

MICROSOFT AVD VDI PLATFORM SETUP

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Modern VDI platforms provide secure, scalable, and flexible access to desktops and applications from anywhere, enabling remote work, reducing IT overhead, and enhancing data security and compliance.

Our services, leveraging Microsoft Azure, include strategy, planning, deployment, testing, training, and support, help clients to efficiently implement and manage VDI, ensuring their teams can work effectively and securely from any location, while also adhering to strict compliance standards.

Service Features

- **Strategic VDI Planning and Consultation:** Tailored strategies to align VDI deployment with organizational goals and IT infrastructure.
- **Azure Virtual Desktop Deployment:** Implementation of AVD to provide a flexible, scalable virtual desktop experience.
- **FSLogix Profile Containers Integration:** Utilise FSLogix for enhanced user profile management, ensuring a seamless desktop experience across devices.
- **Windows 365 Cloud PC Configuration:** Set up and manage Cloud PCs, offering a personalized Windows experience, accessible from anywhere.
- **Desktop as a Service (DaaS) Setup:** Deployment of a fully managed desktop solution, reducing the burden on IT resources.
- **End-User Training and Documentation:** Provide training and resources to ensure users can effectively utilize the VDI platform.
- **Ongoing Support and Management:** Continuous monitoring, management, and support to address any issues and optimize the VDI solution

Service Benefits

- **Improved Data Security and Compliance:** Centralize data in Azure, enhancing security measures and simplifying compliance with industry standards.
- **Optimized User Experience:** Deliver a high-performance desktop experience to users, regardless of their location or device.
- **Business Continuity and Disaster Recovery:** Benefit from Azure's built-in redundancy and recovery capabilities to ensure business operations continue without interruption.
- **Future-Proof Technology:** Leverage the latest in Microsoft's cloud and VDI technologies, keeping your IT infrastructure modern and efficient.
- **Streamlined Deployment and Migration:** Efficiently migrate existing desktops and applications to the cloud with minimal disruption to users.

Service Offerings

We understand that each organization's journey towards implementing a Virtual Desktop Infrastructure (VDI) architecture is unique, with specific needs and timelines that vary widely. In recognition of this diversity, we have designed our service offerings to be both comprehensive and modular. This flexibility ensures that our clients can engage with us in a manner that best suits their immediate needs, strategic objectives, and budgetary considerations.

Our service offerings are not only integral components of a holistic VDI platform implementation journey but are also crafted to stand alone as independent services. This design allows you to tailor your engagement with us, selecting the services that align with your current stage in the VDI adoption cycle, or to address specific gaps in your existing infrastructure.

- **Planning** - The planning phase for VDI Platform Development is critical as it sets the foundation for a successful deployment of virtual desktop solutions within an organisation. This stage involves consultation and strategic alignment, working closely with clients to understand their specific needs, business objectives, and IT infrastructure. The aim is to create a tailored strategy that fits the company's current technological environment and anticipates future growth and changes.



