

# 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



*“The performance of the FlexxDesktop solution has exceeded our expectations.”*

Alberto Martinez | CIO - Servihabitat

# Deploy, manage, and support virtual workspaces effortlessly with FlexxDesktop

## 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.

## 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.

## 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.

## 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.

## 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

## FlexxDesktop Compatibility

Cloud Platforms



Brokers



Hypervisors



Operating Systems



## Explore FlexxDesktop Plans

| FlexxDesktop<br>Standard                                                                                                 | FlexxDesktop<br>Advanced                                                              | FlexxDesktop<br>Enterprise                                                                  | FlexxDesktop<br>Edge                                                                           |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Our flagship DaaS offering for managing digital workspaces with custom automation and advanced infrastructure monitoring | FlexxDesktop Standard plus 24/7 support and management from our Global Service Centre | FlexxDesktop Advanced plus our validated hardware stack for VDI and DaaS in your datacentre | FlexxDesktop Enterprise plus our Fully hosted DaaS platform for the most demanding enterprises |
| Includes Base Features                                                                                                   | Includes Base Features<br>+ Management                                                | Includes Base Features<br>+ Management<br>+ DaaS Compute                                    | Includes Base Features<br>+ Management<br>+ DaaS Compute<br>+ 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                                                                   |
|                               |                                |                                                                                                                                                         |
| 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 GPU    | 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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