

Windows 365

An Introduction & Technical Overview

PURPOSE

The purpose of this document is to review what Windows 365 is and what its technical capabilities are. This document will also showcase how Windows 365 is a modern solution for the evolving workplace.

AUDIENCE

All Pax8 Partners

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Introduction

The What

Windows 365 is a cloud-based service that automatically creates a new type of Cloud PC for end users that provides the productivity, security, and collaboration benefits of Microsoft 365. A Cloud PC is a highly available, optimized, and scalable virtual machine providing end users with a rich Windows experience. Windows 365 uses:

- Microsoft Endpoint Manager (MEM) to manage the cloud PCs
- Azure Active Directory (Azure AD) for identity and access control
- Azure Virtual Desktop for remote connectivity

Each Cloud PC is assigned to an individual user and is their dedicated Windows device. The desktop environment is "instant on" and remembers its state. If a user has multiple application windows open and disconnects from their Windows 365 instance, their desktop will be in the exact same state when reconnecting later. This versatile PC experience makes switching from OS to OS or device to device seamless, allowing end users to switch between a Mac to an iPad or a Chromebook to a Linux PC and keep the exact state of the desktop consistent between all devices. Windows 365 is a solution that is enjoyed by end users and IT professionals. End users love Windows 365 as it is a personalized environment they can stream to any device the is consistently updated and IT professionals trust Windows 365 as it is simple to buy, deploy, and manage while still remaining scalable with predictable costs.

The Why

Over the course of the COVID-19 pandemic, organizations are beginning to recognize the shifting workforce and organizational needs. 80% of managers expect to see more flexible work from home policies coming soon and 73% of workers say they want flexible remote work options however, there are 67% of employees want more in-person collaboration.* This difference in opinion is what is driving more organizations to adopt flexible policies and technology to meet their staff where they want to be met – and Windows 365 is the solution to achieve this. With Windows 365, organizations can begin to offer more remote and hybrid workspaces, allowing end users to bring their own devices while connecting securely and compliantly to work resources. Windows 365 offers the simplicity and flexibility to grow alongside an organization making it easier to manage temporary staff such as interns and contract workers while still providing the high scale and specialized workloads that different teams need.

*Source: "The Work Trend Index" survey was conducted by an independent research firm, Edelman Data x Intelligence, among 31,092 full-time employed or self-employed workers across 31 markets between January 12,2021 to January 25, 2021.

Product Overview

Benefits of Modern Endpoint

The separate services that comprise Windows 365 come together to streamline the way end users engage with organizational resources. Modernizing the endpoints that end users engage with has 4 major benefits:

- **Improves employee experience –** Preserve workforce productivity and increase business resiliency.
- **Reduces TCO –** Increase IT productivity and optimize existing investments.
- **Advances the journey to Zero Trust security model –** Enables data and device protection while mitigating and remediating vulnerabilities.
- **Simplifies compliance –** Enforces organizational policies and helps meet external regulations.

Windows 365 Business vs. Enterprise

	Windows 365 Business	Windows 365 Enterprise
Click-to-provision directly from product page	X	
"No-domain" set up	X	
Self-serve troubleshooting-reset	X	
"Cloud Save" (minimal Azure storage and potentially ODfB)	X	X
Self-serve upgrades		X
Universal Print (UP) Integration		X
Partner/programmatic enablement (Graph APIs, MSP tooling)		X
Custom images		X
Image Management (store, replicate, deploy)		X
MEM policy driven provisioning, management, and guided scenarios		X
EA Based reporting, monitoring		X
Service Health, operational health alerts		X
Connection to on-premises (networks, apps, resources) + diagnostics		X
Advanced MEM based troubleshooting and device management		X

Windows 365 Pricing

Click here to review pricing and available SKU configurations to find the right version of Windows 365 based on an organization's needs.

Choosing the Right Solution: Cloud PC & VDI

Cloud PC – Windows 365	Cloud VDI – Azure Virtual Desktop
• Offers personalized Windows 365 Cloud PCs available across devices and OSs. • Predictable per user, per month pricing. • Easily scale compute and storage needs. • No VDI experience or skills required. • Simple and turn-key to purchase and deploy. • One-stop administration in Microsoft Endpoint Manager with Windows 365 Enterprise. • Direct self-serve model with Windows 365 Business	• Offers multi-session Windows VMs. • Enabled with data residency and geo requirements. • Ability to remotely stream applications. • Offers specialized GPU and HPC workloads. • Flexibly scale compute and storage amounts to optimize for cost and experience. • Citrix and WMware support ○ Create a multi-cloud or hybrid architecture with a single control pane

Technical Overview

Technical Capabilities

There is a version of Windows 365 that is right for any organization based on their needs. Review the major technical differences between Windows 365 Business and Windows 365 Enterprise below:

Windows 365 Business	Windows 365 Enterprise
<300 users	Unlimited users
No licensing pre-requisites	Must be licensed for Windows 10 or 11 Enterprise, Microsoft Endpoint Manager & Azure AD Premium P1
Simple purchase, deploy, manage and use through windows365.com	Deploy and manage through Microsoft Endpoint Manager
No Azure subscription needed Supports native Azure Active Directory Join (AADJ)	Azure subscription required

Deployment Resources

Prepare for deployment and support conversations using the following resources:

Commercial Assets	Asset Link
Getting Started	• Get started with Windows 365 Business and Cloud PCs
Technical Documentation	• Deploying Windows 365 Business • Deploying Windows 365 Enterprise
Troubleshooting	• Windows 365 Enterprise documentation

Appendix

Assets

Prepare for end user consultations by reviewing the following information regarding deployment and support of Windows 365.

Commercial Assets	Asset Link
Product Page	Windows 365 Cloud PC
Interactive Demo	W365 Demo
Customer Scenarios	Transform | Windows 365