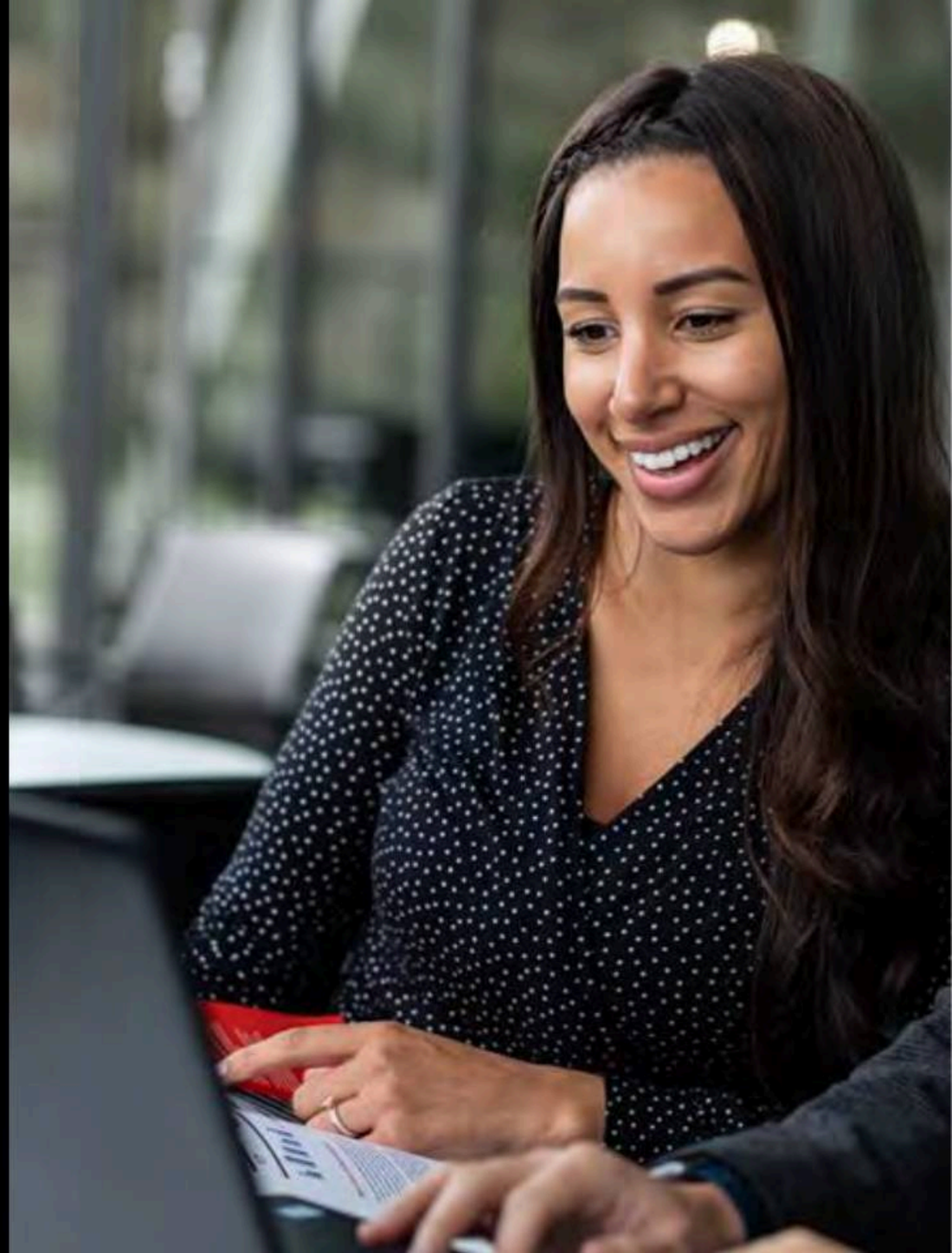
Amazon WorkSpaces Managed Virtual Desktop

Design, Deployment and Managed Services

AWS



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About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment - Through clear ownership and long-term partnership.
Proof - Through measurable outcomes, service metrics and transparent reporting.
Certainty - Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



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Our Services

ROCK's Amazon WorkSpaces Managed Virtual Desktop service supports public sector organisations to design, deploy and operate secure, scalable and well governed virtual desktop environments using Amazon WorkSpaces.

The service enables organisations to provide end users with reliable, secure access to applications and data while maintaining strong control over cost, security, performance and operational risk.

The service covers the full Amazon Workspaces lifecycle, from discovery and service design through deployment, user onboarding and ongoing managed operations.

WorkSpaces environments are designed to meet public sector security and assurance requirements, support hybrid working patterns and scale predictably in response to demand.

The service supports use cases including:

- Replacement or reduction of traditional desktop and laptop estates.
- Secure remote and hybrid working for staff, partners and third parties.
- Rapid onboarding for temporary, contingent or project based users.
- Access to sensitive systems from controlled virtual environments.

The service can be delivered as:

- A discrete Amazon WorkSpaces design and deployment engagement.
- A fully managed Amazon WorkSpaces service.
- A co managed service augmenting internal digital workplace or IT teams.

This flexibility allows buyers to align adoption with organisational readiness, internal internal capability and risk appetite.



"This service delivers secure, scalable virtual desktops that improve user experience while simplifying operations and cost control."

Warren Walker, CTO at ROCK

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Our Approach

Each element of the Amazon WorkSpaces service is designed to reduce end user computing risk, improve service reliability and ensure value for money, while remaining aligned to public sector governance and assurance expectations.

User centred service design

Based on defined personas, application profiles and data sensitivity. WorkSpaces compute types, storage profiles and persistence models are selected to match user needs, avoiding over specification and unnecessary cost.

Amazon WorkSpaces architecture

Aligned to the AWS Well Architected Framework, ensuring security, reliability, performance efficiency, cost optimisation and operational excellence are addressed from the outset. Design decisions are documented to support audit and assurance activities.

Secure identity & access integration

Using AWS IAM Identity Center and directory services, enabling role based access, least privilege and multi factor authentication. This reduces the risk of unauthorised access and supports compliance with public sector security policies.

Standardised & hardened images

Built from approved baselines and maintained through controlled image update processes. This reduces configuration drift, simplifies support and supports repeatable assurance.

Phased deployment and user migration

Prioritising low risk user groups first. This reduces operational disruption and allows early validation of performance and user experience.

Network design

That limits exposure by default, using private connectivity, segmentation and security controls aligned to organisational policy. Internet access is explicitly controlled rather than assumed.

Ongoing managed operations

Covering availability, performance, security posture and user lifecycle management. Routine tasks are automated where appropriate to improve consistency and reduce error.

Continuous monitoring

Monitoring of session health and performance, enabling early detection of degradation and proactive intervention before service impact occurs.

Cost management

Embedded into service operations, including monitoring of utilisation, automatic stopping of unused WorkSpaces where appropriate and regular rightsizing reviews. This supports predictable spend and value for money.

ITIL aligned Incident, request & change management

Ensuring operational control, traceability and audit readiness.

Vendor coordination & escalation with AWS

Providing a single point of accountability for buyers while operating within the constraints of the buyer's AWS Support Plan.

Key Features

Amazon WorkSpaces provides organisations with a secure, flexible and centrally managed virtual desktop platform.

ROCK enhances this capability through a structured design, deployment and management service that ensures strong performance, consistent policies and an excellent user experience.

WorkSpaces environments
Designed around user personas, application dependencies and operational requirements, ensuring the platform meets the needs of each team or department.

Secure identity integration
Using AWS IAM Identity Center or Active Directory, enabling controlled access, MFA enforcement and consistent policy application.

Optimised WorkSpaces Images & Bundles
Created to streamline performance, reduce storage overhead and standardise user experience.

Network architecture
Designed for reliability and security, including VPC structure, subnets, routing and security group configuration.

Application packaging & deployment
Aligned to organisational requirements, ensuring users have access to the tools they need from day one.

Performance and availability monitoring
Using AWS-native tools such as CloudWatch and WorkSpaces health metrics, enabling early detection of issues.

Automated patching
Patching, updates and environment tuning to maintain stability and reduce the operational burden on internal teams.

Cost oversight & optimisation
Using AWS cost analysis tools to identify unused desktops, improve right-sizing and reduce unnecessary spend.

Configuration governance
Ensuring WorkSpaces adhere to organisational policies, compliance requirements and AWS best practices.

