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Cloud Desktop
Packaged Offering

The ability to allow your workforce to work safely and securely in the event the primary work location is inaccessible is critical to the productivity and success of your company.

What does the Cloud Desktop offering provide?

As experts in the field of Cloud and Workspace solutions, Bytes provide an accelerated delivery of a cloud desktop and remote working solutions using proven methodology and automation to ensure your employees can continue working in a safe and secure environment whilst maintaining productivity.

The Cloud Desktop solution is built using Citrix Cloud or Windows Virtual Desktop utilising FSLogix for profiles and Azure NetApp Files as a storage location. For Citrix Cloud deployments, Amazon Web Services can be used as a resource location. All cloud infrastructure is deployed using standardised automation techniques to ensure the solution is secure by design.

The packaged offerings allow for fast track implementation services to deliver tangible benefits to your business. After initial setup and completion of User Acceptance Testing, the solution can be transitioned to our Managed Services team such that your IT team isn't burdened with the on-going management of the new technology.

Why customers need a Cloud Desktop?

- Protect against loss in productivity due to business interruptions

- Maintain necessary level of security and control over user access

- Flexibility to work from anywhere

- Delivered by industry experts to avoid common pitfalls and speed time to delivery

- Optional Managed Service to ease IT burden

Express

- Windows Virtual Desktop
- Windows 10 Multi Session Desktop
- FSLogix & Azure NetApp Files

Standard

- Citrix Cloud
- Citrix Gateway Services
- Azure AD Single Sign On with MFA
- Single or Multi Session solutions
- FSLogix & Azure NetApp Files

Premium

- Citrix Cloud
- Citrix ADC & StoreFront
- Azure AD Single Sign On with MFA
- Single or Multi Region Deployments
- Azure or AWS
- FSLogix & Azure NetApp Files

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Express Package Overview

What's included?

- Windows Virtual Desktop
- Windows 10 Multi Session Host with Office 365
- FSLogix and Azure NetApp Files for user data
- Azure AD & MFA integration
- VPN Gateway Configuration
- Optional – Active Directory Domain Services

User

Microsoft Windows Virtual Desktop

Web Access   Diagnostics   Gateway

Management   Load Balancer   Broker

Microsoft Azure

Availability Set

Domain Services

Azure NetApp File Shares

Windows 10 multi-session

Windows 10 VDI

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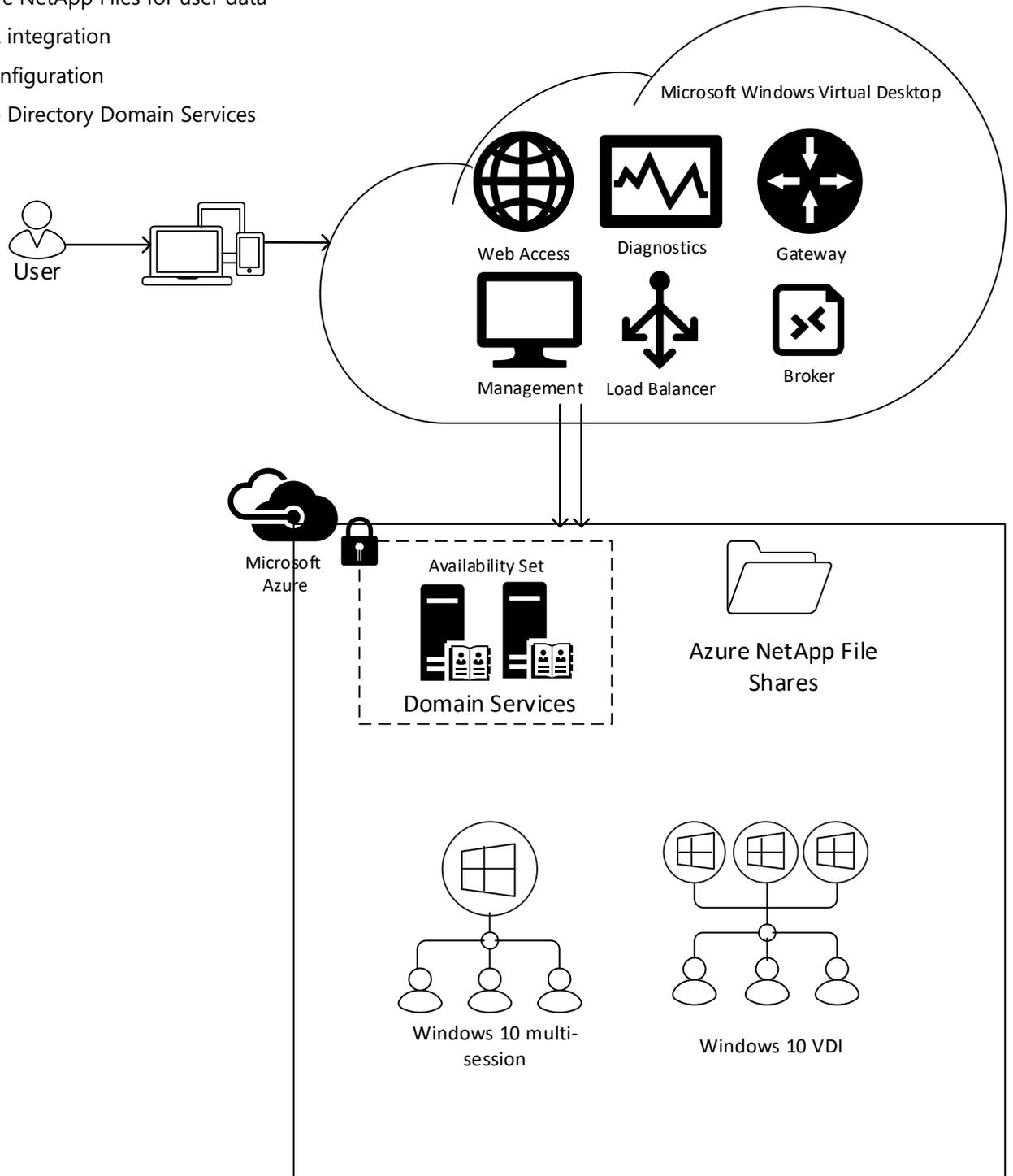
Standard Package Overview

