



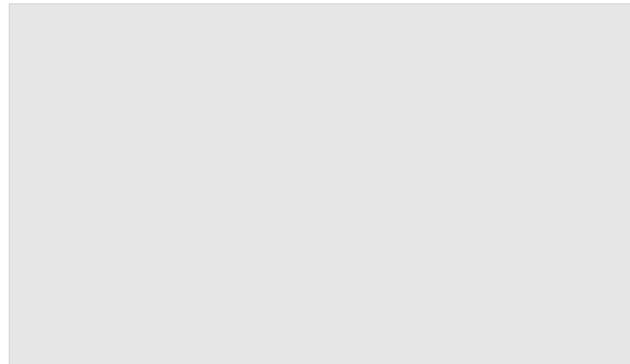
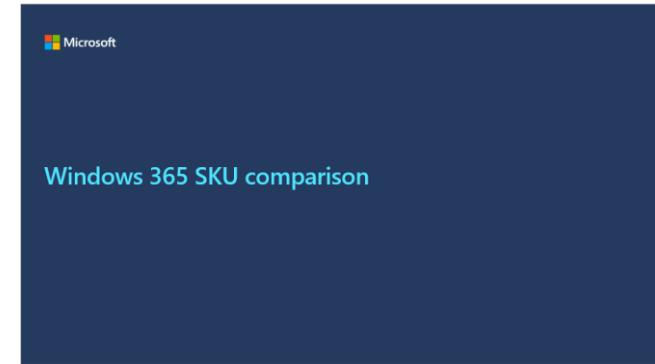
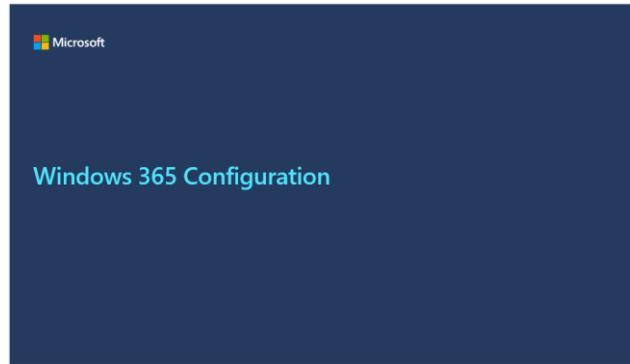
CSP Masters Program in person series

Technical training



Windows 365

Windows 365 Summary





Windows 365 Positioning



I'm a technical seller and would like to understand what is Cloud PC and how is it beneficial to my customers!

Adele V
Northwind Traders



Windows 365. Your Windows in the cloud.

Give every employee the tools to be productive, however they work, with Windows 365 Cloud PCs. Securely access personalized and familiar Windows apps, settings, desktop, and data on the device of their choice, from wherever they work.



Secure by design

Provide secure access to your organization's apps and data with a protected, compliant Windows experience on Windows 365 Cloud PCs.

Simple and productive on any device

Simply equip all your employees with Windows 365 Cloud PCs to help them perform at their best.

Do more with less

Easily deploy and manage Windows 365 Cloud PCs using your existing tools and team, maximizing your technology investment.

Secure by design

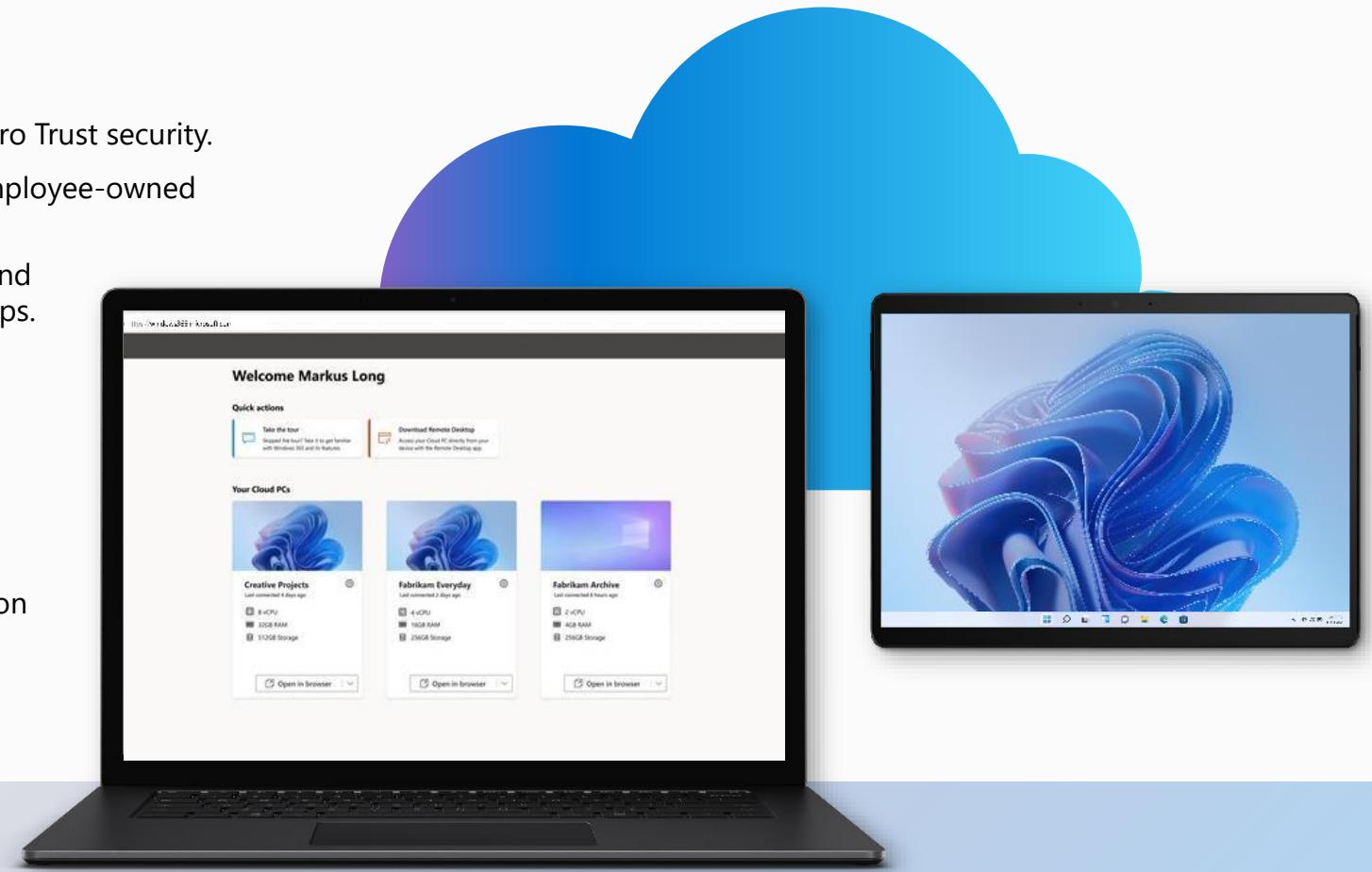
Securely stream your Windows experience—including your personalized apps, content, and settings—from the Microsoft cloud to any device with your Windows 365 Cloud PC.

Protect your digital worker

- Integrated Windows security and device compliance for Zero Trust security.
- Policies and compliance assurance across company and employee-owned devices.
- Protect the system from being compromised by malware and ransomware with isolation of Microsoft Edge and Office apps.

Power better experiences

- Protected and productive without downtime
- Single sign on from device to cloud, with passwordless multifactor authentication.
- Virtual Windows options for secure, compliant app access on any device.
- Easily deploy W365 as an individual user or an IT leader.



Windows 365 supports your productivity needs

Windows 365 provides a **personalized**, **powerful**, **simple**, and **secure** Windows 11 or Windows 10 experience, while accelerating your time to value.

Personalized

Allow employees to work when and where they choose with Windows in the cloud, accessible on any device.

Powerful

Scalable cloud PCs bring the Windows 11 experience to you, on any device.

Simple

Provision and deploy Windows on a Cloud PC today, right from Microsoft Intune or at windows365.microsoft.com.

Secure

Easily give secure access to trusted partners.