- During this phase, Cluster Reply conducts thorough assessments of the client's existing IT setup, identifies potential challenges, and outlines opportunities for leveraging Virtual Desktop Infrastructure (VDI) to enhance business operations. Key activities include defining the scope of the project, establishing timelines, and preparing detailed roadmaps for implementation. Risk management strategies are also developed to mitigate potential disruptions during the transition. By the end of the planning phase, clients have a clear, customized plan that aligns their business goals with technological capabilities, ensuring a smooth rollout of the VDI platform.
- **Setup and Migration** - The setup and migration phase focuses on the technical implementation and seamless transition of clients' desktops and applications to the Azure Virtual Desktop environment. Cluster Reply leverages its expertise in Microsoft Azure to configure and deploy Virtual Desktop Infrastructure that is both scalable and secure. This involves the installation of necessary VDI components such as FSLogix Profile Containers for efficient user profile management and Windows 365 Cloud PC configurations for providing a personalised desktop experience accessible from anywhere.
- Migration is a critical component, where existing desktops and applications are transferred to the cloud with minimal disruption to daily operations. Cluster Reply employs robust migration tools and methodologies to ensure data integrity and system compatibility. Throughout this phase, the emphasis is on minimizing downtime and ensuring that all functionalities are preserved post-migration. The successful completion of this phase results in a modern, cloud-based desktop solution that is ready for use by the client's workforce, facilitating enhanced flexibility and productivity.
- **Quality assurance and performance testing** - Quality assurance and performance testing in the context of VDI Platform Development, specifically using Microsoft Azure Virtual Desktop (AVD), is a critical service category focused on ensuring that the virtual desktop environments deployed are robust, efficient, and reliable. This involves a series of systematic processes designed to validate the functionality, security, and performance of the virtual desktop infrastructure (VDI) solutions.
- **Functionality Testing:** This step involves verifying that all components of the VDI solution, including Azure Virtual Desktop deployment, FSLogix Profile Containers, and Windows 365 Cloud PC configuration, function according to the predefined specifications and user requirements. It includes testing for correct application behavior, system integrations, and user interface.
- **Performance Testing:** This focuses on ensuring that the VDI systems perform well under expected workloads. Tests include load testing to assess how the systems handle high volumes of users, and stress testing to determine the limits of system capacity. The aim is to identify performance bottlenecks and ensure that the user experience is not compromised, even during peak usage times.
- **Security and Compliance Testing:** Given the centralization of data and desktop management in Azure, it is crucial to conduct thorough security assessments. This includes vulnerability scans, penetration testing, and compliance audits to ensure the system adheres to industry standards and regulations.
- **Usability and Compatibility Testing:** Ensuring that the virtual desktops are compatible with various devices and operating systems that clients may use. This testing helps to confirm that end-users receive a seamless and consistent experience across different platforms.
- **Training** - After the successful setup and migration of the VDI platform, Cluster Reply provides comprehensive training and documentation to ensure that the client's end-users and IT staff can effectively utilize the new system. This training is designed to empower users with the knowledge and skills they need to operate the VDI environment efficiently and resolve common issues that may arise. The training content is customised to match the specific configuration and setup deployed for the client, covering topics such as daily operations, troubleshooting, and best practices for security. Documentation provided includes user manuals, FAQs, and quick-reference guides, which serve as valuable resources for ongoing reference. Furthermore, training sessions can be conducted in various formats, including onsite workshops tailored to fit the learning preferences and schedules of the client's team.
- **Ongoing Support** - Ongoing support and management are pivotal in ensuring the continuous efficiency and reliability of the VDI platform. Cluster Reply offers support services that include proactive monitoring, regular maintenance, and timely troubleshooting to address any issues that clients may encounter. This continuous support helps prevent potential problems and ensures the VDI system operates at peak performance.



ONBOARDING

New clients are onboarded through a structured process designed to ensure a smooth transition and integration of our VDI services. Initially, we conduct a kickoff meeting to establish communication lines and understand client-specific needs. This is followed by a detailed assessment of the existing IT infrastructure and operational requirements. Clients are then guided through the configuration and customisation of their VDI solution, aligning with their business objectives and technical specifications. Throughout the onboarding, we prioritise clear communication, setting up regular checkpoints to review progress and address any concerns. Training sessions for end-users and IT staff are integral, equipping them with the necessary skills to effectively utilize the new system. Our approach ensures that the client's team is fully prepared and the system is optimised for their environment before going live.

Offboarding

Securing exit and offboarding of a client, or transitioning to another supplier, is handled carefully to maintain data integrity and service continuity. Our offboarding process includes a detailed exit plan developed in collaboration with the client, outlining key activities such as data migration, system decommissioning, and revocation of access. We ensure that all client data is securely backed up and transferred to the client or the new supplier as required. Throughout the transition, we maintain stringent security measures to prevent any data breaches or loss. Support is provided during the transition phase to address any technical challenges and ensure a smooth handover to the new service provider. This methodical approach ensures that the client's business operations continue uninterrupted and their data remains secure.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To ensure successful delivery of our VDI services, we require detailed information from the customer regarding their current IT infrastructure, business goals, and security policies. Active involvement and clear communication from the customer's project team are essential, including timely feedback and decision-making. Access to necessary technical resources and infrastructure to integrate and test the VDI solution is crucial. We also need engagement in training and change management processes from the customer's side to facilitate smooth adoption by the end-users. Collaboration in these areas helps us tailor our services effectively to meet the customer's specific needs and ensure a successful implementation.



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations