



**Azure Virtual Desktop
Service Definition**

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1 About Bridgeall

About Bridgeall

Established in 2002, we are a 10 x Microsoft Gold Partner with a solid track record in Managed IT Services, Software Development, and the Microsoft Cloud - Microsoft 365, Azure, and SharePoint. We have a team of certified IT Professionals working with Windows Server, Exchange, SQL, SharePoint, and .NET.



Gold Data Platform
Gold Data Analytics
Gold Cloud Platform
Gold Application Development
Gold Application Integration

Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Windows and Devices
Gold Datacentre
Gold DevOps

Silver DevOps
Silver Collaboration and Content
Silver Small and Midmarket Cloud Solutions
Solutions

Bridgeall has been delivering responsive managed ICT services and support to public and private sector clients across the UK for 2 decades. We've advised clients on IT strategy, migrated workloads to the cloud, managed servers and applications and implemented secure and resilient networks. Our services are operated to ITIL (IT infrastructure library) service management principles, and we are accredited with Cyber Essentials, ISO9001 – Quality Management and ISO27001 – Information Security Management standards.

We also advise, implement, and support digital strategy for a broad range of client organisations across the public and private sectors. Importantly we help clients in their quest towards the cloud and building the Modern Intelligent Workplace (MIW). The MIW leverages the full potential of digital technologies for enhancing the customer/user experience, streamlining internal systems and processes, improving efficiency, and reducing costs.

Through building strong relationships and our experience in technology services we help our public sector clients achieve their technology goals. Our technology clients include:



2 Service Description

Azure Virtual Desktop is a desktop and app virtualization service that runs on Azure, formerly called Windows Virtual Desktop. Azure Virtual Desktop is the best way to provide access to your applications to your remote employees. As a Microsoft Gold Windows and Devices and Enterprise Mobility Management partner, Bridgeall are here to help you with Azure Virtual Desktop.

- The most productive and secure virtualization solution available
- Deploy and scale in minutes
- Significantly reduce costs without compromising quality

Azure Virtual Desktop is a comprehensive desktop and app virtualization service running in the cloud. Deploy and scale your Windows desktops and apps on Azure in minutes, and get built-in security and compliance features.

It's the only virtual desktop infrastructure (VDI) that delivers simplified management, multi-session Windows 10, optimisations for Microsoft 365 apps for enterprise and support for Remote Desktop Services (RDS) environments.

With Azure Virtual Desktop, you can set up a scalable and flexible environment:

- Create a full desktop virtualization environment in your Azure subscription without having to run any additional gateway servers.
- Publish as many host pools as you need to accommodate your diverse workloads.
- Bring your own image for production workloads or test from the Azure Gallery.
- Reduce costs with pooled, multi-session resources. With the new Windows 10 Enterprise multi-session capability exclusive to Azure Virtual Desktop and Remote Desktop Session Host (RDSH) role on Windows Server, you can greatly reduce the number of virtual machines and operating system (OS) overhead while still providing the same resources to your users.
- Provide individual ownership through personal (persistent) desktops.

2.1 Azure Virtual Desktop services

At Bridgeall we are virtualization experts and have a strong track record helping organisations with Azure Virtual Desktop. We are a Microsoft Gold partner in Windows and Devices. Whether you are looking to start your journey with Azure Virtual Desktop or are an existing user we can help you get the most out of the solution. As a Azure Virtual Desktop partner, we provide a full range of advisory, implementation and support services designed around you.

3 Example of Azure Virtual Desktop projects

3.1 V-Ships – Azure Virtual Desktop roll out.

V.Group is the world's leading independent ship management company, and a global pioneer in technology, innovation, and services for worldwide vessel owners. V.Group are a managed Microsoft account.

Working together with more than 3,000 on-shore and 44,000 seafaring colleagues around the world, the V.Ships Technical Management team delivers unrivalled ship management services to a diverse fleet of cargo-carrying and leisure vessels. This team, based in Glasgow, supports 600 colleagues across the Ship Management team delivering ship technical services, risk management, procurement and financial services for the tanker, bulker, container, offshore, and leisure sectors.

Critical to the V.Ships operation is access to their ground breaking real-time ship management platform, ShipSure.

V.Group has around approximately 3,000 users split across 30 countries. All users have a Microsoft 365 E3 subscription providing combined Office 365 E3

Background

The ShipSure application was hosted in iomart's Glasgow Data Centre and accessed across the globe through a series of Citrix Desktops – also hosted within the same Glasgow DC.

Our solution would need to overcome the substantial issues users were experiencing with the current Citrix RDS environment, network latency, along with the transition to remote working for the business due to Covid-19.

Solution

Bridgeall initially proposed a Proof of Concept (PoC) of the Azure Virtual Desktop technology for review and assessment. Measures of success included the quality of the user experience and access for the team in the UK and Mumbai, India to critical published applications.

3.2 Royal Edinburgh Military Tattoo

Background

The Royal Edinburgh Military Tattoo (REMT) is dedicated to putting on spectacular performances each and every year with an annual audience of around 220,000 against the stunning backdrop of Edinburgh Castle. The Tattoo is an iconic Edinburgh institution and a sell-out year after year after year.

Since 2017 Bridgeall have supported the organisation with a full range of Managed IT services facilitating the day to day operation of the business as well as out of hours and key on-site support during the Tattoo performances.

Azure Virtual Desktop

With the rapid move to home working required because of the Covid-19 pandemic, REMT needed a solution that would allow staff to access key business systems and continue to operate on a business as usual basis.

A Azure Virtual Desktop (WVD) solution was delivered to the REMT management & sales teams to facilitate remote working during the Covid-19 pandemic. WVD delivered a low risk, predictable and rapid desktop migration enabling a BYOD strategy and use of cost-efficient staff devices.

4 Contact Us

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