Accelerate time to value by rapidly onboarding new hires and temporary workers

With Windows 365, organizations can reduce the time it takes to provide a new worker with access to the corporate computing environment. This process can be trimmed down to **hours** using Cloud PCs, compared to **3 weeks** with fully equipped physical PCs and **5 days** in on-premises VDI environments.¹

1. Enterprise Strategy Group, Exploring the Economic Benefits of Windows 365, commissioned by Microsoft, June 2022.

Windows 365 empowers you to do more with less

Simplify IT management

Reduce VDI costs

Manage your physical and cloud PCs using your existing skills and tools

- Provision a single Windows 365 Cloud PC or many at the same time, allowing you to reduce endpoint configuration times by up to **75%**² and new software deployment by up to **25%**².
- Windows 365 is simple to set up and scale and does not require new infrastructure or specialized IT skills.
- You get consolidated proactive remediation and automation in a single endpoint management solution.
- Secure, zero-touch deployments and provisioning with Windows Autopilot and Microsoft Intune.
- Centralized visibility and control of unmanaged endpoints based on continuous health, compliance, and security signaling for BYOPC scenarios.

IT dollars go further with Windows 365 Cloud PCs

Companies can realize up to a **40%**¹ savings when comparing to on-premises Virtual Desktop Infrastructure (VDI) or Desktop-as-a-Service (DaaS) offerings.



1. Enterprise Strategy Group, Exploring the Economic Benefits of Windows 365, commissioned by Microsoft, June 2022.

2. Forrester Consulting, The Total Economic Impact™ of Microsoft 365 E3, commissioned by Microsoft, October 2022. Results based on a composite organization made up of 15 organizations as stated in the linked study.

Simplified device management with Windows 365



Key challenges

Challenges for SMB customers

Reduced productivity for new hires while waiting for device delivery and provisioning

High cost of shipment when setting up remote teams with physical devices

Complexity of managing PCs, tablets, phones



Windows 365 Cloud PC benefits

Quick setup with secure Cloud PCs



Decentralized provisioning of local devices



Ease of managing multiple types of devices

Windows 365 for secure work with third party professionals



Key challenges

Challenges for SMB customers

Security risks when involving third-party access to sensitive, internal data

Time needed to get computing resources set up for outsourced workers

Seasonality or short-term need for third-party access to specific internal resources



Windows 365 Cloud PC benefits

Enables security by design with all data stored in cloud



Access to company resources in minutes



Simplified device support for staffing changes



Windows 365 Frontline overview



Digital transformation needs of frontline workers



88% of organizations
employ frontline workers.¹

Technology ranks 3rd
on the list of factors that
workers say could help
reduce workplace stress.²

Nearly 1/3 of surveyed
organizations do not consider
their frontline workers
fully empowered and digitally
well-equipped.¹

87% of people say they
would prefer to stay remote
at least half of the time.²

1. Frost & Sullivan, [Leverage Technology...](#)

2. Microsoft, [Work Trend Index: Annual Report, 2022](#)

Introducing Windows 365 Frontline for your shift workers

Windows 365 Frontline provides a personalized, powerful, simple, and secure full Windows experience.

Productivity on any device

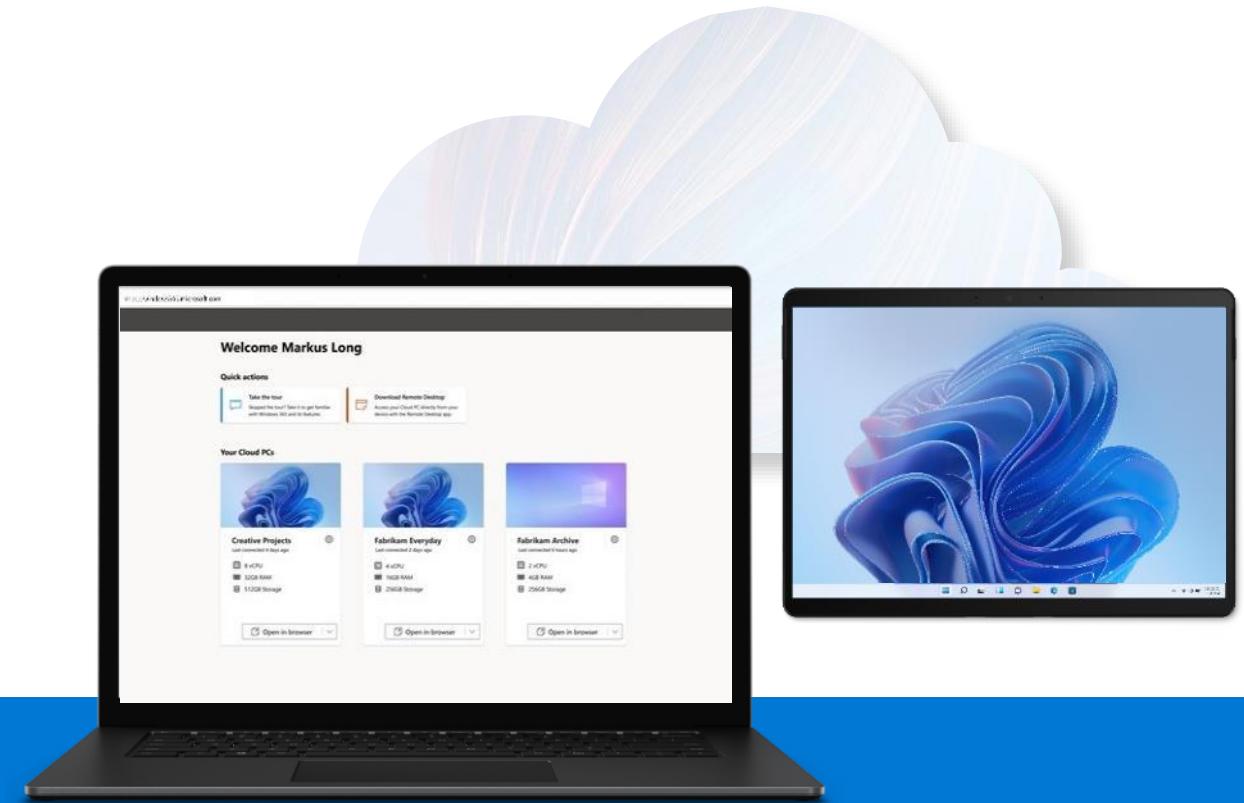
Give your shift workers access to personalized Cloud PCs and the opportunity to work remotely.

Secure by design

Provide secure access to your organization's apps and data with a protected, compliant Windows experience on Windows 365 Cloud PCs.

Manage more with less

Use your existing tools and team to deploy and manage Cloud PCs for your shift workers, maximizing your technology investment.



Windows 365 Frontline at scale



Buy 10 Frontline
licenses to provision up
to 30 users with their
own Cloud PC

Windows 365 Frontline at scale



Any of the 30 users can log in up to the max concurrency of 10

Windows 365 will turn on Cloud PC as user logs in and turn it off once a user logs off

