

# What is Microsoft Managed Desktop?

Microsoft Managed Desktop is a service that optimizes and automates the Windows Enterprise and Microsoft 365 endpoint management experience for IT pros and end users alike.

Through seamless orchestration of hardware and software, management of operating system and 1st party software updates, along with protection, service, insights, and coaching from expert Microsoft engineers, administrators and users spend more time on creating value.



**“Rather than having to focus on keeping endpoints secure and productive, our IT team got to collaborate with the rest of the organization to solve our customers’ challenges.”**

**Mark Grosvenor**

*Executive Vice President and Chief Technology Officer at NFP*



## Empowering IT

### What can be built with 50% more time<sup>1</sup>?

What could be built when Microsoft engineers take over endpoint management?

What if you had fewer support tickets, resolved more quickly?

Microsoft Managed Desktop is delivered from the cloud by the company that creates the products. Expert Microsoft engineers provide security monitoring through our Security Operations Center (SOC) and device health monitoring, consultation on actionable insights, and support.



## Ideal for:

- Expert-managed upgrade to Windows 11
- Managed virtual environments<sup>2</sup>
  - Windows 365
  - Azure Virtual Desktop
- Shared kiosk endpoints<sup>2</sup>
- Reduced vulnerability, increased security

<sup>1</sup> The Total Economic Impact of Microsoft Managed Desktop: Cost savings and business benefits enabled by Microsoft Managed Desktop Forrester Study Commissioned by Microsoft, March 2020 See: [aka.ms/MMDimpact](https://aka.ms/MMDimpact)

<sup>2</sup> Support for Windows 365 and Azure Virtual Desktop, Kiosk mode planned for future releases.



# Inspiring experiences



Inspire IT talent to achieve more by relieving them of the routine tasks of endpoint management. Attract and retain talent with the promise of more meaningful opportunities to solve business challenges while trusted Microsoft experts handle Windows endpoint maintenance.

Give end users a more secure and productive environment. Inspiration starts with hardware that helps them build momentum and experience more productive uptime.



## Microsoft Managed Desktop: Inspiring performance targets

**Lower** boot time      **Longer** battery life      **Fewer** crashes

See actual results at [aka.ms/mmdimpact](https://aka.ms/mmdimpact)

## Delivering expert security and service



Microsoft Managed Desktop engineers help make endpoints more secure starting at the chip level. Role-specific profiles enable access and rights management at scale. Insights from across the service enable proactive issue mitigation and performance improvement.

Monthly reporting and quarterly service delivery reviews identify issues and opportunities.

Learn more at [aka.ms/mmdsecurity](https://aka.ms/mmdsecurity)



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