

littlefish GROUP

WINDOWS 365 CLOUD PC

Design, Deployment and Managed Services

Document Control

Attribute	Value
File name	Windows 365 Cloud PC – Design Deployment and managed services
Author	Adam Clements
Status	Published
Classification	Unclassified
Date	29/01/2026

Table of Contents

Service Overview **4**
Key Features 4
Service Management 5
Service Review 5
Governance Board 5
Customer Benefits 6
About Littlefish **7**

littlefish GROUP

Service Overview

Windows 365 Cloud PC is a highly available, optimised and scalable virtual desktop solution providing end users with a rich Windows desktop experience which is accessible from any device from any location where there is internet connectivity.

With several configuration options, under two distinct editions – Business and Enterprise – Windows 365 Cloud PC can perfectly map to the unique needs of your users and organisation.

- **Windows 365 Business** is made specifically for use in smaller organisations (up to 300 seats) who want ready-to-use Cloud PCs with simple management options.

- **Windows 365 Enterprise** is for larger organisations who want unlimited seats with greater customisation and integration. It includes options to create custom Cloud PCs based on device images that you create, more management options and full integration with Microsoft Intune.

With our deep expertise in cloud management and Windows 365, we ensure meticulous integration, comprehensive customisation and unwavering support for your Windows 365 virtual desktop environment. From initial setup to ongoing optimisation, our team is dedicated to maximising the performance, scalability and security of your Windows 365 virtual desktop ecosystem, empowering your workforce with seamless access to essential applications and data from any location, on any device.

Key Features

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by the specific customer requirements.

- **Customised Deployment:** We tailor the Windows 365 Virtual Desktops environment to suit your organization's specific needs, including user requirements, application compatibility and security policies.

- **Scalability:** Easily scale up or down your Windows 365 virtual desktop environment based on changing business demands, ensuring optimal
- performance and cost efficiency.

- **24/7 Monitoring and Support:** Our team provides round-the-clock monitoring and support to ensure the availability and performance of your Windows 365 Virtual Desktops, resolving any issues promptly to minimize downtime.
- **Security and Compliance:** Implement robust security measures and compliance standards to protect your data and meet regulatory requirements, including encryption, access controls and regular audits.

- **Automated Backups and Disaster Recovery:** Ensure data integrity and continuity with automated backups and disaster recovery solutions, minimising the risk of data loss and downtime.

- **Cost Optimisation:** Optimise your Windows 365 Virtual Desktops environment for cost efficiency, leveraging Microsoft pricing models and resource utilisation techniques to minimise expenses without sacrificing performance. We provide regular cost optimisation reviews to identify possible cost savings.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Enhanced Productivity:** Enable remote and mobile workforces to access their desktop environment from anywhere, at any time, improving productivity and collaboration.
- **Flexibility and Mobility:** Provide employees with the flexibility to work from their preferred device, whether it's a desktop, laptop, or mobile device, increasing agility and responsiveness.
- **Reduced IT Overhead:** Offload the management and maintenance of virtual desktop infrastructure to our experienced team, freeing up your IT resources to focus on strategic initiatives.
- **Improved Security:** Enhance data security and compliance posture with built-in security features and proactive monitoring, reducing the risk of data breaches and compliance violations.
- **Scalability on Demand:** Scale your virtual desktop environment effortlessly to accommodate business growth or seasonal fluctuations in demand, without overprovisioning resources or incurring unnecessary costs.
- **Reliable Performance:** Ensure consistent and reliable performance for your virtual desktop users, with optimized resource allocation and proactive performance monitoring.

Our Managed Windows 365 Virtual Desktop service empowers businesses to embrace the flexibility and scalability of cloud-based desktop solutions while offloading the complexities of management and maintenance to our expert team. With our comprehensive support and tailored solutions, you can unlock the full potential of Windows 365 Virtual Desktops for your organisation.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

littlefish.co.uk



MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
Copilot

Microsoft Solutions Partner
Business Applications

Specialist
Copilot
Intelligent Automation
Low Code Application Development
Small and Midsize Business Management

Microsoft Solutions Partner
Data & AI
Azure

Specialist
AI Platform on Microsoft Azure

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Infrastructure
Azure

Get in touch:
0344 848 4440
sales@littlefish.co.uk

CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

MSP CHANNEL AWARDS
MSSP OF THE YEAR 2025

CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED
ISO 9001 ISOQAR REGISTERED
ISO 14001 ISOQAR REGISTERED