

G-Cloud 15 Service Definition for Quadris Cloud Desktop as a Service



1 Service Introduction

Quadris Cloud Desktop as a Service (DaaS) provides secure, fully managed virtual desktops and published applications hosted on the Quadris Cloud platform. The service enables users to access Windows desktops and business applications securely from supported devices and locations, without data being stored on endpoint devices.

The service centralises desktop environments, applications, and data within the cloud, improving security, resilience, and ease of management while supporting remote and hybrid working models. Access is provided through standard desktop clients or browser-based connectivity.

Quadris DaaS is available using three alternative desktop virtualisation technologies—Citrix, Parallels, and Inuvika—allowing customers to select the most appropriate technical architecture based on performance, complexity, and cost requirements. All options support virtual desktops and published applications and are delivered as a fully managed service by Quadris.

2 Technology Option Comparison Summary

Capability	Quadris DaaS – Citrix	Quadris DaaS – Parallels	Quadris DaaS – Inuvika
Desktop delivery	Yes	Yes	Yes
Published applications	Yes	Yes	Yes
Core protocol	ICA / HDX (TCP & UDP)	Enhanced RDP	RDP + HTML5
Browser-based access	Optional	Yes	Yes
GPU / advanced graphics	Strong support	Limited	Limited
Policy granularity	Very high	Moderate	Moderate
Operational complexity	High	Low–moderate	Low
Infrastructure footprint	Larger	Moderate	Small
Ideal organisation size	Large enterprise	SMB / mid-market	Agile / cost-sensitive
Quadris Managed DaaS	Yes	Yes	Yes

3 Service Benefits

- **Secure remote access**

Enables users to access desktops and applications securely from supported devices and locations, with no customer data stored on endpoint devices.

- **Supports remote and hybrid working**

Provides consistent desktop environments for office-based, remote, and mobile users, helping organisations adopt flexible working models.

- **Improved security and data control**

Centralises applications and data within the Quadris Cloud, reducing the risk of data loss from lost or unmanaged devices.

- **Reduced endpoint complexity**

Minimises the need for high-specification user devices, extending hardware lifecycles and lowering endpoint management overhead.

- **Scalable and flexible**

Desktops and applications can be provisioned, modified, or removed quickly to support changing user numbers, projects, or programmes.

- **Business continuity and resilience**

Provides continued access to desktops and applications during local outages or disruptions, supporting operational continuity.

- **Simplified IT operations**

Quadris manages the underlying infrastructure and desktop platform components, reducing the customer's operational burden.

- **Technology choice without lock-in**

Multiple desktop virtualisation platforms are available under a consistent service model, allowing customers to select the most appropriate option for their needs.

- **SaaS backbone connectivity**

Run your desktops on the same carrier-grade network backbone used by hyperscale SaaS clouds, with direct, low-latency paths to services like Azure, AWS, and GCS. That means faster logons, smoother apps, and predictable performance for users, even at scale.

- **Quadris Managed DaaS Service**

Our Managed DaaS Service provides the operational management, security, monitoring and maintenance required to deliver a secure, resilient and fully supported virtual desktop environment within Quadris Cloud.

The service is technology-agnostic and applies equally to the three supported VDI platforms:

- Quadris DaaS – Citrix
- Quadris DaaS – Parallels
- Quadris DaaS – Inuvika

Buyers select their preferred VDI technology separately; this managed service ensures consistent operational and security standards regardless of the chosen platform.

4 Common Service Capabilities (All Technology Options)

4.1 Desktop and Application Delivery

- Delivery of full Windows desktops and/or individual published applications
- Support for persistent and pooled desktop models
- Centralised application installation and lifecycle management
- User access from corporate or personal devices (BYOD), subject to policy

4.2 Identity and Access

- Integration with Microsoft Active Directory and Azure AD
- Role-based access controls
- Optional multi-factor authentication
- Session isolation and user-level policy enforcement

4.3 Security

- Encrypted connections between endpoints and the Quadris Cloud
- No customer data stored on endpoint devices
- Network segmentation between customers
- Support for zero-trust access patterns

4.4 Managed DaaS Service

- Quadris manages platform infrastructure, brokering services, patching, monitoring, and backup in line with the selected support tier
- Customers retain control over user access, application assignment, and desktop profiles

5 Service Features By Technology Option

5.1 Quadris DaaS – Citrix

5.1.1 Technical Architecture

Quadris DaaS – Citrix uses the Citrix DaaS control plane with Quadris-hosted resource locations. Citrix Cloud provides centralised brokering, configuration, and policy management, while Citrix Cloud Connectors operate within the Quadris Cloud to securely manage desktop and application resources.

The platform uses the Citrix ICA/HDX protocol, optimised for performance over variable network conditions and supporting both TCP and UDP-based transport.

