FlexxDesktop

Desktop as a Service, Your Way

Ensure business continuity always, with automated support and management, wherever your digital workspaces are

Does your organization meet the dynamic workspace needs of today, and the adaptability for the future?

Experience ultimate flexibility with FlexxDesktop – use your hardware or ours, any broker, cloud, or hypervisor. Enjoy seamless automation and self-healing with a DaaS offering that transforms your user experience, both today, and the future.

1 **Gain the flexibility of cloud with the reliability of on-prem**

2 **Benefit from transparent pricing, billed monthly**

3 **Reduce IT friction with automated support**

4 **Workspace availability for anyone, anywhere, anytime**

5 **Complete visibility into usage and performance**

"The desktop landscape is quickly changing. Decisions made several months ago need to be reevaluated against a changing desktop landscape that has undergone changes in pricing, endpoint availability, and functionality. In addition, digital workplace leaders are asked to reduce digital friction for their employees, through quantifying and improving their digital employee experience."*

*GARTNER: How to Choose a Desktop Delivery Model for the Digital Workplace

Flexxible recognized in the inaugural 2023 Gartner® Magic Quadrant™ for DaaS*

Gartner.

Innovator in
Virtual Client Computing, 2023

IDC

Servihabitat

"The performance of the FlexxDesktop solution has exceeded our expectations."
Alberto Martinez | CIO - Servihabitat

Deploy, manage, and support virtual workspaces effortlessly with FlexxDesktop

User Experience Enhancement
· Manage and support any cloud, hardware, or broker within the Flexxible platform.
· Identify and resolve user issues in real time.
· Adapt to changing business needs and requirements.
· Centralized management for administrators and end-user line management to manage, observe, and act on their digital workspaces in real time.

Smart Automation
· Automate your platform to achieve real-world ROI.
· Scale using simple, intuitive workflows.
· Enable automated fixes for common tasks.
· Provision storage anywhere with a unified workflow.

Total Observability
· End-to-end, 24/7 monitoring of what matters most to you, with proactive and automated remediation.
· Proactive capacity management for optimal performance.
· Break down application performance across users and departments.

Dynamic Resourcing
· Scale with the evolving demands of your business.
· Embrace true hybrid cloud with ease.
· One-click support resolution with microservices.
· Utilize hyperscale cloud for unmatched agility and flexibility.
· Allow end users or line management to dynamically resize and optimize their resources as required.
· Bring pricing and performance conversations closer to the user.

Rapid Readiness
· Fast-track your operational maturity in one month.
· A complete framework for managing End User Computing.
· Monitor, support, and automate seamlessly in one framework.
· Make workspaces accessible from anywhere, anytime.

Are your IT resources stretched thin with repetitive tasks?

What could your users achieve if they waiting waiting for IT support?

Do your IT leaders have the insights they need to make decisions for the future?

What are your best employees working on right now, and what could they be capable of?

Our recent case study revealed:

74% of support and operations tickets could be automated

19% of tickets fix themselves automatically

Problem diagnosis **65%** quicker

Users get back **78%** of the time they would have spent waiting for support

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FlexxDesktop Compatibility

Cloud Platforms	Azure	aws	Google Cloud	
Brokers	citrix	(X)	Parallels	amazon WorkSpaces / vmware
Hypervisors	Microsoft Hyper-V	citrix		
Operating Systems	Windows	Apple	Android	Linux

Explore FlexxDesktop Plans

FlexxDesktop
Standard

Our flagship DaaS offering for managing digital workspaces with custom automation and advanced infrastructure monitoring

Includes Base Features

FlexxDesktop
Advanced

FlexxDesktop Standard plus 24/7 support and management from our Global Service Centre

Includes Base Features

+ Management

FlexxDesktop
Enterprise

FlexxDesktop Advanced plus our validated hardware stack for VDI and DaaS in your datacentre

Includes Base Features

+ Management
+ DaaS Compute

FlexxDesktop
Edge

FlexxDesktop Enterprise plus our Fully hosted DaaS platform for the most demanding enterprises

