



G-Cloud 15 Service Definition

**Accenture Virtual Desktop Management
Services**

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 **accenture**

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1.0 Scope of our services

The Accenture Digital Workplace Group provides a full spectrum of consultancy services on Virtual Desktop Infrastructure (VDI) Management, also known as Desktop on Demand (DoD) and Secure Desktop on Demand (SDoD) From vendor agnostic advisory to managed services through architectural design, and implementation. Our services support a cloud first strategy made specific to individual organisations future vision, existing environment, employee requirements and budget constraints.

Our full spectrum of consultancy services covers all major VDI vendors, including:

- Citrix & Citrix Cloud
- VMWare Horizon & Workspace One
- AWS Workspaces
- Microsoft Windows Virtual Desktop (WVD)
- VDI on Google Cloud Platform (e.g., Itopia)

We have expertise, solutions and offerings in all the above technologies. In the current times, and due to its integration capabilities with other Microsoft Products – including licensing, Windows Virtual Desktop (WVD) is an ideal solution which is rapidly deployable and scalable.

Example Solution: Express WVD Delivery

Windows Virtual Desktop delivers Azure hosted, cost efficient, virtualised desktops and apps across multiple platforms over the internet. With WVD, desktops can be spun up and decommissioned rapidly.

Our 4-week Express Enablement package delivers WVD to your workforce at speed, swiftly enabling remote working and easing collaboration for your employees and customers.

Our Approach

We would provide a small agile team. With tried-and-tested assets and accelerators, our engineers will work with you to get you up and running rapidly, quickly pivoting to post go-live hyper-care support. Our adoption experts work in tandem to smooth the transition, using a pre-packaged, templated focused adoption campaign.

Keep the Pace

- Daily virtual stand-ups with technical teams from Day 1 to drive design and build activities
- Real-time connect with Business Champions via dedicated Teams channel
- Iterative build and configuration, taking note of feedback from POC users
- Iterative training and communication materials created in short sprints

Optional Modules

- Assessing potential for, and delivering an Azure SCCM cloud Distribution Point (DP)
- Managed Service

- Azure Monitoring Solution
- Storage Encryption
- DC Creation in Azure VLAN
- Microsoft 365 Services

Example Timeline for Express WVD Delivery



Figure 1: Example Timeline for Express WVD Delivery

2.0 Assets and Tools

Example delivery scope & approach

Infrastructure Analysis & Design	Build & POC	Enablement	Support & KT
Week 1	Week 2	Week 3	Week 4
Establish and agree key rollout principles Rapid Design confirming key requirements and design decisions Creation of High-Level Design Creation of Requirements Traceability Matric (RTM) Confirm Champions network Initial awareness comms to users Define communications approach Define technical Change Requests required	WVD Tenant creation based on gathered requirements Creation of 1 Windows 10 Multi-session Host Pool for POC Configuration of FSLogix User and O365 profiles storage using NetApp New OU creation in AD to deploy standardised secure GPO baseline for WVD devices SCCM configuration (a) App deployments (b) Client config (c) Azure DP Conditional Access config Azure automation configuration for scaling of virtual machines with Depth-first load balancing Unstructured testing by project team and business application testing via POC users Run client L1 training to representatives Rollout WVD POC to pilot users Daily stand-ups with WVD Champions Creation of WVD comms, training and begin rollout	WVD enablement (wider roll-out) WVD iterative configuration changes based on POC feedback Continue daily stand-ups with WVD Champions Target virtual clinics to support adoption (niche cases, e.g. VIPs) Creation & Execution of test scripts (structure testing) to validate requirements Communications and training materials ongoing development Create build and operations guide L3 support on a capacity basis	Continue assistance with remediation activities Retrospectively document technical changes Transition and formally handover L3 support to BAU Team Handover change & adoption activities to client change team Handover technical documentation Provide executive summary on programme success (metrics, adoption, satisfaction survey and outstanding issues) Provide report with recommendations on next steps
Optional Modules			

Design for optional services, as required per additional agreed scope	Azure Distribution Point	MFA Configuration Defender Advanced Threat Protection (requires e5) Domain Controller (DC) Creation in Azure VLAN Storage Encryption	Azure Monitor configuration Managed Service KT/Handover
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Virtual Desktop Accenture Credential

Major UK University

Problem

- Over 7,000 Staff
- Vast majority have never worked remotely
- Less than 500 virtual working licences based on legacy technology (Device based Citrix)
- Needed to move to fully remote working at pace

Solution

- Rapidly deployed (2 Days) a Windows Virtual Desktop (WVD) proof of concept in Azure
- Virtual desktops were configured to automatically map to users personal and shared drives as well access key line of business applications enabling users to work remotely.
- Over a 4-day period the desktop solution was scaled out and basic management tooling was deployed to enable the initial cohort of 1,000 users to access the new remote desktop solution.
- Next steps include introducing Fsglogix profile management, creating more user types, deploying additional software and enhancing management and monitoring capabilities

3.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

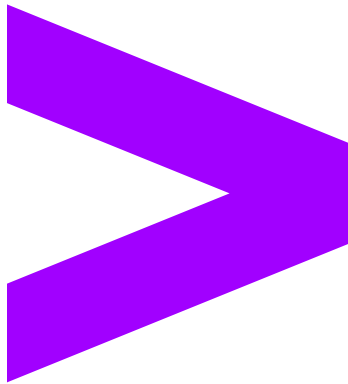
4.0 **Contacts**

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5.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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