A unique Cloud PC for every employee



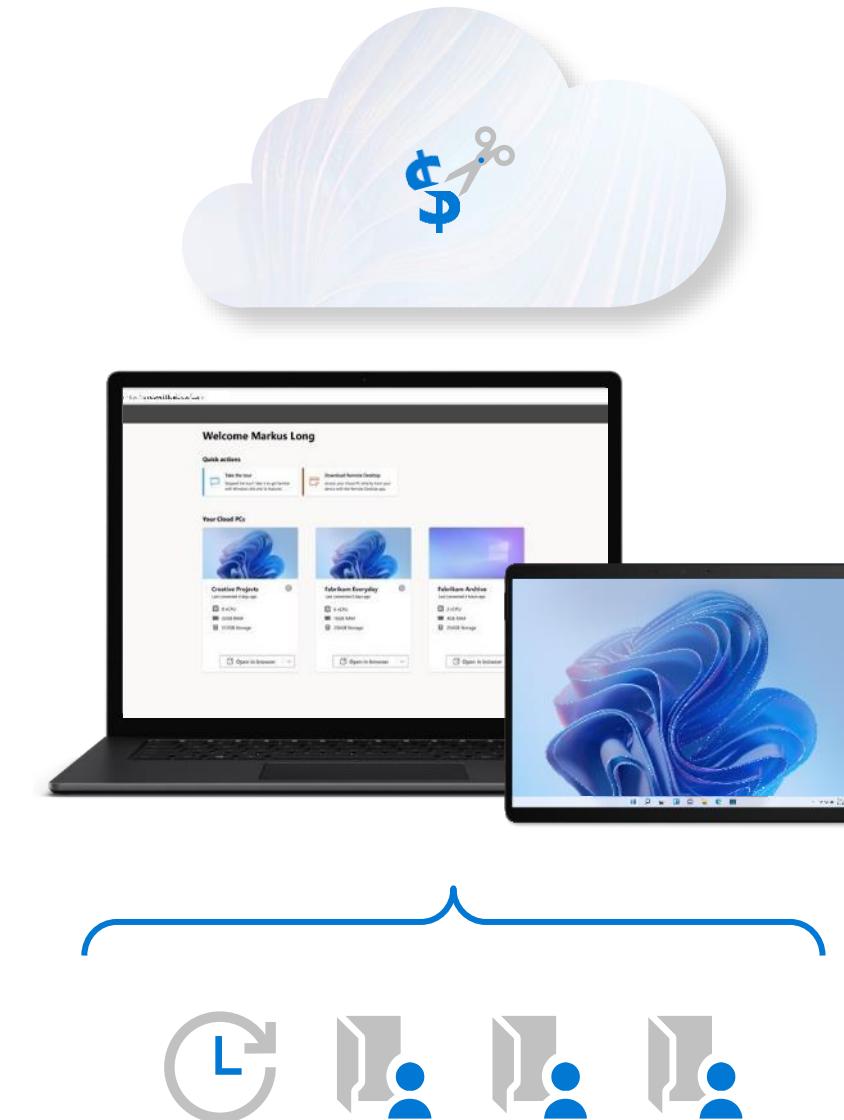
No scheduling required



Based on demand for active sessions— reducing the number of licenses needed



Same rapid deployment at scale as Windows 365 Enterprise



Windows 365 Frontline

Maximize your technology investment with a single Windows 365 Cloud PC plan for up to three employees



Your content
wherever you go



Compute options
for different users



Consistent settings
across devices



The apps you need,
when you need them



Scalable storage
based on your needs



Integrated security and
identity management



Windows 365 Frontline:

Versatile options to meet your needs

Access from a variety of devices and operating systems

Form factor

Desktop / Laptop / Tablet / Phone

Platform

Windows / Mac, iOS / Android

Provision with your choice of Windows

Windows 11

Windows 10

Choose from a range of compute and storage configurations—each offered at a predictable price



