

# Microsoft New Model of DaaS

MMD (Microsoft Managed Desktop)



# Introduction

Microsoft has introduced the new concept of DaaS (Device as a Service) called Managed Desktop (MMD), a cloud-based service that brings together Microsoft 365 Enterprise, Windows DaaS, and Office 365 Enterprises with the feature of user device deployment, [IT service management and operations](#), security monitoring and response. In this whitepaper we will see how MMD brings a paradigm shift in the way IT operates freeing IT resources from cumbersome modern desktop management.

## What makes MMD Unique?

Microsoft Managed Desktop (MMD) brings security, elasticity, and ease of use to organizations using Microsoft's modern workplace tools. It delivers matchless user experiences; cuts help desk calls by a third and reduces user set-up time by 90%. Its cloud managing systems provide desktop support & security 24/7. It enables you to gain insights over your devices for better monitoring and management. MMD works alongside Microsoft 365 which



includes cloud-based associated products such as SharePoint Online, Exchange Online, and Microsoft Teams, and the licenses for the modern management of devices. Since MMD devices are completely cloud-managed, devices connected right from phones to PCs will be managed by Microsoft Intune. All Hardware and Software updates will be taken care by Microsoft monthly fee based on the support.

Initially, MMD will only be available on Microsoft Surface devices. Devices from Dell, HP, and other manufacturers whose devices meet Microsoft's MMD specifications and runtime quality standards will follow. Microsoft Managed Desktops manage users with all they need, including custom configuration and line-of-business apps installation. M365 license includes Microsoft Endpoint Manager which combines Intune and System Centre Configuration Manager (SCCM) offerings.

There are some non-Microsoft applications / In-house applications which are coded in the old format and need to be remediated either by the application owner or by the developer. If it's an issue, it should be remediated by the Microsoft application support team.

## Key Benefits of MMD:

Quick Boot Time



Better Battery Life



Reduced Device Crashing Issues



## Prerequisites for MMD Setup

**The device must have been made by one of these manufacturers:**

**01** Dell

**02** HP

**03** Lenovo

**04** Microsoft

**The device must have this software preinstalled:**

- Windows 10 or Windows 11: Enterprise, Pro, or Pro Workstation edition
- 64-bit version of Microsoft 365 Apps for Enterprise
- All applicable device drivers

