

Enterprise class support and management for Windows Virtual Desktop



**Automation
and intelligence
for Windows
Virtual Desktop
management
and support**

Datasheet
SMARTWORKSPACES
for Windows Virtual Desktop

Simplify and streamline Windows Virtual Desktop management

Deliver and maintain the best levels of service, performance and user experience for your organization

About **SMARTWORKSPACES** for Windows Virtual Desktop

SMARTWORKSPACES is an enterprise support and management platform for Windows Virtual Desktop. **SMARTWORKSPACES** runs within your Azure tenant and, through a single pane console, delivers level 1 and level 2 administration and support of Windows Virtual Desktop environments.

flexible IT | **SMARTWORKSPACES**
for Windows Virtual Desktop



Key platform benefits

Native Azure security – **SMARTWORKSPACES** is installed and is completely self-contained within your Azure tenant. With no requirement for Active Directory Federation Services, identity data remains within your Azure service giving you total control over security.

Multitenant management – whether you are a service provider or you have multiple Windows Virtual Desktop sites within your organization, **SMARTWORKSPACES** enables you to manage multiple tenants all from one place.

Subscription independent – no matter how you manage your Windows Virtual Desktop Azure subscriptions, with **SMARTWORKSPACES** you can integrate and manage environments across multiple subscriptions. Simply add your Azure subscription details and **SMARTWORKSPACES** does the rest for you.

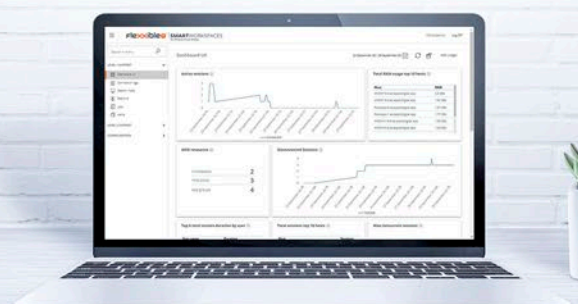
Delegated admin rights – Delegate L1 and L2 administration rights to support staff. The actions performed by a delegated admin are always impersonated as an administrator so, support users do not need to have individual administrative permissions to perform their role.

Intelligence at your fingertips – Download usage and performance data across your entire Windows Virtual Desktop environment. User sessions, virtual machines, connection, event log data and more can be exported to Excel Workbooks for reporting, analysis and presentation.

Optimized performance – with automated and scheduled execution of custom scripts and user profile optimization **SMARTWORKSPACES** helps you keep your Windows Virtual Desktop environments healthy.

Azure cost savings – with many customizations available, **SMARTWORKSPACES** helps you save on your Azure costs. Optimize your user profiles to save on storage. Take advantage of the ability to program and manage session stop and start times so your session hosts are only consuming resources when necessary.

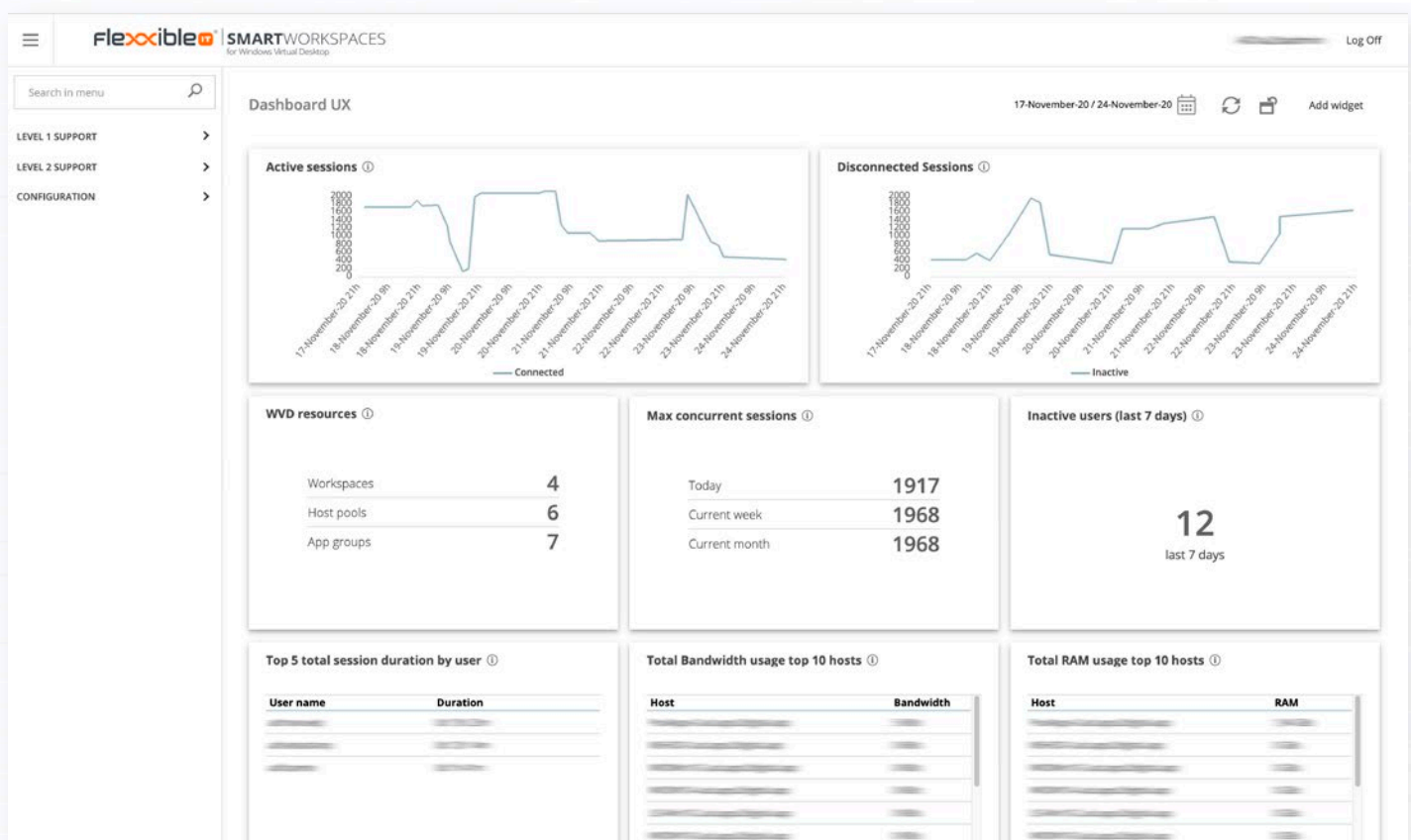
Save
60% average
on your monthly
WVD bill
by activating the
Power Management
functionality