8vCPU

32GB / 128GB

32GB / 256GB

32GB / 512GB



4vCPU

16GB / 128GB

16GB / 256GB

16GB / 512GB



2vCPU

4GB / 64GB

4GB / 128GB

4GB / 256GB

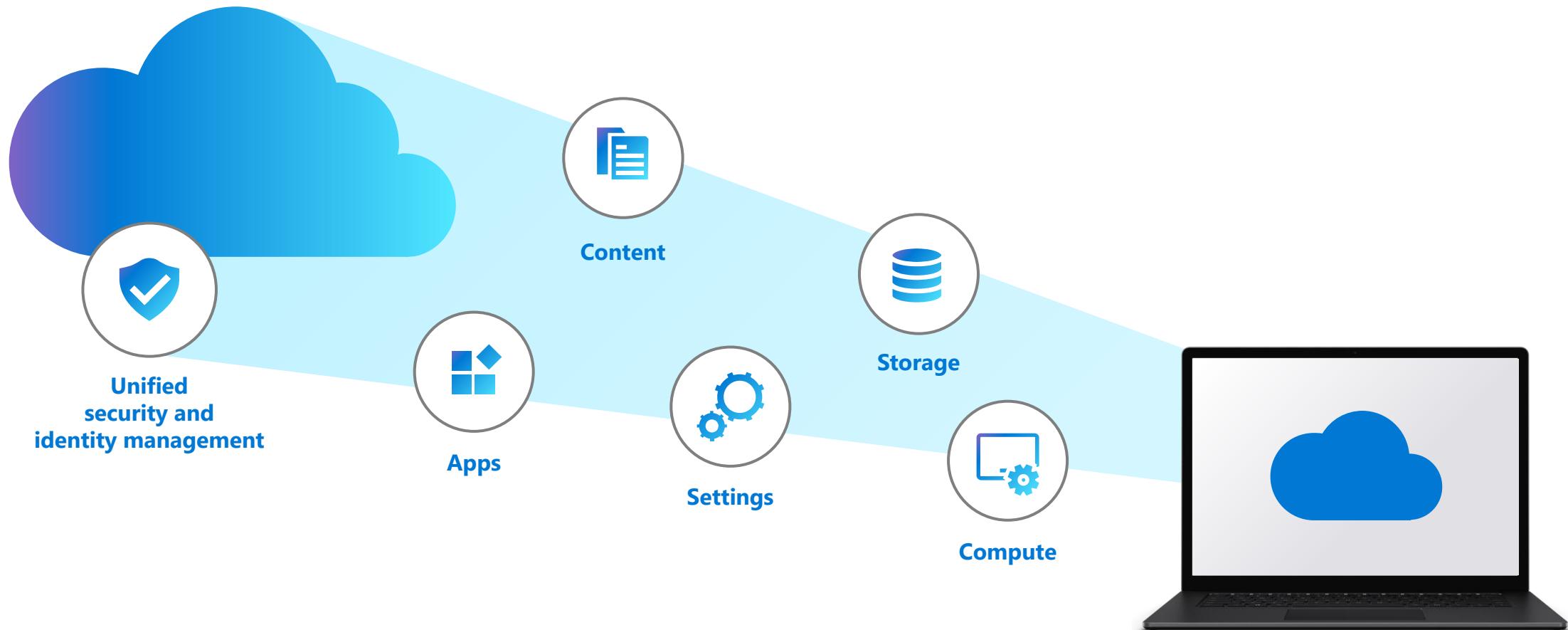
8GB / 128GB

8GB / 256GB



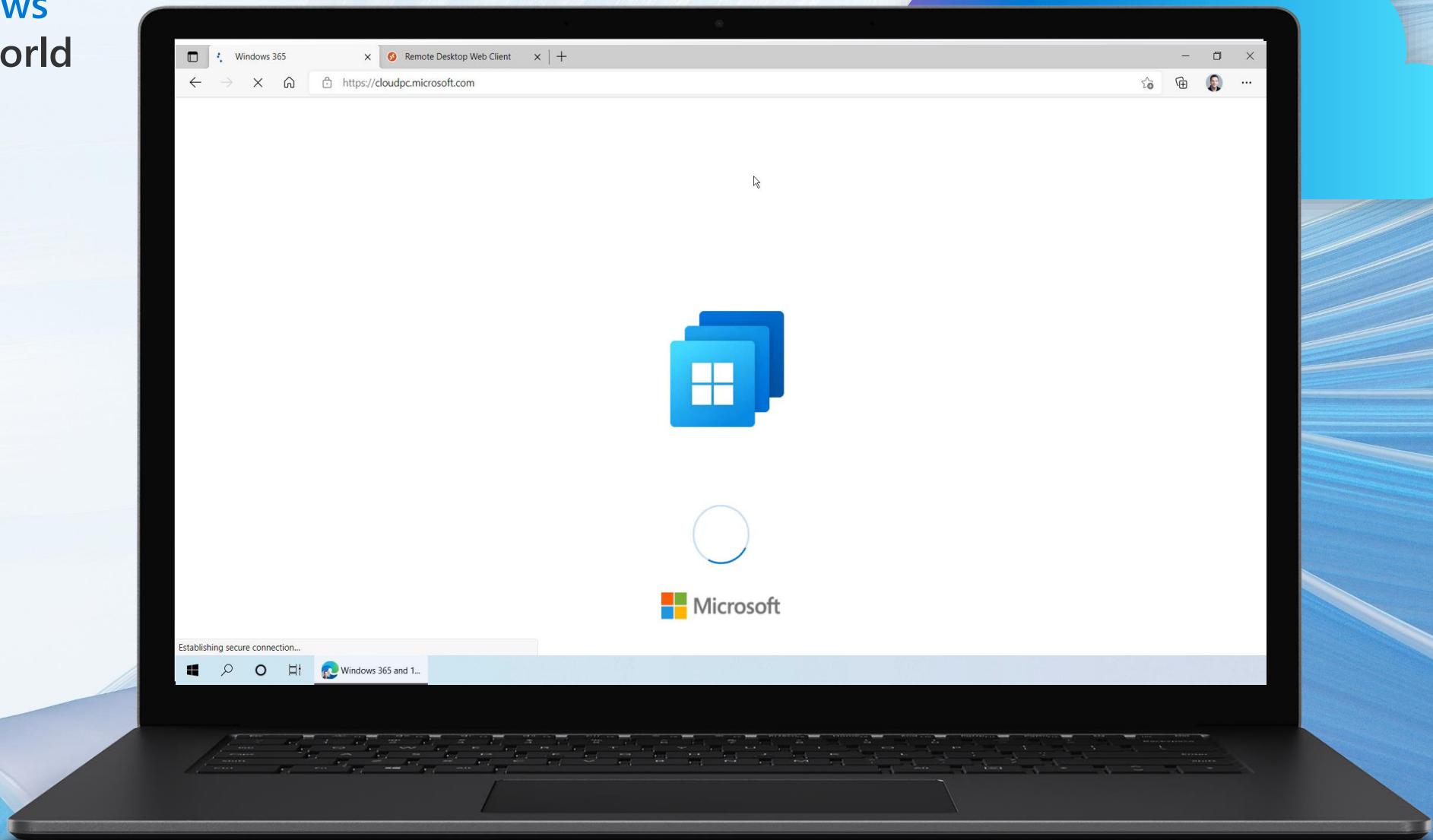
Cloud PC

A new solution for today's hybrid workforce



Windows 365

Hybrid Windows
for a hybrid world





I'm a technical seller and would like to identify SMB use cases so I can pitch W365 to my customers.

Adele V
Northwind Traders



Windows 365 unlocks hybrid work scenarios

Zero Trust Security Model



Protect the digital worker

Achieving greater organizational security, from chip to cloud.

BYOPC programs



Simplify IT management

Empowering IT with easier Windows and device management.

Temporary work



Power better experiences

Delivering a flexible, inclusive, and accessible computing experience for all roles.

Zero Trust Security Model

Protect the digital worker



Data Protection

Regulatory Compliance

Challenges

- Increasing data surface area and risks from hybrid work
- Expanding data regulations
- Growth and use of third-party tools and disparate systems to defend threats

Day in the life



A finance company has a strategic initiative involving customer data and other highly confidential information.

Enable secure and compliant access to all employees with Windows 365.

Windows 365



Windows 365 is used by the project team, including legal counsel and accounting resources.

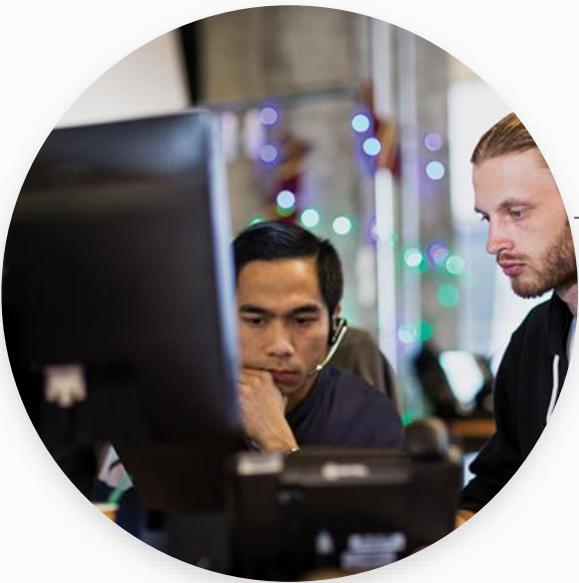


The project requires travel and meetings. The participants using **Windows 365** get highly secure access and great performance, wherever they are.



The project team can focus on their work knowing that their data is always protected.

Behind the scenes



IT administrators apply policies to ensure highly confidential information is secured and compliant for the project.

Drive strategic initiatives with secure and compliant access to all participants with Windows 365.

Windows 365

Advanced security

Identity and device management are foundational for Zero Trust. Microsoft 365, including Azure Active Directory and Microsoft Intune, provides an **integrated solution**.

Conditional access

Azure Active Directory provides **conditional secure access**. Microsoft Intune mitigates identity threat risks.

Reduced vulnerability

Since documents are saved in cloud, **confidential data stays confidential even in the event of device loss or theft**.

BYOPC programs

Simplify IT Management



Distributed workforce

Diverse end user computing needs

Challenges

- Budget constraints or supply chain delays
- Growing IT operational overhead
- Ensuring secure access to corporate resources
- Backup devices for new employees or unexpected downtime

Day in the life

Windows 365 streams the full Windows 11 experience to any supported device—securely, anywhere.



Miriam, a marketer, prefers to use her personal device for work.



Her employer provides access to Windows 365 using her own PC.

Windows 365



After a quick setup, she securely access all the work apps and data she needs from her cloud PC.



Miriam can use the device of her choice to do her best work while using the most secure and modern Windows experience streamed to her device.

Behind the scenes



IT administrator enables Miriam to use her personal device for work.

Windows 365 streams the full Windows 11 experience to any supported device—securely, anywhere.

Windows 365

App compatibility

A Cloud PC running Windows 11 can also run Windows 10 apps in compatibility mode.

Unified cloud management

Using Microsoft Intune, IT administrator can **manage physical and Cloud PCs in the same console**.

Computing Capacity

Monitor Cloud PC performance and adjust capacity to adapt to usage patterns.

The right solutions for your users

	Information workers	Frontline workers	Temporary workers
Devices	Hybrid Work	Mobile, Floor, or Field	Contract, Seasonal, Intern
Operating System	Laptop	Phone, Tablet, Laptop	Company or BYOPC
Management	Windows	Windows, iOS, or Android	Windows
Endpoint Security	Intune	Intune	Intune
Collaborative apps	Defender	Defender	Defender
	Microsoft Teams & Office	Teams	Teams & Office

NOTE: Cloud Config can be used to further simplify both the end user and management experience for Windows devices.

Role-specific end user computing needs

Information workers



Traditional

Information workers who use traditional desktop and laptop PCs, Win32 apps, and cloud services.

Cloud

Information workers who prefer only cloud-based applications and services.

Frontline workers



Mobile

Use phones and tablets running iOS or Android.

Simple

Use inexpensive, lightweight, and web-based devices that are easy to use, deploy and manage.

Versatile

Need flexibility and power, on demand including support for Office, Win32 and specialized peripherals.

Temporary workers



Project-based

Contractors who need secure, project-based access to company resources on desktops, laptops, or virtual endpoints.

Short-term

Seasonal employees hired to meet planned surges in demand or production and need Win32 applications and cloud services.

Elastic

Interns, students, consultants, or trainees who need secure, FTE-like access to company resources for a limited time.

Temporary work

Power better experiences



Project-based consultants

Seasonal or contract workers

Mergers & Acquisitions

Challenges

- Delays in providing secure access
- Complex organizational processes
- Budget constraints or supply chain delays

Day in the life



Get started faster and easier from anywhere with a Windows 365 Cloud PC.

Windows 365



She gets an email with instructions to access Windows 365.



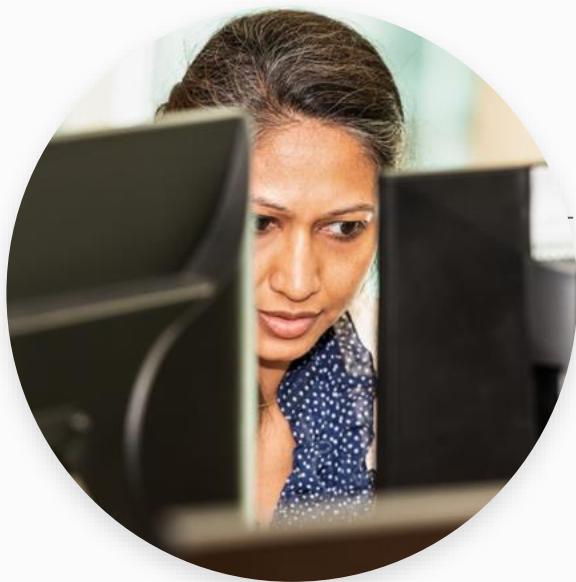
On Day 1 she has access to project apps and content that securely located in the cloud.



