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AMAZON Workspaces (AWS)

Design, Deployment and Managed Services

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Service Overview

Utilising Amazon Web Services cloud native Workspaces platform, our Desktop as a Service (DaaS) offering delivers an advanced solution tailored for businesses seeking a reliable and secure deployment of virtual desktop infrastructure (VDI). With our deep expertise in Workspaces and wider AWS, we ensure meticulous integration, comprehensive customisation, and unwavering support for your virtual desktop environment. From initial setup to ongoing optimisation, our team is dedicated to maximising the performance, scalability and security of your virtual desktop ecosystem, empowering your workforce with seamless access to essential applications and data from any location.

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 Amazon Workspaces environment to suit your organisation's specific needs, including user requirements, application compatibility, and security policies.
- **Scalability:** Easily scale up or down your 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 Amazon Workspaces, 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.
- **OS and Application Patching:** We will manage the virtual devices and ensure that the operating systems are updated and aligned to best practices, and can also offer 3rd party application updates from our automation platform.
- **Automated Backups and Disaster Recovery:** Ensure data integrity and continuity with automated backups and disaster recovery solutions, minimizing the risk of data loss and downtime.
- **Cost Optimisation:** Optimise your Amazon Workspaces environment for cost efficiency, leveraging AWS 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 whilst retaining security over corporate data.
- **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 Amazon Workspaces 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 Amazon Workspaces 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!

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