What's included?

- Citrix Cloud
- Citrix Gateway Services
- Windows 10 Single or Multi Session
- Azure - FSLogix and Azure NetApp Files for user data
- AWS- FSLogix and Amazon FSx for user data
- Azure AD & MFA integration
- VPN Gateway Configuration

- Citrix Federated Authentication Services
- Optional – Active Directory Domain Services

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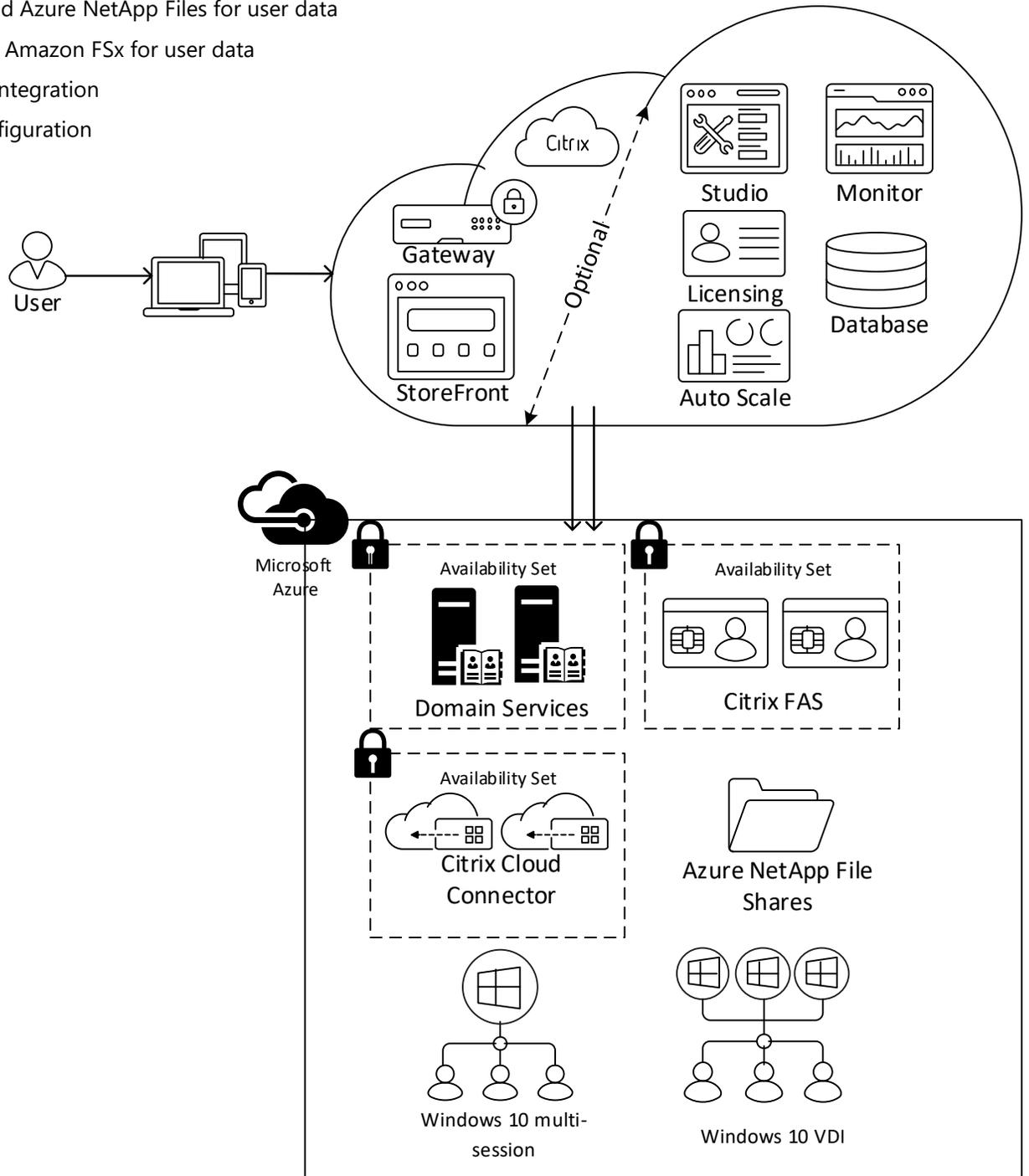
Premium Package Overview