Once the project is over, her access to Windows 365 Cloud PC can be immediately turned off.

Brigette is a new remote contractor. She needs access to client resources for her time-based project.

Behind the scenes



Accelerate onboarding and offboarding of temporary workers with Windows 365 and Microsoft Intune.

Windows 365 and Microsoft Intune

Provision

Create role-specific Cloud PC images for different user scenarios, like professional services contractors.

Configure

Grant access to the contractor in minutes and easily scale up and down based on project needs.

Offboard

Deprovision the worker's Cloud PC remotely from with Microsoft Intune.

IT administrator enables Brigette to use her own device for the client project.



Windows 365 Configuration

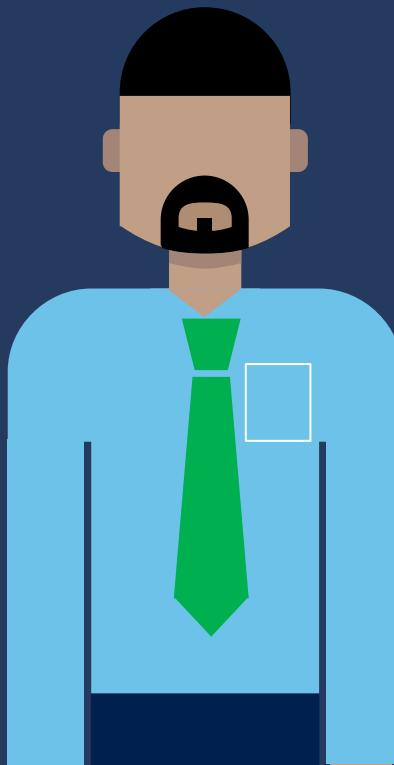


I am an architect and want to deploy and configure W365 for my customers. What are the steps and common demonstration scenarios!

Name: Bob D

Role: Presales Engineer

Company: Northwind Traders





Reprovision Cloud PC Demo



<<



-  Home
-  Dashboard
-  All services
-  Devices
-  Apps
-  Endpoint security
-  Reports
-  Users
-  Groups
-  Tenant administration
-  Troubleshooting + support



Resize a Cloud PC

Use cases

User Experience

Upgrade users Cloud PC, RAM, CPU, Disk to meet user's needs.

- User feedback
- Endpoint Analytics

Functionality

Allows the IT Admin to resize a provisioned Cloud PC

- Requires next size Cloud PC SKU to be available and unassigned
- Admin must be Intune Admin or Global Admin

Enterprise Admin Functionality

- IT Admin Resizes
- Nondestructive process
- Cloud PC is immediately shutdown, resized, and rebooted
- User license is changed from original to new SKU
- Restore Points removed, restarted after resize completes

Unsupported scenarios

- Downsize not supported (coming soon)
- Group Based license assignment not supported



Resize Cloud PC Demo

TEST_TEST_Cloud PC Prod NA 002_TM

Home Microsoft Managed Desktop

Status



Account status

- ✓ Active

Client apps

- ✓ No installation failures

Connector status

- ✓ Healthy

Device compliance

- ✓ All in compliance

Device configuration

- ✓ No policies with error or conflict

Service health

- ✓ Healthy

Windows 365

- ✓ All in compliance

News



Increase productivity with Cloud PCs

Easily provision Windows 365 Cloud PCs and manage them alongside your physical devices.

[Explore](#)

Intune Customer Success blog

[See all >](#)

Support Tip: Apply Intune app protection policies to the Microsoft Lists app for Android

Support tip: Recovering from Windows Autopilot error code 0x81039023 on Windows 11 SE

Support tip: Accept Apple's new T&C to ensure Intune can communicate with Apple as expected

Guided scenarios

[See all >](#)

Deploy Edge for mobile

Configure Edge for use at work and deploy it to the iOS and Android devices managed by your organization.

[Start](#)

Deploy Windows 10 and later in cloud configuration

Optimize devices running Windows 10 or later for the cloud with a simple, secure, standardized configuration fit for your needs.

[Start](#)

Point in Time Restore (preview)

Use cases

[OS Disk Problem](#)

User error

- Accidental delete
- Config error

Admin error

- Config error

Failed update

Other OS Damage

[BCDR in case of full-zone
\(data center\) outage](#)

Functionality

Creates 10 short-term Restore Points as configured (Enterprise)

Creates 4 weekly long-term Restore Points

Enterprise Admin Functionality

- Configure cadence for short-term restore points
- Configure user permissions for self-serve restore
- Single-device restore
- Bulk restore

Restore will automatically direct to an available zone in case of full-zone compute outage



Point in time Restore Cloud PC Demo



CXE Partner Program (cxepartners.com)

Home Microsoft Managed Desktop

Status



Client apps

11 installation failures

Connector status

1 error

Device compliance

5 devices not in compliance

Account status

Active

Device configuration

No policies with error or conflict

Service health

Healthy

Windows 365

All in compliance

News



Increase productivity with Cloud PCs

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[Start](#)

Applications in Windows 365

Get started with Windows 365 to create Cloud PCs by using the [default gallery images](#) of Windows 10/11 Enterprise which include the Microsoft 365 Apps

The following apps are available in these images with no need to upload:

Microsoft 365 Apps for Enterprise
(formerly Office 365 Pro Plus)

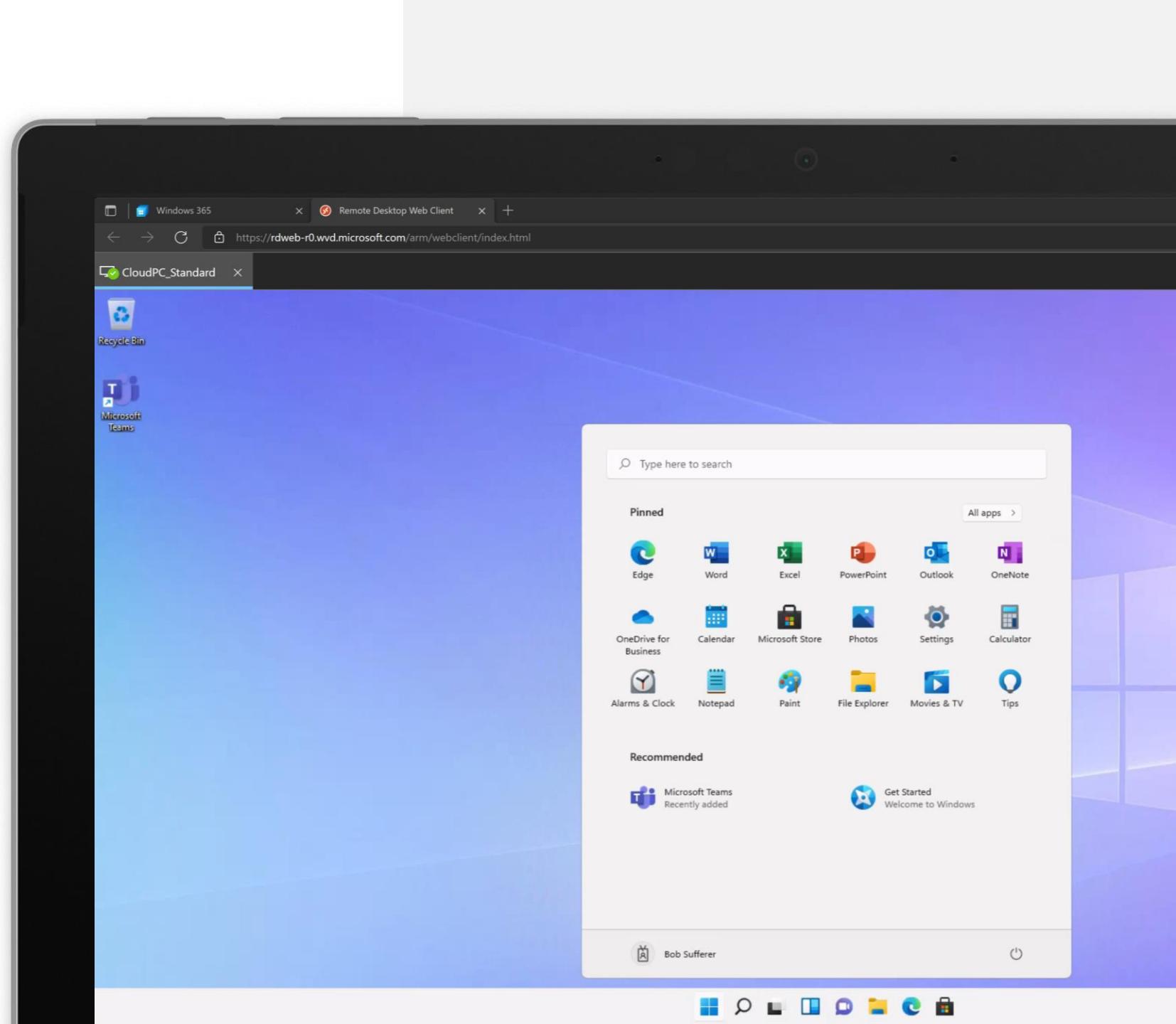
Microsoft Teams (with optimizations for virtual environments)

