

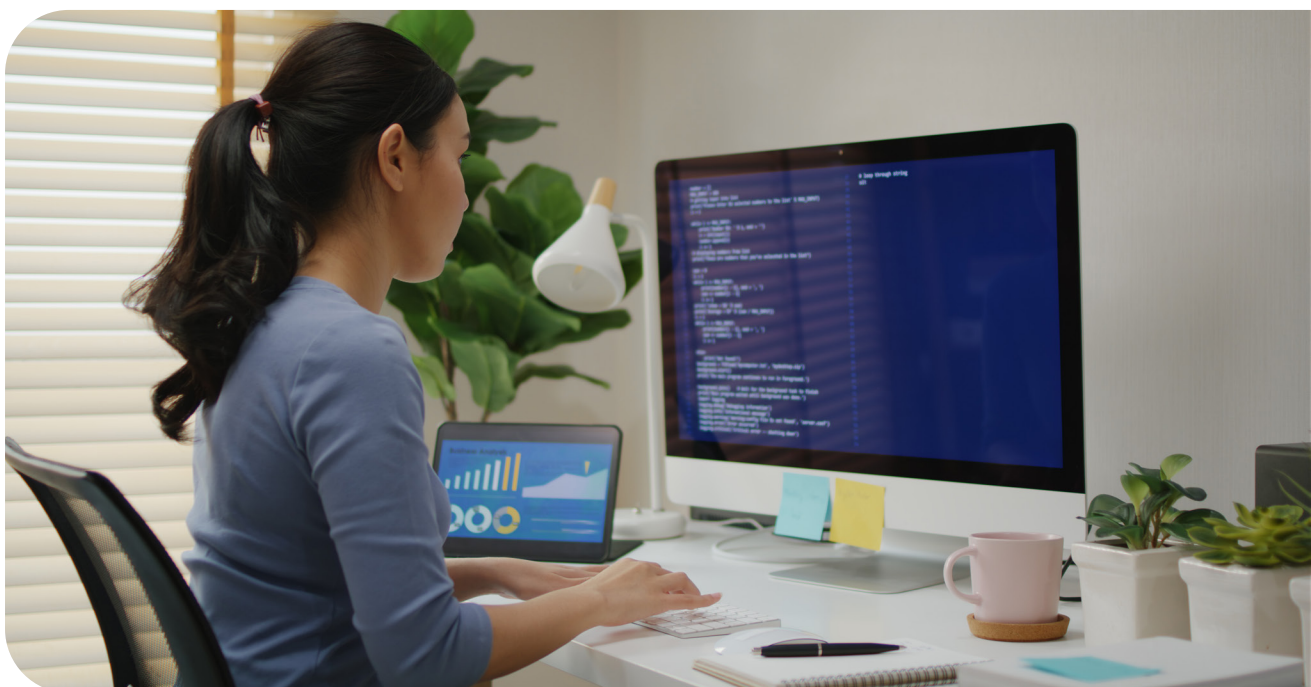
Virtual Desktop Managed Service

Transform your workspace with fully managed, cloud-powered virtual desktops

Many organisations face ongoing challenges with escalating desktop refresh costs, insecure VPN access, and time-consuming manual patching. These issues leave IT teams overwhelmed by login failures, performance bottlenecks, and compliance gaps.

The OneAdvanced Virtual Desktop Managed Service combines the simplicity of pooled Windows desktops on cloud-based VDI platforms, such as Azure Virtual Desktop (AVD), with the flexibility of a provider-agnostic approach that accommodates a range of technologies. From initial planning and deployment through to 24x7 UK-based support, image lifecycle management, and proactive patching, we handle every aspect - enabling your team to focus on innovation instead of daily maintenance.

By integrating **robust security measures, flexible scaling, and expert management, our service empowers your organisation to reduce total cost of ownership, enhance compliance, and deliver a seamless, secure desktop experience accessible from anywhere.**





What's included in our Virtual Desktop service?

24x7 UK-Based Support

Priority incidents covered 24x7 by UK-based engineers, all other requests handled 8x5 during business hours.

End-to-End Support & Request Management

ITIL-aligned triage, escalation and resolution for both infrastructure and end-user issues via our Service Desk and self-service portal.

Configuration & Image Management

Administration of host pools, session hosts, user profiles and autoscaling policies, standardised image build, patch and rollback.

Critical Patch Management

Identification and rapid deployment of security updates within agreed SLAs, coordinated through change-management.

Networking Services

Management of firewalls, gateways, load balancers, VPNs and dedicated connections that underpin your virtual desktop estate.

Monitoring & Telemetry

Continuous health checks on session-host performance, user session metrics and platform dependencies, with proactive alerting and remediation.





Key benefits



Reduce costs with a flexible OPEX model

Switch to a per-user subscription-based pricing model to eliminate the expense of frequent hardware refresh cycles, lowering your total cost of ownership.



Strengthen security and compliance

Benefit from robust security measures, including profile isolation, identity integration, and rigorous patch schedules, keeping your data protected and audit-ready.