What's included?

- Citrix Cloud
- Citrix ADC & StoreFront for increased SLA's
- Windows 10 Single or Multi Session
- Azure –
    - FSLogix and Azure NetApp Files for user data
    - Azure Firewall for increased security
    - Azure Traffic Manager for multi region failover
- AWS- FSLogix and Amazon FSx for user data
- Azure AD & MFA integration

- VPN Gateway Configuration
- Citrix Federated Authentication Services
- Multi Region
- Multi Account/Subscription Deployment
- Optional – Active Directory Domain Services

Studio

Monitor

Licensing Auto Scale Database

User

Microsoft Azure

DMZ

Availability Set

Citrix ADC

Availability Set

Domain Services

Availability Set

StoreFront

Availability Set

Citrix Cloud Connector

Availability Set

Citrix FAS

Azure NetApp File Shares

Windows 10 multi-session

Windows 10 VDI

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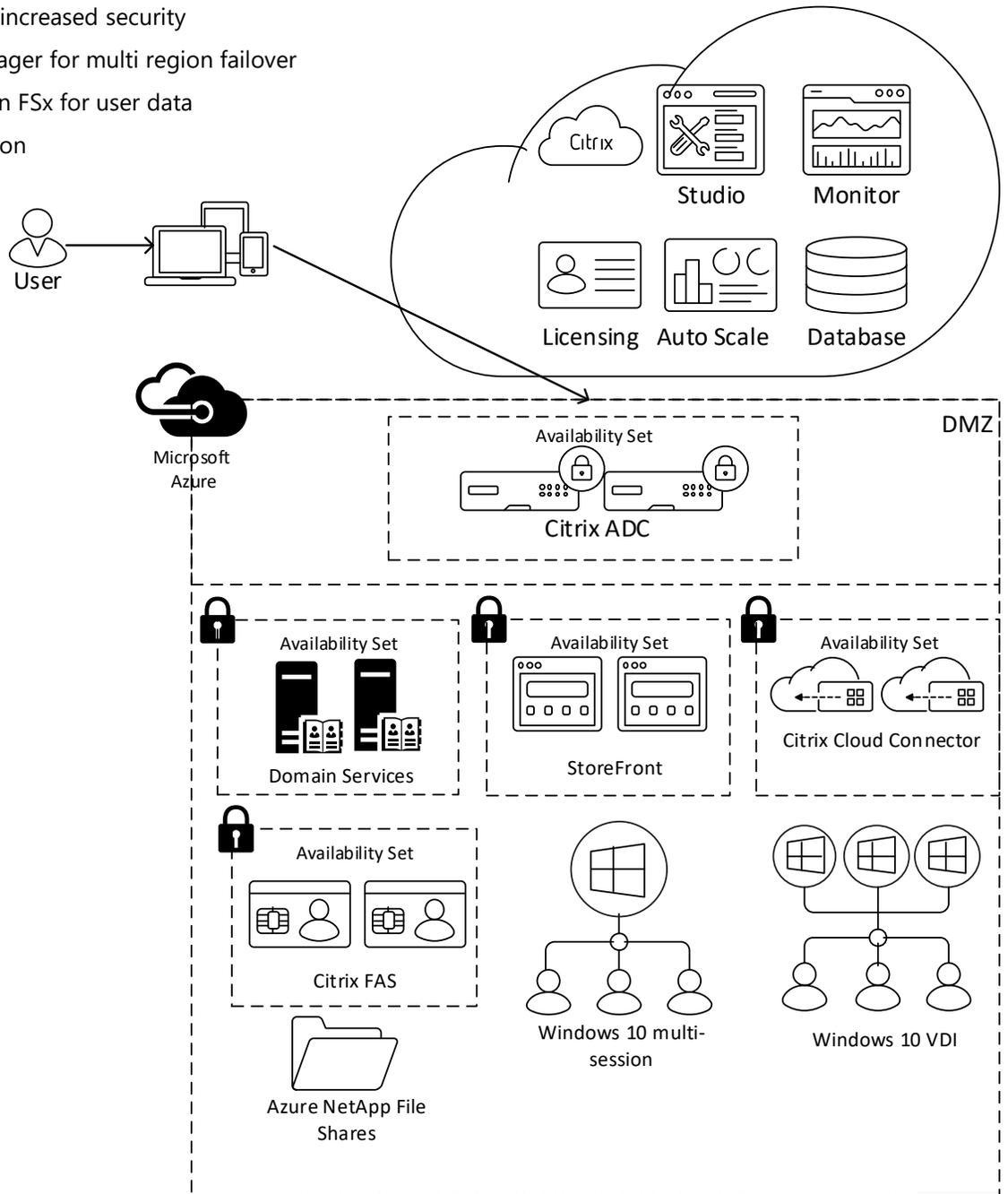
Licensing Requirements

