



Service Definition Document (v2)

The End User Computing and
Cloud Solution Specialists

Introduction to Virtual Engine

Virtual Engine is a leading End User Computing and Cloud Solutions specialist, supporting public and private sector organisations of all sizes across the UK for more than 12 years. We provide a comprehensive range of professional services, support offerings, and fully managed services.

Our capabilities have been proven across multiple industries, enabling us to deliver best-practice solutions that are closely aligned to each Buyer's specific needs. Through our collaborative, partnership-driven approach, we work seamlessly as an extension of our customers' own teams, ensuring they receive expert guidance, trusted delivery, and long-term value.

Our technical team comprises highly skilled and certified Microsoft 365 specialists, delivering a broad range of services from core configuration and modern device management to large scale cloud transformation.

All trademarks and registered trademarks contained in this document are the property of their respective owners.

This document contains confidential information that is proprietary to Virtual Engine. No part of its contents may be used, copied, disclosed, or conveyed to any party in any manner whatsoever without prior written permission from Virtual Engine.



Services available from Virtual Engine

Virtual Engine delivers the following services which can be tailored to the specific requirements of the Buyer. We focus on maximising value by working with the Buyer's existing technology stack wherever possible, ensuring previous investments are fully realised.

Professional Services

- **Windows Desktop OS migrations**
streamlined, efficient transitions to the latest Windows environments.
- **Microsoft 365**
expert configuration, optimisation, and ongoing enhancement of the M365 ecosystem.
- **Microsoft Intune**
modern device and application management for secure, scalable operations across Windows and mobile platforms.
- **Microsoft Autopilot**
zero-touch device provisioning to simplify deployment and improve user experience.
- **Microsoft Configuration Manager**
comprehensive on-premises and hybrid management for complex infrastructures.
- **Azure Virtual Desktop**
fully managed virtual desktop delivery for secure, flexible, cloud-based working.
- **Windows 365**
seamless Cloud PCs designed for predictable, scalable, user-centric experiences.
- **NHSMail (NHS.Connect) Intune migrations**
specialist support for smooth, low-risk transitions into the NHSMail M365 Intune environment.
- **Mobile Device Management (MDM) migrations**
expert migration and consolidation of device-management platforms.
- **Mobile Application Management (MAM) for BYOD**
secure, compliant app-level control without impacting personal devices.
- **Third-party patching solutions**
including Patch My PC and Ivanti Security Controls, ensuring applications stay secure and up to date.
- **Microsoft 365 Health Checks**
in-depth assessments to identify optimisation opportunities and strengthen security posture.
- **Windows application packaging and deployment**
reliable packaging, testing, and delivery to support consistent, repeatable software deployment.
- **Comprehensive Digital Employee Experience (DEX) toolsets**
including ControlUp for enhanced endpoint visibility and performance monitoring.

Support and Managed Services

Virtual Engine provides a flexible portfolio of support services, ranging from responsive assistance through to fully managed, proactive service options. Buyers can select the combination of services that best complements their existing skills and available resources, ensuring the right level of operational support.

These services are delivered between 09:00 and 17:00 and are backed by an accessible web-based support system. Quarterly incident reporting is included as part of the Support and Managed Services offering.

- **Modern Device Management**
delivery of full Microsoft Intune management, including migration from existing MDM solutions.
- **Microsoft Windows Image Management**
provision, maintenance, and management of standardised Windows images.
- **Software Application Packaging and Management**
packaging, updating, and maintaining applications for consistent deployment across the organisation.
- **Azure Virtual Desktop Image Management**
creation, optimisation, and management of AVD images
- **Windows 365 Image Management**
creation, optimisation, and management of Windows 365 custom images.
- **Microsoft Intune and Configuration Manager (SCCM)**
support for on-premises, hybrid, and cloud device and application management.
- **Evergreen application publishing to Intune**
access to approximately 140 pre-packaged, tested applications for ongoing, up-to-date deployment.

Your Next Step

Partner with Virtual Engine to simplify complexity, enhance security, and deliver better user experiences.

Contact us today: info@virtualengine.co.uk | +44 (0)20 3855 0000