporting users rather than maintaining complex virtual desktop infrastructure.

Nasstar's service ensures that AVD environments remain secure, scalable and aligned to best practice. With continuous monitoring, incident triage, proactive maintenance and monthly reporting, the service provides full visibility of platform health and usage, helping organisations optimise performance and minimise disruption. Leveraging industry expertise, Nasstar also supports customers with role-based persona alignment, application readiness and host sizing to ensure that the virtual desktop experience is responsive, reliable and cost-efficient.

Overlaying this is Nasstar's cloud service operations capability, incorporating incident management, request fulfilment, change governance and problem management. This ensures consistent service quality, reduced downtime and continuous improvement - leading to higher user satisfaction and smoother business operations.



2 What Does the Service Include?

2.1 Managed Azure Virtual Desktop (AVD) Platform Management Service Overview

Microsoft Azure Virtual Desktop delivers flexible, cloud-hosted Windows desktops and applications, enabling organisations to provide secure access from any device or location. To maintain performance, ensure availability and manage cost, AVD environments require ongoing monitoring, host pool tuning, image updates, application packaging and operational oversight. Nasstar's AVD Platform Management service is designed to deliver these functions comprehensively and proactively.

Nasstar's AVD Managed Service provides core support and management across the entire AVD estate—including the AVD control plane, session host infrastructure, multi-session and persistent desktops, and all associated operational tasks. Delivered by Nasstar's dedicated cloud operations teams, the service integrates seamlessly with existing customer support structures and can be complemented by other Nasstar managed services such as Azure Infrastructure, Entra ID, MFA, networking and platform security.

Key service elements include:

- **AVD Platform & Host Pool Management**
Monitoring, alerting, incident triage, platform configuration, scaling activities, consumption reporting and backup/restore management across AVD host pools.
- **Multi-Session Desktop Support (optional)**
Management and monitoring of shared multi-session desktops, capacity oversight, incident triage for pooled user issues and monthly reporting.
- **Persistent Desktop Support (optional)**
Per-user management of persistent machines, health monitoring, storage triage and troubleshooting of user-specific desktop performance issues.
- **AVD Image Management**
Full lifecycle management of images including OS updates, application additions, task sequence maintenance, driver packages, capture scheduling and image deployment validation.
- **Application Packaging & Maintenance (optional)**
Packaging of Win32/MSI applications, pre-requisite testing, deployment management, troubleshooting and reporting, delivered via Microsoft Intune and cloud-based tooling.
- **Operational Governance**
Including account servicing, incident, request and change management, runbook creation, knowledge management and problem resolution—ensuring stable and predictable service delivery.
- **Monthly Reporting & Analytics**
Covering incidents, chronic problems, usage trends, privileged access review, platform health insights and recommended remediation actions.

Underpinned by Nasstar's established cloud operations framework, the service ensures environments remain secure, patched, optimised and aligned to best practice. Whether managing platform scalability needs, deploying updated images, troubleshooting performance issues or packaging new applications, Nasstar provides a complete operational wrap around the AVD estate.



With proven expertise in large-scale VDI deployments, Azure operations and Microsoft cloud services, Nasstar offers customers a reliable, cost-effective and scalable managed service that enables consistent virtual desktop performance and improved user experience—supporting hybrid working, operational resilience and modern digital workplace strategies.