Incident, request & change handling
Delivered through ROCK's ITIL-aligned service desk and cloud engineering teams.

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Key Benefits

Our Amazon WorkSpaces Managed Virtual Desktop service provides significant improvements in security, user productivity and operational consistency.

By delivering a centrally governed and cloud-native desktop environment, organisations gain a modern platform that simplifies IT operations and strengthens overall resilience.

The service is underpinned by a value based assessment of user needs, cost drivers and operational impact before deployment decisions are made. This supports informed decision making and avoids over provisioned or unsuitable desktop solutions.

Improved user productivity
As cloud-hosted desktops provide fast, consistent access from any authorised device without dependency on local hardware.

Reduced IT overhead
With ROCK managing provisioning, patching, updates and image maintenance across all WorkSpaces environments.

Enhanced security posture
Supported by centralised identity management, encryption, controlled data flows and strong access policies.

Lower capital expenditure
As WorkSpaces reduces reliance on physical desktop refresh cycles and enables predictable, usage-based cloud billing.

Support for hybrid and flexible working
With secure remote access and consistent desktop experience for all users.

Faster onboarding and offboarding
As new WorkSpaces can be provisioned or removed within minutes to support workforce changes.

More reliable performance
With monitoring and optimisation ensuring desktops remain responsive and aligned to user needs.

Improved compliance
As WorkSpaces restricts data from being stored locally and enforces consistent configuration controls.

Actionable insight
With regular reporting that highlights usage, performance trends, cost drivers and recommended improvements.

Stronger long-term alignment
Providing a virtual desktop platform capable of scaling and evolving as organisational needs change.

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Management & Governance

Cloud Service Management Model

Amazon WorkSpaces are operated using a cloud optimised service management model that adapts ITIL processes for automation, standardisation and continuous improvement. Governance is implemented through controls that enable delivery while maintaining assurance, rather than manual oversight.

Service Desk & Operational Support

A single point of contact is provided through ROCK's ITIL aligned service desk, supported by AWS certified end user computing specialists. Requests, incidents and changes related to user access, performance or configuration are managed through defined workflows, providing consistency and transparency.

Monitoring, Observability & Automation

WorkSpaces environments are continuously monitored using AWS native monitoring and logging services.

Key signals include availability, session health, latency and resource utilisation. Where patterns indicate recurring issues, automated remediation is implemented to reduce repeat incidents and improve user experience.

Incident, Problem & Change Management

- Incident management focuses on rapid service restoration and clear communication to stakeholders.
- Problem management identifies root causes such as image defects, network constraints or misaligned user profiles, reducing recurrence.
- Change management is risk based. Standard, low risk changes such as user provisioning or approved image updates follow pre authorised paths, while higher risk changes are subject to additional review.

This approach balances control with delivery speed.

Service Reviews & Continuous Improvement

Monthly service reviews focus on operational performance, user experience trends, security posture and cost. Quarterly reviews consider demand forecasts, technology updates and opportunities to improve efficiency or reduce risk.

Governance, Cost Management & FinOps

Governance is enforced through policy based controls, tagging standards and role based access.

FinOps practices ensure WorkSpaces costs are:

- Visible at user, team or service level.
- Actively reviewed against utilisation.
- Adjusted through resizing or decommissioning where demand changes.

This supports ongoing value for money rather than static cost models.

Vendor & Supplier Management

Where authorised, ROCK coordinates and escalates with AWS on behalf of the buyer.

AWS support interactions are managed within the buyer's AWS Support Plan, with ROCK retaining responsibility for communication, progress tracking and resolution coordination.

Security & Data Protection

Security is a core component of every WorkSpaces environment we deploy and manage.

Our approach is built on AWS best practices, strong identity governance and ISO-aligned controls to keep data protected and ensure compliance with public-sector standards.

Security Framework & Best Practice Alignment

WorkSpaces environments are designed according to AWS security principles, including encryption by default, network isolation, hardened images and comprehensive audit logging. This creates a secure foundation that protects users and organisational data.

Data Handling & Privacy

WorkSpaces inherently reduces data leakage risk by keeping data within the AWS cloud rather than on local devices. ROCK processes only the operational information needed to deliver the service, such as ticket metadata and configuration logs.