Microsoft OneDrive

Microsoft Edge

[Supported applications formats](#) in Windows 365 are: .IntuneWin, .MSI, MSIX, AppX

[App Assure](#) helps customers with app issues on Cloud PCs





Resource Performance Report

Demo

«

[Home >](#)

Reports

 Search (Ctrl+ /) «[Overview](#)

Device management

- [Device compliance](#)
- [Device configuration \(preview\)](#)
- [Group policy analytics \(preview\)](#)
- [Windows updates \(preview\)](#)
- [Cloud attached devices \(preview\)](#)

Endpoint security

- [Microsoft Defender Antivirus](#)
- [Firewall](#)

Analytics

- [Endpoint analytics](#)

Intune data warehouse

- [Data warehouse](#)

Azure monitor

- [Diagnostic settings](#)
- [Log analytics](#)
- [Workbooks](#)

Monitor the health and activity of your endpoints

Use Intune reporting to monitor endpoint compliance, health, and trends in your organization.



Organizational reports

Generate a summarized report of the latest, overall state of your endpoints and apply filters to refine your data.



Trends reports

Create a report from historical data to help you identify patterns and trends over time.



Advanced reports

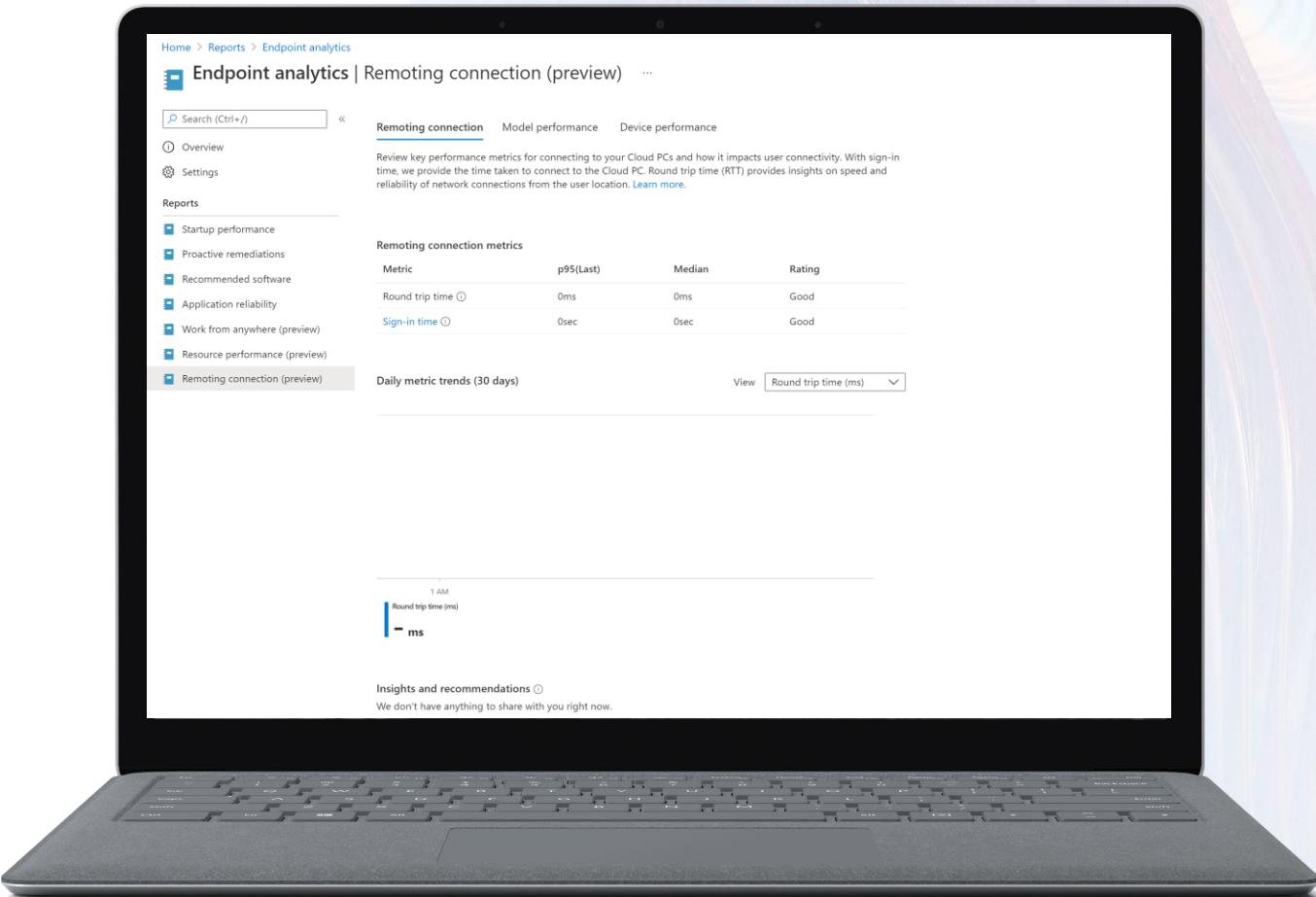
Create custom queries and visualizations from raw data with the help of Log Analytics and Azure monitor workbooks.

Remoting connection report (preview)

The Remoting connection report in [Endpoint analytics](#) helps you monitor key performance metrics for connecting to the Cloud PCs

The report includes two metrics:

- Round trip time (ms)
- Sign in time (sec)





Remoting Connection Report Demo

« Home >

Reports

Search (Ctrl+ /) «

Overview

Device management

- Device compliance
- Device configuration (preview)
- Group policy analytics (preview)
- Windows updates (preview)
- Cloud attached devices (preview)

Endpoint security

- Microsoft Defender Antivirus
- Firewall

Analytics

- Endpoint analytics

Intune data warehouse

- Data warehouse

Azure monitor

- Diagnostic settings
- Log analytics
- Workbooks

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Advanced reports

Create custom queries and visualizations from raw data with the help of Log Analytics and Azure monitor workbooks.

Immersive Experience

Steps to Deploy W365

Windows 365



Windows 365 SKU comparison



I'm a presales engineer and sell W365 to customers. I am not sure how to pitch W365 Business vs W365 Enterprise. Please help!!!!