5.1.2 Desktop and Application Functionality

- virtual desktops and published applications
- Advanced session brokering and load balancing
- Fine-grained policy control over session behaviour, peripherals, and resources
- Support for multi-site and multi-region deployments

5.1.3 Performance and User Experience

- HDX protocol optimisation for multimedia, audio/video conferencing, USB devices, and peripheral redirection
- Adaptive transport selection to improve performance over high-latency or lossy networks
- Optional GPU and accelerated graphics support for demanding workloads

5.1.4 Availability and Resilience

- Redundant Cloud Connectors per resource location
- Platform designed for large-scale, highly available enterprise deployments
- Suitable for complex environments with high concurrency and geographic distribution

5.1.5 Best Suited For

- Large or complex organisations
- Environments requiring granular policy control
- Users with demanding performance, multimedia, or graphics requirements
- Highly regulated or security-sensitive workloads

5.2 Quadris DaaS – Parallels

5.2.1 Technical Architecture

Quadris DaaS – Parallels is built on Parallels Remote Application Server (RAS), which extends Microsoft Remote Desktop Services (RDS). The platform consists of Parallels Secure Gateways, Connection Brokers, and RDS hosts, all managed through a unified administration console. Parallels uses an enhanced RDP-based protocol, providing broad compatibility and simplified network design.

5.2.2 Desktop and Application Functionality

- Virtual desktops and published applications delivered from RDS or virtual machines
- Centralised brokering that directs users to the least-loaded session host
- Unified management of desktops, applications, and access policies

5.2.3 Performance and User Experience

- Optimised RDP delivery suitable for standard office, line-of-business, and collaboration workloads
- Cross-platform client support including Windows, macOS, Linux, mobile devices, and HTML5 browser access
- Universal printing and common peripheral redirection support

5.2.4 Availability and Resilience

- Logical separation of gateway, broker, and session host roles
- Supports horizontal scaling by adding additional RDS hosts
- Designed for straightforward high-availability configurations with reduced operational complexity

5.2.5 Best Suited For

- Small to mid-sized enterprises
- Organisations seeking faster deployment and simpler operations
- Cost-sensitive environments that still require desktop and app publishing
- Standard productivity and business application use cases

5.3 Quadris DaaS – Inuvika

5.3.1 Technical Architecture

Quadris DaaS – Inuvika uses Inuvika OVD Enterprise, a lightweight virtual desktop and application delivery platform with a Linux-based control layer. Windows applications and desktops are delivered using Microsoft RDS, while Inuvika provides session management, brokering, and secure access.

The platform supports both native client access and browser-based (HTML5) access without requiring local software installation.

5.3.2 Desktop and Application Functionality

- Delivery of full desktops and published applications
- Support for Windows and Linux-based application workloads

- Centralised application and session management with a reduced infrastructure footprint

5.3.3 Performance and User Experience

- HTML5 web access for secure, clientless connectivity
- Lightweight desktop clients for Windows, macOS, and Linux
- Efficient resource utilisation, particularly for task-based and knowledge-worker desktops

5.3.4 Availability and Resilience

- Session Manager role supports active/passive failover
- Designed to minimise single points of failure
- Suitable for agile deployments and rapid scaling

5.3.5 Best Suited For

- Organisations prioritising simplicity and rapid deployment
- Browser-centric or locked-down endpoint environments
- Cost-controlled or project-based deployments
- Use cases where ease of access outweighs advanced graphics or multimedia optimisation

6 Which VDI Technology is Right For You ?

Quadris will help you understand the right technology for you based on an initial discussion with you which is free of charge. From an understanding of your needs and the applications you wish to publish or host on a virtual desktop we will produce a detailed comparison of options based on:

- User numbers and concurrency
- Application performance requirements
- Network conditions and endpoint types
- Security and compliance needs
- Operational complexity and cost constraints

7 Quadris Cloud Managed DaaS Service

7.1 Managed DaaS Service Overview

Platform Management

- Day-to-day operational management of the DaaS platform within Quadris Cloud
- Configuration and management of Windows virtual desktops on the selected VDI platform
- Ongoing maintenance of the virtual desktop environment, including platform updates and configuration changes

Licensing Included

- Windows desktop operating system licence
- Multi-factor authentication (MFA) licence using **Cisco Duo**
- Anti-virus licence for all managed virtual desktops

Security & Compliance

- Centralised anti-virus management, monitoring and policy enforcement
- MFA integration and management for secure user access
- Secure configuration aligned to cloud and desktop security best practice

Monitoring, Maintenance & Reliability

- Proactive monitoring of the DaaS environment
- Automated alerting for service degradation, faults or failures
- Preventative maintenance to support service availability and performance

Incident Management

- Incident detection, logging and investigation
- Incident resolution related to the managed DaaS platform and virtual desktops
- Escalation and communication in line with the agreed support service level
- Incidents may be raised via telephone, email, or self-service portal
- All incidents are logged, prioritised, and tracked to resolution
- Priority 1 incidents must be reported by telephone

Priority	Description	Response Time
Priority 1	Critical service outage or severe security risk	30 minutes
Priority 2	Degraded service affecting multiple users	60 minutes
Priority 3	Non-critical incident	4 hours

Response time is measured from incident notification to assignment of a Quadris engineer.

7.2 Service Exclusions

The following are **explicitly excluded** from the Quadris Cloud Managed DaaS Support Service:

- End-user service desk support (e.g. password resets, user training, application support)
- VDI platform licence costs (Citrix, Parallels or Inuvika) – Buyers should refer to the relevant Quadris DaaS service pricing for VDI licence options
- End-user endpoint devices, including laptops, desktops, thin clients or peripherals
- Management of non-VDI hosted applications unless separately contracted

8 Customer Onboarding

All Buyers are onboarded to our Quadris Cloud DaaS free of charge.

9 Pricing

See the Framework Prices document for this service listing.