All handling complies with UK GDPR and Cyber Essentials Plus.

Identity & Access Controls

Access to WorkSpaces is governed through AWS IAM Identity Center or Active Directory, with MFA enforced for all privileged accounts.

ROCK engineers operate under least-privilege, individually assigned access, with all activity logged and reviewed regularly.

Monitoring & Threat Visibility

Security Hub, GuardDuty, Config and CloudTrail provide continuous visibility of suspicious activity, misconfigurations or non-compliance.

Our teams investigate findings promptly and recommend remediation actions to strengthen security posture.

Backup, Continuity & Recovery

Where in scope, ROCK configures and monitors WorkSpaces snapshots, backups and lifecycle policies to support continuity objectives. Any issues with backup health or retention are highlighted with clear remediation guidance.

Incident Response & Escalation

Security incidents are managed using structured processes aligned to ISO 27035. Critical risks are escalated immediately to client contacts, with guidance on containment and remediation.

Data Retention & Secure Disposal

Operational data is retained only for as long as required to deliver the service. Upon contract closure, all data held by ROCK is securely deleted following ISO-aligned sanitisation practices.



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Values & Outcomes

Our Amazon WorkSpaces Managed Virtual Desktop service delivers measurable operational, financial and strategic value for public sector organisations by modernising end user computing while reducing risk, improving control and supporting flexible working models.

Operational Value

A centrally managed Amazon WorkSpaces environment provides a consistent and reliable desktop experience, reducing user disruption caused by device failure, configuration drift or inconsistent builds.

Standardised desktop images and controlled update processes simplify support, reduce incident volumes and improve first time fix rates.

Rapid user provisioning and deprovisioning supports workforce changes, temporary staff and project based teams without lengthy device preparation.

Centralised management reduces reliance on local device support and enables internal teams to focus on service improvement rather than endpoint maintenance.

Proactive monitoring of session health and performance enables early intervention, improving user experience and service availability.

Financial Value

Consumption based desktop provisioning avoids upfront capital expenditure on physical devices and supports predictable operational budgeting.

Active monitoring of utilisation enables unused or underused WorkSpaces to be resized, stopped or decommissioned, reducing waste.

Standardised bundles and persona based sizing reduce the risk of over provisioned desktops.

Removal of regular hardware refresh cycles lowers long term desktop estate costs.

Clear cost attribution by user group, service or department supports financial transparency and value for money obligations.

Security & Compliance Value

User data and applications are hosted centrally within AWS, reducing the risk of data loss from stolen, lost or unmanaged endpoint devices.

Identity based access controls and multi factor authentication enforce least privilege and consistent security policy application.

Centralised monitoring and logging support audit readiness and incident investigation.

Standardised, hardened desktop images reduce configuration risk and support repeatable assurance.

Network controls limit exposure by design, supporting organisational security and compliance requirements.

Strategic & Organisational Value

Amazon WorkSpaces provides a flexible desktop platform that supports hybrid and remote working without compromising security or control.

The ability to scale user capacity up or down improves organisational resilience during periods of change or increased demand.

Leaders gain improved visibility of desktop usage, cost trends and performance, supporting informed decision making.

The virtual desktop model provides a stable foundation for wider digital transformation initiatives, including secure access to cloud hosted applications.

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening
All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check
Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks
Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.

Microsoft Partner
Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.

AWS Partner
Infrastructure and platform services including compute, storage, networking and security.

Cisco and Meraki
Cloud-managed networking, SD-WAN and secure connectivity solutions.

Cloud Security & SASE
Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.

Backup & Recovery | N-Able & Cove
Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.

Endpoint & Device Management
Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.

SonicWall
Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance

ISO 27001:2022
Certified information security management system demonstrating effective controls for data protection, access management and operational security.

ISO 9001:2015
Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.

Cyber Essentials Plus
Independently verified assurance of strong baseline cybersecurity controls across all operational systems.

ICO registration
Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

→ Fast mobilisation, with service commencement scheduled quickly after award.

→ No contract negotiation, as all terms follow the standard G-Cloud framework.

→ Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.

→ Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.

HM Government
G-Cloud
Supplier

ROCK

Your Cloud and AI provider to accelerate business transformation.

rock.co.uk

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