Adele V
Northwind Traders



The right Windows 365 edition for customer needs

Windows 365 Business

Supports native Azure Active Directory join (AADJ)

No Azure subscription required

No licensing pre-requisites

Simple purchase, deploy, manage and use through
windows365.com

Available via Web Direct or CSP

For businesses < 300 users

Windows 365 Enterprise

Azure subscription required

Must be licensed for Windows 10 or 11 Enterprise,
Microsoft Endpoint Manager, and Azure Active
Directory P1

Deploy and manage through Microsoft Endpoint
Manager

Available via Web Direct, Field, or CSP
Unlimited number of users

Windows 365: Feature breakout by edition

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

User Details Panel - User Details

https://deschutes-sh.microsoft.com/#/UserDetails/e167d73b-7159-403a-94c0-fde6b393a947/Devices

Welcome Mallory Cortez

Quick actions

- Microsoft 365 Admin Center
- Download Remote Desktop

Your Cloud PCs Your organization's Cloud PCs

Add a user Reset password Update organization settings

Name ↑	Username for sign-in
AV Adele Vance	adelevance@windows365businessdemo.onmicrosoft.com
CW Cameron White	cameronwhite@windows365businessdemo.onmicrosoft.com
LG Lee Gu	leegu@windows365businessdemo.onmicrosoft.com
MC Mallory Cortez	mallorycortez@windows365businessdemo.onmicrosoft.com
TG Tony Gomez	tonygomez@windows365businessdemo.onmicrosoft.com
W Windows 365 BPRT Permanent...	package_668e09b6-5c14-4f60-8e63-47b1595a

Account Devices Licenses and apps

Here are Adele Vance's cloud PCs and devices enrolled to Intune. Select a device to see what actions you can take.

CPC-adelevan-HS

Restart Reset Rename Change account type

OS	OS version
Windows	10.0.19044.1348
License	Last sign-in:
Cloud PC Business 2vCPU/8GB/128GB	2021-12-08 @ 7:01am
Cloud PC name ⓘ	Account type
Adele Vance Work PC	Local Administrator



Windows 365 vs Azure Virtual Desktop



I'm a partner technical architect and our customers are evaluating W365 Enterprise and Azure Virtual Desktop. How can I guide my customers to select the right solution based on their business requirements?

Bob D
Northwind Traders



Windows delivery models

Options for maximum flexibility



Windows 11



Native on a PC or Tablet

across price points and form factors



VDI with Azure Virtual Desktop

optimized for **flexibility** and **control**



Cloud PC on any device with [Windows 365](#)

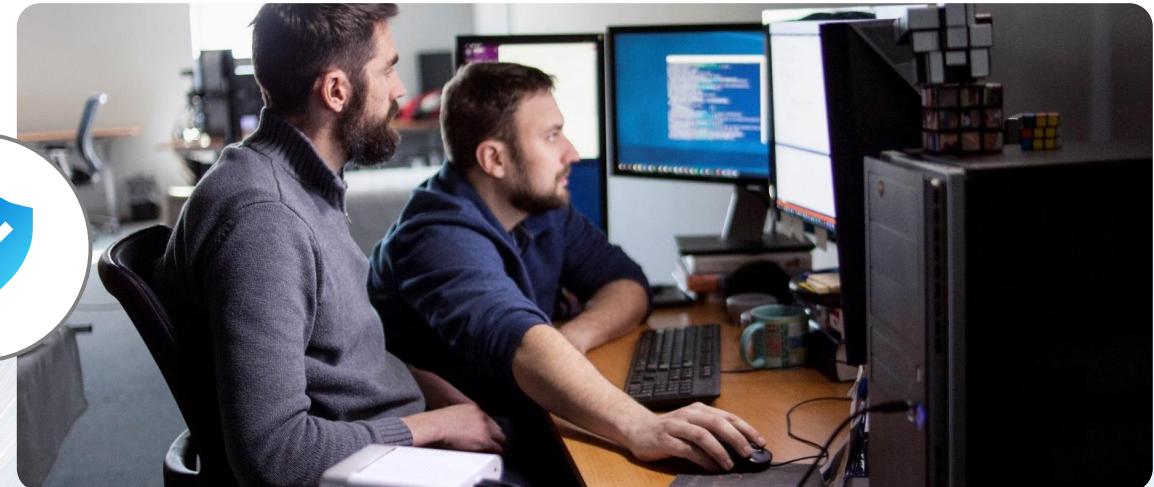
optimized for **simplicity**

Finding the right Microsoft solution for your needs

Windows 365



Azure Virtual Desktop



Secure work
on personal
PCs



Onboard
and
offboard
employees



Simple to
buy,
deploy, and
manage



No employee
or IT special
skills or training



Quickly
scale and
and resize



Shift on-prem
VDI to the
cloud



Leverage existing
VDI infra and
expertise



Enable remote app
streaming and non-
persistent desktops

Windows 365: Key characteristics and attributes

Windows 365 is a complete SaaS service that provides a personal, **powerful, simple, and secure** full Windows 10 or 11 experience.

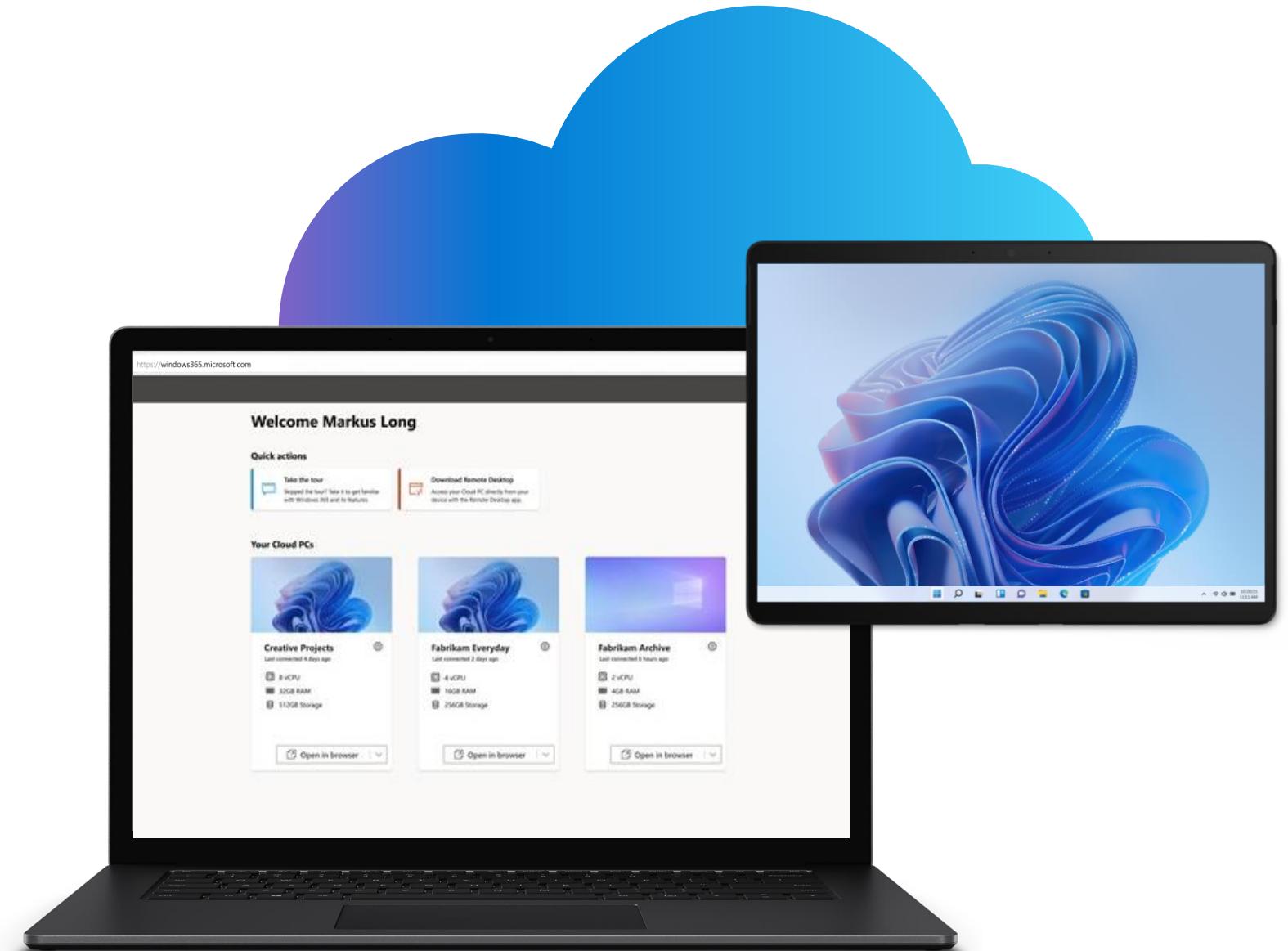
Personal: all your apps, content and settings, streamed from the cloud to any device