Empower flexible working

Enable pooled, multi-session, reliable & consistent desktop experiences that scale on demand, accessible anytime and anywhere.



Support that suits you

Get 24x7 incident response and request fulfilment from UK-based certified engineers who understand your business context, with no offshore hand-offs.



Simplify IT management & accountability

One partner, one portal, and one SLA across desktop infrastructure, networking and support for streamlined operations and end-to-end accountability.



Unlock innovation

Offload routine desktop management, enabling your IT team to dedicate time to strategic projects that drive business growth and differentiation.



Service details

Implementation

Go live can typically occur within three weeks of contract signature. During this time, we conduct discovery workshops, establish environment connections, align runbooks, and enable 24x7 support to ensure a smooth transition.

Integration with existing tools

Our service fully supports bi-directional integrations with ITSM and ticketing tools like ServiceNow, Cherwell, and Jira Service Management. This ensures seamless ticket flow between your internal helpdesk and our VDI support team.

Pricing

Our pricing is based on a per-user, subscription model, tiered by support level and consumption brackets. With a fair-use policy, there are no hidden overage charges, making costs clear and predictable.

Support Hours and SLAs

- **P1/P2:** 24x7 UK-based support with fast response and resolution times.
- **P3/P4 and requests:** Managed 8x5 during business hours.

Requirements and prerequisites

To get started, the following elements are required:

- An active cloud subscription with VDI licensing (e.g., Azure Virtual Desktop or equivalent).
- Network connectivity through VPN or dedicated circuits, and identity integration (Azure AD or on-prem directory).
- Administrative access for onboarding and runbook alignment.

Reporting and metrics

You will receive detailed monthly dashboards, offering in-depth visibility into incident trends, capacity utilisation, login performance, budget adherence, and SLA achievement. These insights are further enhanced by quarterly reviews, where our experts provide strategic recommendations and actionable insights to drive continuous improvement and optimise your desktop estate.



Why OneAdvanced for Virtual Desktop services?

At OneAdvanced, we combine technical excellence with a partnership-driven approach to transform your virtual desktop experience, providing proactive management, and tailored UK-based support. Our teams combine **deep VDI expertise** with a proven, **ITIL-aligned service framework**, backed by **over 60 Microsoft and industry certifications**, so you'll receive best in class services from a partner you can rely on, whilst ensuring compliance with stringent regulations such as GDPR, FCA, and NHS and other sector mandates.

What sets us apart is our commitment to delivering proactive value. We don't just resolve issues; we anticipate and prevent them. From day one, we integrate financial operations (FinOps) discipline and governance, offering regular cost-optimisation reviews, detailed usage trend analysis, and automated policies to keep your environments secure, optimised, and audit-ready.

We're invested in the continuous evolution of your desktop estate. Every quarter we sit down to review performance metrics, capture lessons learned and recommend enhancements - whether that's re-rightsizing your host pools, tuning image configurations or rolling out new autoscaling policies. The result is **a virtual desktop estate that evolves with your business**, empowering your IT team to drive innovation rather than firefight infrastructure.





FAQs

Q1: How do you ensure data security on virtual desktops?

We implement robust security measures, including profile isolation, identity integration, and strict patch schedules. These safeguards protect sensitive data, maintain compliance, and ensure audit readiness.

Q2: What benefits does pooling desktops on cloud platforms offer?

Pooling desktops on platforms like AVD reduces hardware costs, simplifies management, and ensures efficient resource usage. This approach lowers total cost of ownership and aligns your IT strategy with business growth.

Q3: Who can benefit most from Virtual Desktop Managed Services?

Our service is ideal for organisations facing challenges with device management, security gaps, or manual patching efforts. Businesses in regulated sectors or with remote teams will particularly benefit from the scalable, efficient, and secure virtual desktop solutions we offer.

Q4: Can we scale the service up or down?

The service is fully scalable to meet your organisation's evolving needs. Host-pool sizes and session-host counts can be adjusted on demand. Quarterly reviews ensure optimal sizing recommendations to align with your growth or operational changes.

Q5: How do you manage change requests or customisation?

Change requests and customisation are managed through a structured change-management process. A dedicated Service Delivery Manager works closely with you to scope, cost, and implement tailored solutions, such as custom image scripts, application packaging, or networking adjustments, with minimal disruption.



Powering the world of work

READY TO MODERNISE YOUR DESKTOP ESTATE?

Contact your OneAdvanced account manager or email managedit@oneadvanced.com to learn how our Virtual Desktop Managed Service can empower your workforce.

 **Microsoft**
Solutions Partner
Data & AI
Azure

 **Microsoft**
Solutions Partner
Digital & App Innovation
Azure

 **Microsoft**
Solutions Partner
Infrastructure
Azure

 **Microsoft**
Solutions Partner
Security

 **Microsoft**
Solutions Partner
Modern Work



+44(0) 330 343 4000



www.oneadvanced.com



hello@oneadvanced.com