## Devices must have these capabilities:

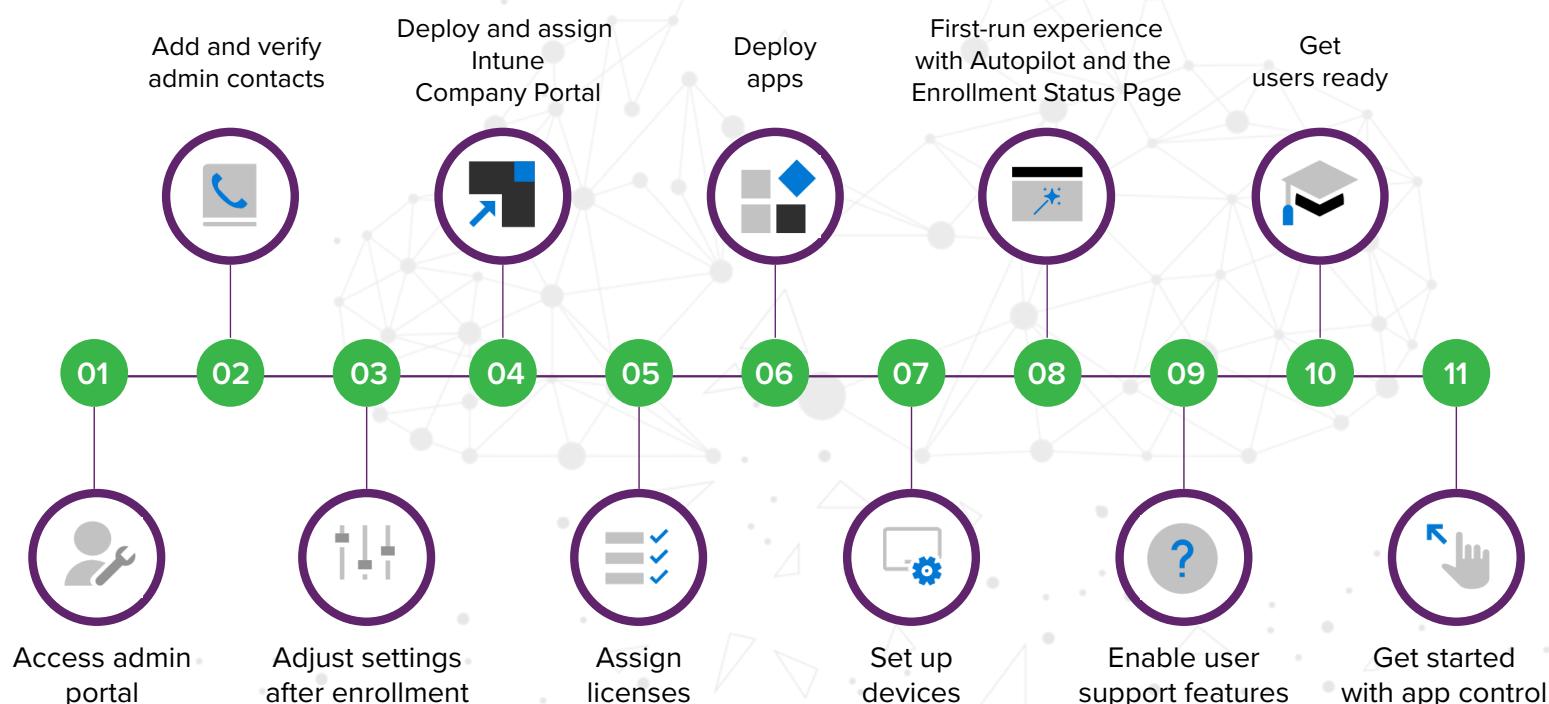
- Enabled for UEFI secure boot
- Trusted Platform Module 2.0
- Capable of Virtualization based security
- Hypervisor-protected code integrity supported by the BIOS

## What you get with the device when it shipped to you:



| Product                                    | Information  |
|--|--|
| Microsoft 365 Apps for enterprise (64-bit) | Pre-Installed applications with the device shipped: Word, Excel, PowerPoint, Outlook, Publisher, Access, Skype for Business, OneNote |
| OneDrive                                   | Azure Active Directory Single Sign On is enabled for the first sign into OneDrive by the user  |

# Onboarding MMD



Below is the list of actions which helps actions to onboard the device to MMD

01

Checking that your environment meets key prerequisites by verifying the device compatibility.

02

Configuring networks based on the requirement of MMD

03

Setting up certificates with respect to Application or Device onboarding to the organization specific security

04

Preparing apps for addition in the service

Depends on the organization and project requirement steps may differ

Evaluation of Prerequisites for Microsoft Managed Desktop

Plan User access to Data

Run Readiness Assessment Tools

Make Ready Apps

Purchase Company Portal

Mapped Drives

Evaluate Prerequisites for Guest Accounts

Make Printing Resources

Try Network Configurations

Address Device Names

Make certificates and network profiles

# Features of MMD

## Telemetry, Cloud Analytics & Security

Microsoft's support team will have access to machines and can track which apps are running, when and what the last crashes were, etc. to be able to manage devices. Its cloud analytics services will gather data points across the managed estate and use all the collected data to improve its services.

## Windows 11 onboarding to MMD

Windows 11 will be available on October 4, 2021. It's ready for purchaser and enterprise deployment, and it's a fully supported platform. Scheduling deployments for all Microsoft Managed Desktop devices starting January 2023. More than 95% of Microsoft Managed Desktop devices are eligible for Windows 11. Devices running Windows 11 and later and enroll them in Microsoft Managed Desktop, they won't revert to Windows 10.

## Application Compatibility

Microsoft will have engineer team to support application compatibility problems for any customer, ISV, or MS-developed product. Basically, to be able to use this service, Desktop Analytics to gather inventory and Intune to deploy and manage apps. MMD will use Desktop App Azure, a new Fast-Track service, to determine the compatibility status of your inventory. repackage apps for Intune.

Intune allow to configure policies. For example, configure a VPN profile access.