Citrix

For Citrix based solutions the following licenses must be purchased to use Citrix Cloud functionality:

- Citrix Virtual Apps Service
- Citrix Virtual Apps and Desktops Service
- Citrix Virtual Desktops Service
- Citrix Workspace Premium Plus

Microsoft Windows Virtual Desktop

In order to qualify for Windows Virtual Desktop usage you should have one of the following licenses:

- Microsoft 365 E3/E5
- Microsoft 365 A3/A5/Student Use Benefits
- Microsoft 365 F1
- Microsoft 365 Business
- Windows 10 Enterprise E3/E5
- Windows 10 Education A3/A5
- Windows 10 VDA per user

Customers can access Windows Virtual Desktop from their non-Windows Pro endpoints if they have a Microsoft 365 E3/E5/F1/Business/A3/A5/Student Use Benefits or Windows 10 VDA per user license. You are eligible to access Windows Server 2012 R2 and newer desktops and apps if you have an RDS CAL license with active Software Assurance (SA).

Microsoft FSLogix

To utilise FSLogix Profile Containers, Office 365 Containers, Application Masking and Java Redirection tools you must have one of the following licenses:

- Microsoft 365 E3/E5
- Microsoft 365 A3/A5/Student use benefits
- Microsoft 365 F1
- Microsoft 365 Business
- Windows 10 Enterprise E3/E5
- Windows 10 Education A3/A5
- Windows 10 VDA per user
- Remote Desktop Services (RDS) Client Access License (CAL) or Subscriber Access License (SAL)

Cloud Subscriptions

To deploy the Cloud Desktop you are required to have one of the following:

- Azure Subscription with Azure NetApp Files enabled
- Amazon AWS Account

Note: Windows Virtual Desktop & Windows 10 Multi Session is a Microsoft Azure only feature.

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How Cloud Desktop services work?

What do you need to do?

- Qualify the opportunity to understand your customers requirements and their licensing entitlements for Microsoft, Azure, AWS and Citrix.

How do we approach the engagement?

- Remote workshop
- Expert frameworks for automation and expedited delivery leveraging Bytes' leading practices and recommendations for implementation and configuration
- Provide Service transition to validate solution functionality

What do we deliver?

- **High Level Blueprint** providing an overview of the architecture and design
- **Automated deployment** to Azure or AWS
- **Virtual Desktop** configured with Microsoft Productivity Apps and FSLogix Profiles
- **Optional Hypercare** support to help transitioning the solution to production

Assumptions and Dependencies

- All licensing and subscriptions are the responsibility of the customer or partner
- Active Directory Domain Services extension to the cloud is the customer's responsibility. This can be included for an additional cost.
- VPN Gateways will be configured as part of the solution, however the customer is responsible for on premise configurations.
- All business application installation is the responsibility of the customer.
- All work will be completed remotely and full administrative access will be provide.

Why engage Bytes?

Bytes' Workspace and Cloud Practice staff are at the heart of everything we do. We hire smart, experienced people who are the foundation of the exceptional IT support and professional services we provide.

- Citrix Certified Partner with over 60 Citrix Certificates
- Microsoft Gold Partner Competencies

Commercials

Item	Professional Services	Managed Services
Express Package	From £3,000.00	£6.00 per user per month
Standard Package	From £6,000.00	£9.00 per user per month
Premium Package	From £9,000.00	£12.00 per user per month

Note: Pricing does not include licensing or Azure consumption. Professional Services pricing assumes administrative access will be provided to cloud services to enable automated deployments. Managed Services pricing is based on 100 user count and 1 year term.

Please contact tellmemore@bytes.co.uk with the following information to obtain final pricing:

- Overview of your customer, including their objectives and head quarters address
- Name of package, number of users & devices
- Licensing & subscription entitlements for AWS, Citrix and Microsoft services.

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