



Desktop as a Service

 Synoptek

Table of Contents

- INTRODUCTION3**
- SERVICE OFFERINGS.....4**
 - STANDARD COMPONENTS5
 - ADD-ON COMPONENTS6
- SERVICE DEPLOYMENT8**
 - EXPECTATIONS DURING ONBOARDING.....8
 - Synoptek Requirements* 8
 - Other Requirements* 8
 - Synoptek Deliverables*..... 8
 - EXPECTATIONS POST-DELIVERY8
 - Synoptek Requirements* 8
 - Synoptek Deliverables*..... 8
 - REQUIREMENTS FOR THIS SERVICE8
 - Licensing Requirements* 9
 - Network Requirements* 9
 - Other Requirements* 9
 - SYNOPTEK RESPONSIBILITIES10
 - CUSTOMER RESPONSIBILITIES.....10
- SCOPE COMPARISON12**

Introduction

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's Desktop as a Service (the "Service").

The service definition found herein reflect Synoptek standards at the time the Service Order(s) was issued. Synoptek reserves the right to change any particular standard herein to reflect Synoptek's best practices or industry standards at its sole discretion with or without notice.



Service Offerings

Synoptek's Desktop as a Service enables an "access anywhere" service for end-user desktops. Synoptek's team of experts will manage a cloud-based virtual desktop environment to support end-users' productivity, security, and experience. This service is backed with a 24x7x365 Service Desk. This service is priced per user.

The following are key value points for this service:

Access Anywhere

Synoptek's Desktop as a Service offering is a good fit for any organization whose end-users require the ability to access a specified virtual desktop from any compliant endpoint with Internet connectivity.

Examples of organizations who may benefit from a managed virtual desktop solution include:

- Highly secured and regulated industries requiring consistent patch management policies
- "Elastic" workforces comprised of growing remote staff, new hires, mergers, acquisitions, short-term employees (e.g. contractors, consultants, partners, etc.)
- BYOD (e.g. mobile devices) workforces with infrequent need for desktop access
- Business processes requiring specialized workstations with respect to design, engineering, legacy applications, and development test environments

Dynamic Scaling of Windows 10 Experience

Synoptek's Desktop as a Service provides effective orchestration of the Customer's virtual desktop environment. This allows Customers to focus on their business while Synoptek efficiently scales the Customer's environment to current performance needs, whether it'd be one user session or thousands.

Expertly Managed Virtual Desktop Infrastructure (VDI)

This service manages all cloud-based infrastructure the Customer requires to run their virtual desktop environment. Management of virtual desktops themselves can be paired with Synoptek's ITaaS User service.

Distributed Data Security Framework

VDI solutions require remote access, which typically introduces a higher threat vector Customers must secure. Synoptek will manage an infrastructure of the Customer's virtual desktops on a secured Azure Cloud. Customers can optionally pair Azure's physical security benefits with Synoptek's endpoint security, backup, and disaster recovery services as needed by the Customer's business objectives and need.

Tailored Experience

Every Customer will have unique virtual desktop needs and objectives. Thus, Desktop as a Service engages Customers with Synoptek experts in consultation to identify business objectives and design a proper solution and desktop profile to be delivered and managed by the service.

STANDARD COMPONENTS

Feature and Description	Additional Information	Included
CLOUD-HOSTED VIRTUAL DESKTOP ENVIRONMENT	Synoptek will provide the Customer with a platform optimized for modern Windows-based virtual desktops running in the Azure Cloud.	Yes
24X7X365 VIRTUAL INFRASTRUCTURE SUPPORT	<p>Synoptek provides 24x7x365 service requests to technical admins for the Customer’s virtual desktop infrastructure, incident resolution, and problem management to Customer technical contacts and authorized personnel.</p> <p>This service does not cover support for virtual desktops themselves, applications, or end-user support.</p>	Yes
VIRTUAL DESKTOP ORCHESTRATION	Synoptek will fully manage the orchestration of the Customer’s virtual desktop infrastructure.	Yes
DESKTOP IMAGING	<p>Synoptek will work with the Customer to create an image to be used as a base template for all virtual desktops in the Customer’s virtual desktop environment.</p> <p>The Customer is entitled to 4 hours per calendar month of designated consultant engineering (DCE) time to request and manage updates to this or any additionally created images. These hours do not rollover to the following calendar month. Additional hours will be charged as billable hours.</p>	Yes
INFRASTRUCTURE RIGHT-SIZING	Synoptek will monitor your business’ needs and proactively advise right-sizing to optimize infrastructure cost. This may include right-sizing CPU, memory, storage profiles, migrating	Yes