## Modern Desktop

Device management is a strong administrative IT task, with the advent of Group Policy. It filled a key need: enabling IT administrators to compel user and computer policies at a large scale for network connected devices. Administrators were able to control features like desktop wallpaper, access to command prompts, printer assignments, drive mappings, storage definitions, and more. However, the emergence of cloud computing, consumerization of IT, and mobility have changed the way end users access their desktops.

Group Policy launched many years before end-users came to expect anywhere, anytime access to their corporate network. It wasn't built for a cloud-first, mobile-first, non-domain-joined world. Yet these modern problems required modern solutions, and thus, modern desktop management was born.

The primary aspect of MMD is the Modern Desktop. All devices that are part of the Microsoft Managed Desktops are running a pre-configured image

MMD leaned on below aspects,

- Windows 10 Enterprise E5
- Office 365 ProPlus (including Teams)
- Enterprise Mobility & Security
  - Azure Active Directory
  - Azure Information Protection
  - Microsoft Intune
  - Microsoft Cloud App Security
  - Microsoft [Identity Management](#)
  - Microsoft Advanced Threat Analysis
  - Azure [Advanced Treat Protection](#)

## Device Management

Device management as a service component is what makes MMD a rare contribution to the Modern Device Management System. The analytics that Microsoft gains from MMD will be leveraged to improve the management of the global MMD device population every day. The devices qualified for MMD are ones that meet Microsoft's specification and runtime quality. Microsoft offers preconfigured hardware with software security and feature updates that the company manages for a monthly fee.

| Management          | Description   |
|---------------------|---|
| Hardware Management | Specific set of Hardware will be application for MMD setup, same has been published in the Microsoft portal. Registering of devices is easy and straight forward. |
| Update Management   | MMD sets all aspects of deployment group for Windows 10. Update has been segregated in to different section based on the priority of the users.                   |
| Apps                | Microsoft 365 Enterprise, Microsoft provides and manages several key Microsoft apps   |

## Patch Management:

MMD links all devices to a modern cloud-based infrastructure. MMD will keep Windows, Office, drivers, firmware, and Microsoft Store for Business applications up to date. To structure the update of the Application and the device MMD users update groups to ensure operating system updates and policies are rolled out in a standard method.

| Management | Description  |
|------------|--|
| Test       | Used to prove Microsoft Managed Desktop policy changes, operating system updates, feature updates, and other changes forced to the Azure AD organization |
| First      | Early software adopters and devices that could be directed to pre-release updates..  |
| Fast       | Prioritizes speed over strength  |
| Broad      | This group is the last group to have feature and quality updates available.  |

Microsoft will help in maintain the security of devices with a dedicated security operations center. Threats will be analyzed each month.

# Microsoft Managed Desktop (MMD)

## Key Outcomes



### Support to End-User

- Enhanced user satisfaction and productivity
- Lowered the time spent sourcing, configuring, and deploying devices
- Empower IT teams
- Improved endpoint security by consolidating endpoint protection



### Support to Organization

- Reduce spend on software tools that are redundant to Microsoft 365 features fully deployed by the service, and
- Increase in the employee engagement
- Accelerated employee impact
- Reduce IT bandwidth previously required to set users up with new devices
- Increase in the employee engagement

## Conclusion

Organizations have legitimately neglected user experience in the face of economic pressures and security threats that have taxed IT bandwidth during this transition period. Desktop as a Service (DaaS) model of Microsoft unlocks the true potential of IT departments and eases the burdens on support teams of provisioning and managing endpoints into a lean-back, expert-delivered service.





# Author

## BIO

**Yashaswi KC** is a Digital Workspace Architect; he has over 12+ years of IT experience with End User Computing technology. He has spent many years planning, designing, consulting for different EUCS Platforms.

He has worked with multiple digital workspace platforms like MMD, WVD (AVD), Auto-pilot, Intune, Application packaging, Nexthink. Yashaswi KC is currently working as an Associate Architect at Happiest minds Technologies; he is responsible for prepare and launch EUC related Go-to-Market strategies and service offerings to customers. Assist Sales team on RFPs (new and proactive deals) for EUC technologies and services



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