

SERVICE BRIEF

MANAGED DESKTOP-AS-A-SERVICE

Powered by VMware[®]



Cloud-based Virtual Desktop Services

NaviCloud[®] DaaS, the Navisite[®] cloud-based desktop virtualization platform has been architected, from the ground up, to offer some of the most powerful and resilient virtualization solutions for an array of industries and use cases.

The NaviCloud DaaS platform is powered by industry leader VMware[®], and enhanced with Navisite's dedicated expert teams for service and support.

Boasting accelerated, high-resolution graphics options with NVIDIA[®] GPU technologies, and Sensitive Data Services for HIPAA-compliant virtualization, the NaviCloud DaaS platform represents one of the most versatile solutions to enable secure, device-agnostic delivery of critical desktop resources.

Organizations are quickly adopting desktop virtualization solutions to empower an increasingly mobile and non-local workforce. Historically, this was accomplished by a virtual desktop infrastructure (VDI). With rapid growth in the performance and security standards of cloud-based solutions, modern businesses are turning to Desktop-as-a-Service (DaaS) technologies to realize benefits in efficiency, scalability, resiliency and capabilities.

- DaaS is an attractive alternative to traditional on-site VDI for many reasons:
- Shift up-front CapEx to predictable OpEx
- Infrastructure and maintenance from a dedicated service provider
- Business continuity and disaster recovery (BCDR) options for data centre availability

The intricacies to establishing and deploying an effective virtualization strategy are many and costly, requiring the efforts of capable desktop engineers and IT administrators.

To assist companies in addressing this need, Navisite offers managed services for NaviCloud DaaS, providing the commitment of expert resources and partners for configuration, maintenance, and management.

Navisite and its enterprise-class service partners provide managed solutions for:

- Consulting and Implementation
- Desktop Golden Image Management
- End-user and Admin Help Desk Support

Navisite's Managed DaaS services can mean the difference between efficient desktop virtualization or a lengthy cycle of engineering, configuration, maintenance and support.

Hosted in Navisite's state-of-the-art, Tier 3 data centres, digital assets can benefit from premier security standards and resilient technology infrastructures. Round-the-clock physical and virtual security safeguards data, while the device-agnostic delivery of NaviCloud DaaS transforms the endpoint device into a window to the desktop environments to which a user has access.

Because data does not need to be stored on the endpoint device, organizations can drastically reduce the risk of compromised business data consequent to lost or stolen devices, or due to unauthorized data sharing.

Benefits of Managed DaaS Services



Managed Service and Support

Dedicated team of virtualization experts to manage critical facets of your desktop ecosystems, and to provide highly available admin and end-user support

Online Administrator Portal

The secure, centralized management utility allowing your IT teams to:

- Easily manage end-users, provision desktop resources, and manage applications or data accessibilities; without access to the endpoint device
- Retain insight and control, helping to work toward compliance standards

Online Desktop Portal

Single portal allowing secure access to digital resources, allowing end-users to:

- View and access all IT-provisioned applications and desktops
- Have a uniform user experience on any device (smartphone, tablet, thin- and zero-clients, iOS, Android etc.)
- Uphold security standards without impeding efficiency

Guidance and Expertise to Encourage Success

With years of experience supporting and implementing desktop environments across an array of industries and use cases, Managed DaaS is well-suited to help structure solutions which target specific client needs for productivity, resource availability, compliance and end-user experience.

Consulting and implementation services for Managed DaaS place the intricate and time-consuming tasks of deploying a DaaS ecosystem into the hands of dedicated experts. These span three key areas:

- **Design** – Golden image and network
- **Build** – Container buildout, user acceptance testing and optimization
- **Migrate** – Desktop provisioning and user data and settings transfer

A Powerful Solution for Managing the Key to Desktop Computing

A desktop is only as useful as the applications it houses and the technologies which power it. The foundation to every desktop is the Golden Image – the ‘template’ for configuration. Engineering a reliable, effective desktop image can be challenging, with consideration for performance, security, compliance and more.

Navisite and its dedicated expert service partners take on critical activities for desktop image creation and maintenance with regularly scheduled management.

An Expert Support Team for End-user and Admin Problem Resolution

Even the most well-configured desktops can be subject to the pitfalls of unpredictable and complex end-users. As challenges arise for the desktop, its applications, or its users, IT teams must be prepared to resolve a diverse array of digital and operational impediments.

Help Desk Support for Managed NaviCloud DaaS aids both end-users and administrators, helping to keep the workforce productive and IT teams focusing on raising the standard for desktops rather than simply maintaining it. With dedicated teams, 24x7 availability and expert skillsets, Navisite and its partners are poised to keep operations at peak levels.

Tools and Teams for a Powerful Virtual Desktop Ecosystem

Navisite offers an arsenal of services to augment digital integrity and to ease the burden on your IT resources, including:

- Desktop Active Directory (AD) Servers
- Desktop File Servers
- Key Management Servers
- Hypervisor-based Agentless Anti-Virus
- Web Content Filtering
- Patch Management

About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise clients depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centres. For more information about Navisite’s services, please visit navisite.com or navisite.co.uk.

Contact Navisite

For more on the full range of Navisite services, please visit navisite.co.uk or email us at europaefo@navisite.com.