	<p>high-demand desktops to reserved instances, and shutting down inactive desktops.</p> <p>While infrastructure is initialized during deployment based on customer need, adjustments post-deployment are advised based on trending data.</p>	
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ADD-ON COMPONENTS

This service can be customized with the following add-ons as needed to support the Customer’s objectives and needs.

Feature and Description	Additional Information	Included
ENHANCED IDENTITY AND ACCESS MANAGEMENT	Synoptek will provision and manage end-user access and authentication to desktops using a managed IAM service enabling Single Sign On (SSO), Multi-Factor Authentication (MFA), and self-service password resets.	Optional - Identity Access & Management as a Service
PRODUCTIVITY SUITE	Synoptek will provision and manage a digital workspace solution to support business objectives, communication, and collaboration.	Optional – Teamwork as a Service
ENDPOINT SECURITY	Synoptek will provision and manage endpoint protection on virtual desktops. Synoptek’s Endpoint Protection services are an integrated threat prevention solution leveraging artificial intelligence to block malware and safeguard against script-based, fileless, memory, and external device-based attacks.	Optional - Endpoint Protection as a Service
DESKTOP BACKUP & RECOVERY SERVICES	Synoptek will provision and manage backups of virtual desktops with optional off-site replication. Synoptek will provide up to 3 restores per month for the Customer’s desktops and files. Restorations beyond 3 a month are billable activity. In addition, if the time to perform a restore totals over 4 hours, Synoptek may treat this as a billable activity with customer approval.	Optional – Data Protection Services

MICROSOFT 365 BACKUP SERVICES	Synoptek will provision and manage backups of the Customer's Microsoft 365 applications. Synoptek will provide up to 3 restores per month for the Customer's M365 data. Restorations beyond 3 a month are billable activity	Optional – Data Protection Services
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Service Deployment

Synoptek's Service Deployment team is responsible for the onboarding and offboarding of the infrastructure that will host the Customer's virtual desktops as well as the provisioning of virtual desktops themselves. Additionally, Synoptek is responsible for ensuring right-sizing measures are properly in place and executed.

EXPECTATIONS DURING ONBOARDING

Synoptek Requirements

Synoptek will require the following from the Customer during onboarding:

- Question and Answer meeting to identify and set expectations during rollout
- User Acceptance Testing group for validating the implemented policies, restrictions, and settings

Other Requirements

Synoptek Deliverables

EXPECTATIONS POST-DELIVERY

Synoptek Requirements

Changes to the services delivered (e.g. addition/removal of virtual desktops post-delivery) must be submitted as a ticket to Synoptek's Support team by authorized Customer contacts.

Synoptek Deliverables

Synoptek will deliver services as specified by agreed contracts and subsequent changes submitted through Synoptek's Support team.

REQUIREMENTS FOR THIS SERVICE

The following specifications are required for Synoptek's Desktop as a Service (DaaS) Solution.

Licensing Requirements

Customer is required to have a Microsoft 365 subscription, as described below, to support Windows Virtual Desktop.

