

Cloud Desktop

Rapidly achieve a secure cloud platform for delivery of user desktops

Total will provide you with a ready-made, pre-tested, remotely delivered, cloud desktop platform. You benefit from rapid, remote, fixed-price deployment of a proven cloud platform from which to deliver desktops to remote/home workers.

Why would you want it?

If you need to give home/remote workers secure access to the applications they need, this could be the answer.

With Total's Cloud Desktop you can quickly obtain a robust, secure and proven cloud platform to deliver key applications to home/remote users.

There are three packages and, if helpful, one of our subject matter experts can guide you through which one is right for you:

Express uses Windows Virtual Desktop and will typically suit small to medium sized organisations, or larger ones wanting to serve the needs of task-based users

Standard uses Citrix Cloud and will suit the majority of medium to large organisations

Premium also uses Citrix Cloud and will suit organisations that need to serve users across multiple international regions.

Not only can Total's Cloud Desktop be delivered quickly, it can be delivered remotely without any face-to-face contact, and for a fixed price. Total can also manage the platform for you, to ensure it continues to

perform well, and can even help with getting your users up and running.

Specifically, you will benefit from:

- an expertly designed, tried and tested platform
- rapid deployment
- the guidance of an experienced consultant
- proven deployment methodology
- professional documentation
- user acceptance testing
- (optional) platform management
- (optional) user support.

What Total do

As a fixed-price solution, Cloud Desktop is based on certain assumptions (see later). If you are unable to undertake elements yourself or lack necessary licenses, Total can assist with this at extra cost. Successful implementation of the solution involves four steps.

1 Kick-off workshop

The workshop is delivered remotely and enables Total's consultant to discuss and agree what will happen with relevant management and technical stakeholders from your organisation. This will include: explanation of the solution, its

At a glance

Service type
Solution

Prerequisites

- A management sponsor
- Involvement of technical stakeholders
- Relevant licenses
- Microsoft Azure or AWS
- Remote systems access

Key benefits

- A proven platform
- Rapid, remote deployment
- Appealing, fixed price
- Total's expertise & experience
- Optional management

set-up and what's required from you, gathering requirements, and agreement of delivery timeframe, prerequisites for success and roles and responsibilities.

2 Deployment

The infrastructure is deployed to the cloud using pre-tested standardised automation techniques. Total's consultant will configure VPN Gateways within the cloud, but it is assumed that you'll undertake on premise configuration together with application installation.

	Express	Standard	Premium
Windows Virtual Desktop	✓	N/A	N/A
Citrix Cloud	N/A	✓	✓
Citrix Gateway service	N/A	✓	N/A
Citrix ADC and StoreFront	N/A	x	✓
Windows 10 multi-session host with Microsoft 365	✓	N/A	N/A
Windows 10 single or multi-session	N/A	✓	✓
Microsoft Azure*:			
• FSLogix & Azure NetApp files (for user data)	✓	✓	✓
• Azure Firewall (for increased security)	x	x	✓
• Azure Traffic Manager (for multi-region failover)	x	x	✓
AWS: FSLogix and Amazon FSx (for user data)*	x	✓	✓
Azure AD & Multi-Factor Authentication integration	✓	✓	✓
VPN gateway configuration	✓	✓	✓
Citrix Federated Authentication Service	N/A	✓	✓
Multi region	x	x	✓
Multi account/subscription deployment	x	x	✓
(Optional) Active Directory Domain Services	✓	✓	✓
(Optional) Proactive management of platform	✓	✓	✓
(Optional) User onboarding	✓	✓	✓

*You can choose to have user data held in Microsoft Azure or AWS (Amazon Web Services).

3 UAT

After set-up Total's Consultant will undertake User Acceptance Testing (UAT) to verify the deployment.

4 Handover

Total's Consultant will provide a high-level blueprint of the architecture and design and hand over management of the solution to your IT support team. Alternatively, Total has the inhouse expertise to manage the platform for you and support user onboarding.

Prerequisites

Successful delivery requires:

- a management level sponsor
- the involvement of relevant technical stakeholders
- relevant licensing (see below)
- a correctly working Microsoft Azure subscription or Amazon Web Services (AWS) account
- remote, administrator level, access to all relevant systems.

Why Total?

Modern Workspace is one of Total's primary areas of solutions excellence, with well over a hundred successful projects delivered last year. Total's consultants combine expertise, with individual certification to the highest level, and extensive experience, gained across a variety of environments.

Total is a Microsoft Partner with multiple gold (highest) level competencies, including Windows & Devices and Cloud Productivity as well as being a Citrix Silver Solution Advisor.

What next?

To learn more, contact your account manager or email sam@totalcomputers.co.uk and arrange an initial conference call with a member of our solutions team.

Licensing requirements

Total's Cloud Desktop is offered as a fixed price solution, assuming the availability of essential software licences. While many customers will already have these licences as part of another subscription, Total can advise and assist with licencing upgrades, as required.

Microsoft Windows Virtual Desktop

Requires Microsoft 365 E3/E5/F1/Business/A3/A5/ Student Use Benefits licenses or Windows 10 VDA per user licenses to operate Windows Virtual Desktop from non-Windows Pro endpoints.

An RDS CAL license with active Software Assurance (SA) is required to access Windows Server 2012 R2 and newer desktops and apps.

Microsoft FSLogix

Requires Microsoft 365 E3/E5/F1/Business/A3/A5/ Student Use Benefits, Windows 10 Enterprise E3/E5 or Education A3/A5, Windows 10 VDA per user, or Remote Desktop Services (RDS) Client Access License (CAL) or Subscriber Access License (SAL) licenses to utilise FSLogix Profile Containers, Office 365 Containers, Application Masking and Java Redirection tools.

Citrix

Requires Citrix Virtual Apps Service, Citrix Virtual Apps and Desktops Service, Citrix Virtual Desktops Service and Citrix Workspace Premium Plus to use Citrix Cloud functionality.