Modern: designed to be the best expression of a Windows experience in the Cloud

Powerful: scalable Cloud PCs bring the Windows 11 experience to you, on any device

Simple: provision and deploy Windows on a Cloud PC today, right from Microsoft Endpoint Manager or at windows365.microsoft.com

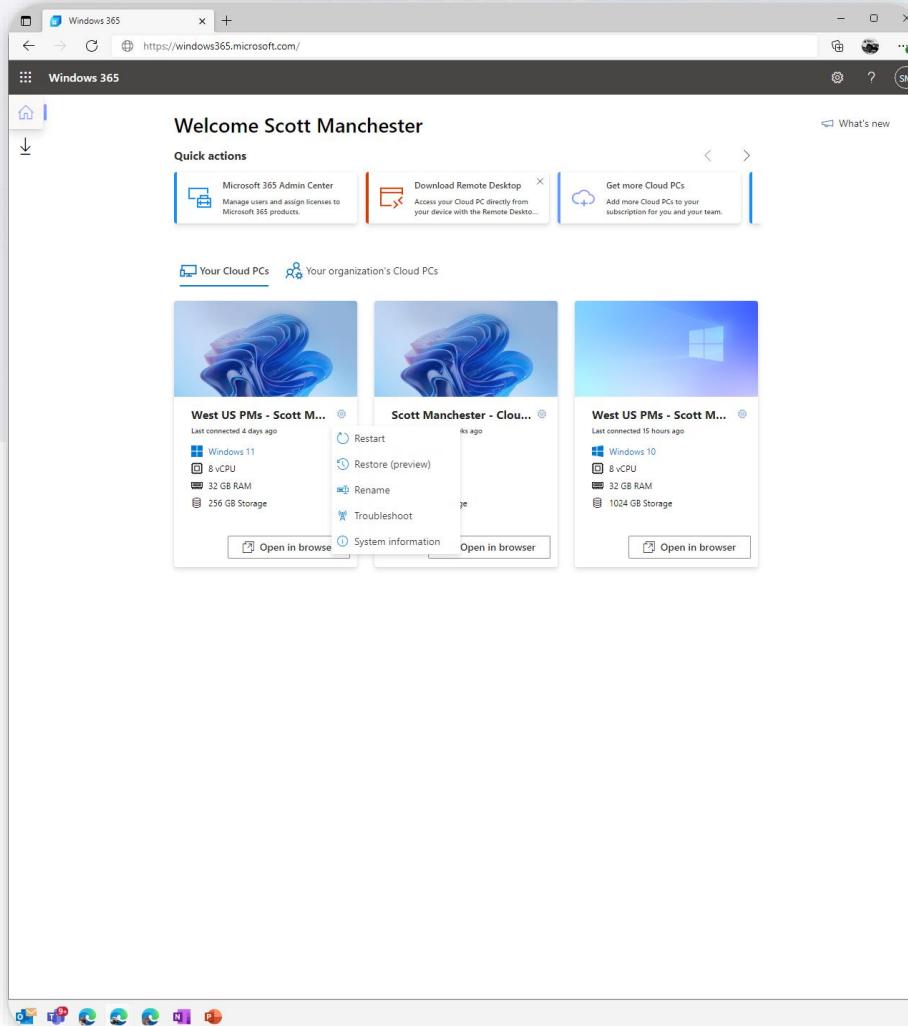
Secure: enhancing the security benefits of Cloud PCs with new Windows 11 security features



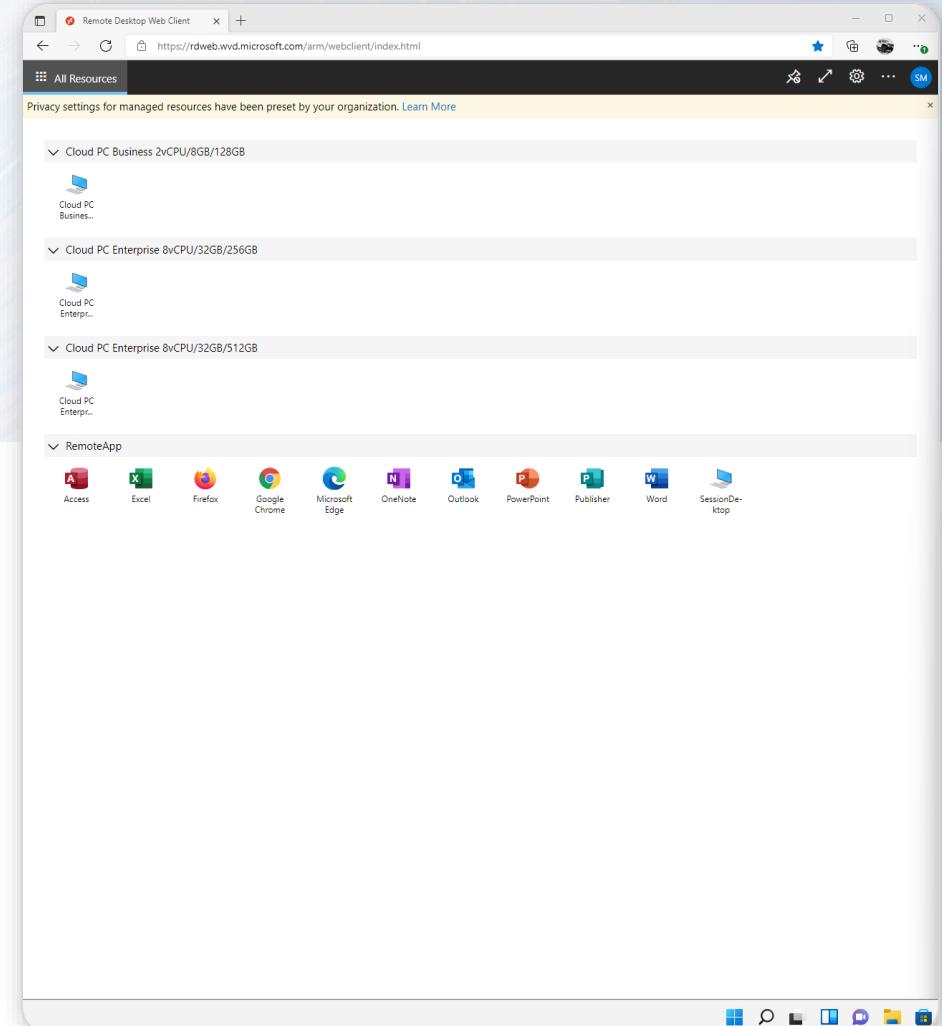
Windows 365 vs. AVD

Welcome screen

Windows 365
Optimized for experience



Azure Virtual Desktop
Optimized for flexibility



Microsoft cloud solution options



Windows 365

A complete SaaS service that securely streams your personalized Windows desktop, apps, settings, and content from the Microsoft cloud, to any device



Azure Virtual Desktop

A cloud VDI platform that delivers hosted desktops and apps with maximum flexibility and control

Windows 365 Cloud PC		AVD Cloud VDI
OS Support	Windows 11 or Windows 10	Windows 11, Windows 10, single- or multi-session, Windows Server
Admin	<ul style="list-style-type: none">Microsoft Endpoint Manager (Enterprise)Web self-service (Business)	<ul style="list-style-type: none">Azure PortalVMware or Citrix management panel
Service	SaaS: complete end-to-end Microsoft service	PaaS: granular controls over configuration and management
Pricing	Per-user, per month	Consumption-based
Scale	Unlimited based on subscription	Unlimited based on consumption
End-user	Full Windows like-local experience	Single or multi-user, pooled, remote app



Guide to choosing the right cloud solution

If you want:

- ✓ Desktop-as-a-Service

A complete facilitated Microsoft service

No VDI skills required



Business
No prerequisites
(<300 users)

Enterprise
Fully unified
endpoint management

- ✓ Remote app streaming
- ✓ Multi-session/non-persistent desktops
- ✓ Citrix/VMware/hybrid cloud scenarios
- ✓ Choose any Azure VM (e.g. GPU)
- ✓ Low-usage scenarios

Full control with a cloud VDI platform

VDI and Azure IT skills required



- ✓ Personalized, persistent desktops



It depends on your...
Business model
IT skills/experience
IT priorities

Windows 365

Azure
Virtual Desktop