Operating System	Required Subscriptions
Windows 10 Enterprise multi-session or Windows 10 Enterprise	Microsoft 365 E3, E5, A3, A5, F1, Business Windows E3, E5, A3, A5
Windows 7 Enterprise	Microsoft 365 E3, E5, A3, A5, F1, Business Windows E3, E5, A3, A5
Windows Server 2016, 2019	RDS Client Access License (CAL) with Software Assurance

Network Requirements

For optimal performance, the Customer must ensure their network meets the following requirements:

- Round-trip (RTT) latency from the client's network to the Azure region where host pools may be deployed should be less than 150 ms
- Network traffic may flow outside country/region borders when VMs that host desktops and apps connect to the management service
- For Windows Server RDS: To optimize for network performance, we recommend that the session host's VMs are collocated in the same Azure region as the management service

Other Requirements

- Supported Remote Desktop Clients:
 - Windows
 - HTML5
 - MacOS
 - Android
 - iOS
- Supported Virtual Machine OS Images
 - Windows 10 Enterprise multi-session
 - Windows 7 Enterprise
 - Windows Server 2016, 2019
- Any software deployed by Synoptek to Customer devices should not be tampered with.
- The customer must follow set processes, as necessary, regarding any changes.

SYNOPTEK RESPONSIBILITIES

HELP DESK

- Synoptek will remediate virtual desktop infrastructure issues involving operating system and virtual machine performance.
- End user support (e.g. application support, email support, device management, etc.) are not in the scope of this service but can be provided by adding on Synoptek's ITaaS User offering.
- Synoptek will provide best effort and work with the customer to generate guidelines to log and route incidents not provided by Synoptek to identified vendors for support, and notification to Customer.

DATA BACKUP

- Synoptek manages platform backups for the purposes of environment recovery.
- User data recovery backup services are not included with this service but can be provided via Synoptek's Data Protection service.

OTHER

- Provisioning and General Administration
 - User level adds, removes and changes
 - Password resets
- Printer
 - Connectivity Support
 - Mapping, Drivers and connectivity

CUSTOMER RESPONSIBILITIES

- The Customer must not perform any action on the System which would interfere with Synoptek's ability to monitor or manage the Service including, but not limited to the following actions:
 - Disabling or changing any user or service login accounts used by Synoptek for monitoring or managing the System
 - Removing or changing any monitoring agent software settings
 - Modification of platform servers (e.g. adding file shares, installation of any applications, registry modification)
- The Customer must supply applications, licensing, resource (CPU, memory, etc.) specifications, and any other necessary details to properly provision end-users with necessary resources.
- The Customer must provide profile support information, if applicable, prior to onboarding.
- Submitting changes to knowledge base support information via Synoptek's change control process.
- Providing timely escalation instructions for support issues that Synoptek is unable to resolve due to lack of information or issues deemed out of scope.

- Ensuring that any person authorized to access or use the Service fully complies with service deliverables agreed upon via contract or relevant documentation.
- Cooperating with Synoptek in connection with its performance of the Service, including, but not limited to, granting reasonable access to Customer's personnel, premises and equipment.



Scope Comparison

Comparison	DaaS	ITaaS User			
		Shared	Standard	Premium	MAX
Infrastructure					
Cloud-Hosted Virtual Desktop Environment	X				
Virtual Desktop Orchestration	X				
Infrastructure Right-Sizing	X				
Device Support					
Vendor Escalation		X	X	X	X
Email and AD Provisioning		X	X	X	X
Patch Management			X	X	X
Endpoint Configuration Control			X	X	X
Desktop Admin			X	X	X
Remote Control			X	X	X
New Employee Provisioning			X	X	X
Software Distribution			X	X	X
Asset Tracking			X	X	X
Master Desktop Image	X				
Service Desk					
24x7x365 Virtual Infrastructure Support	X				
24x7x365 Incident Support		X	X	X	X
Hypercare Ticket Priority				X	X
Device Security					
Email Protection		X	X	X	X
Anti-Virus			X	X	X
Detection and Response (EDR)			X	X	X
Advanced EDR					X
Malware Removal					X
Security Testing and Training					X
DNS Filtering					X
Endpoint and Data Recovery					X