Includes Base Features

+ Management
+ DaaS Compute
+ DaaS Cloud

Differentiating Features

Management

24/7 Staffed Monitoring

Utilize our dedicated team of infrastructure analysts to grant peace of mind that your infrastructure is performing as expected

24/7 Support

Get 24/7 proactive support for your environment delivered by our expert consultants

Environment Management

A dedicated VDI manager who will manage, maintain and advise on your environment allowing your operations teams to focus on business problems

Architecture Assistance

Gain access to our dedicated team of VDI consultants and architects to design, deploy and scale your environment

DaaS Compute

On Premises DaaS Hardware

Utilize our validated hardware stack for your environment, providing specialist Hardware-as-a-Service for Desktop-as-a-Service environments

DaaS Cloud

Fully Hosted Private DaaS Cloud

Fully managed and dedicated Desktop as a Service Cloud platform delivered from any of three hundred locations across the globe

Ready to bring your digital workspaces up to speed for today and be prepared for the digital landscape of tomorrow?

Get started

Base Features
Included in all FlexxDesktop models

Monitoring

VDI Infrastructure Monitoring	Monitor your VDI estate with 1000s of sensors and preconfigured templates and thresholds for a true out of the box monitoring experience
Custom Reporting	Utilize data across all of our tools and services in a single pain of glass with fully customisable reports
Custom Dashboards	Create dashboards designed to fit in with your business workflows and visualisation needs
Alerting	Add alerts across your environmenting ensuring you receive prompt notification of any machines that are out of performance bounds

Support

Remote Assistance	Connect to users through Windows Remote Assistance
Remote Support	Support remote users and unattended devices
Microservices	Perform automated repairs and scripted actions
Power Actions	Perform power actions including restart, log off, shutdown and wake on LAN
Maintenance Mode	Place machines into maintenance mode
Profile Actions	Reset, backup and optimise FSLogix profiles
Agent Update	Push agent updates to workspaces

Diagnostics

Workspace View	Gain detailed insights into workspaces including performance, alerts, events, logon performance and security and compliance
Event Catalogue	View events from across your end user computing estate
Performance Diagnostics	View historical workspace, application and process performance
Performance Alerts	Capture adverse performance events and see what caused them
Application Performance	Capture application performance metrics such as CPU, RAM, Network Traffic, IO and GPU
Application Versions	Verify application version compliance
Dynamic Sensors	Create dynamic sessions specific to your environment for latency to your datacentres, specific metrics and more

Automation

Self-Healing	Use self-healing scripts to automatically fix issues before they impact your users
Multiple Device Actions	Run tasks and automation across groups of workspaces or every workspace
Workflow Automation	Automate your IT operations by allowing end users, operations and line management to access complex IT automation for provisioning, management and more
Self-Service Provisioning	Allow users to provision their own workspaces, increase their resources and request additional resources
Approval Workflows	Enable management to seamlessly approve and action end user requests

Security

Patch Management	Report and enforce patch management across your workspace estate through automation
Compliance Reporting	Centralised reporting of workspace compliance including Anti-Virus, EDR, BitLocker and patching
Security Alerting	Unified alerting for workspace security compliance and Anti-Virus and EDR alerting
Automated Security Remediation	Automate the remediation of security events and compliance
Third Party Patching	Rapidly patch third party applications and remove day zero vulnerabilities from your environment

Digital Experience Management

End User Polling	Create polls to gather real world end user feedback on digital experience
Digital Experience Score	Gain insight into end user performance through end user experience scoring based on performance and adverse events
Adverse Event Tracking	Track performance impacting events alongside the root cause applications and processes
Compliance Reporting	View detailed device compliance with company baselines for security, application versions and more

Software Asset Management

Software Catalogue	View all software installed across your workspaces
Software Usage	See which users are utilising which applications and where applications are installed but unused
Software Versions	Gain insight into installed application versions across your organisation
Software Resource Cost	Break down the average and total compute cost of running your software

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