User Experience Dashboard

Deliver proactive monitoring with real-time data to support your Windows Virtual Desktop infrastructure.

Configurable dashboard to monitor overall health of Windows Virtual Desktop environment. Drag and drop widgets can be arranged to display session, user, RAM and bandwidth information over a specified timeframe.



L1 Support

- **User Experience Dashboard**
- Help Desk
- Session Host Management
- Session Management
- Consolidated Connection Logs

- Power Management Scheduling
- Profile Optimization
- User Session Shadowing
- Automated configuration of remote assistance

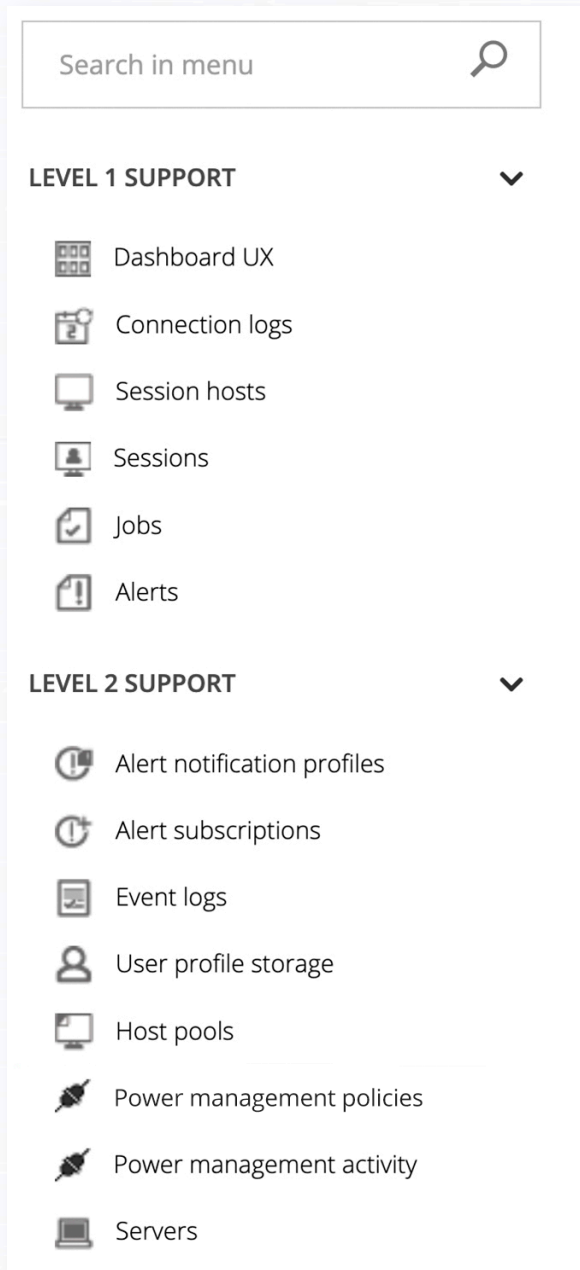
L2 Support

- Alerting
- Event log subscription & action
- Custom Operations
- Automated Operations
- Auditing - Jobs

Help Desk

Improve user satisfaction and productivity with a dedicated controlled and secure support console.

Accelerate the time taken to resolve common support requests with a dedicated help desk console for level 1 and level 2 support roles. Assigned and delegated admin rights deliver the tools needed for effective support.



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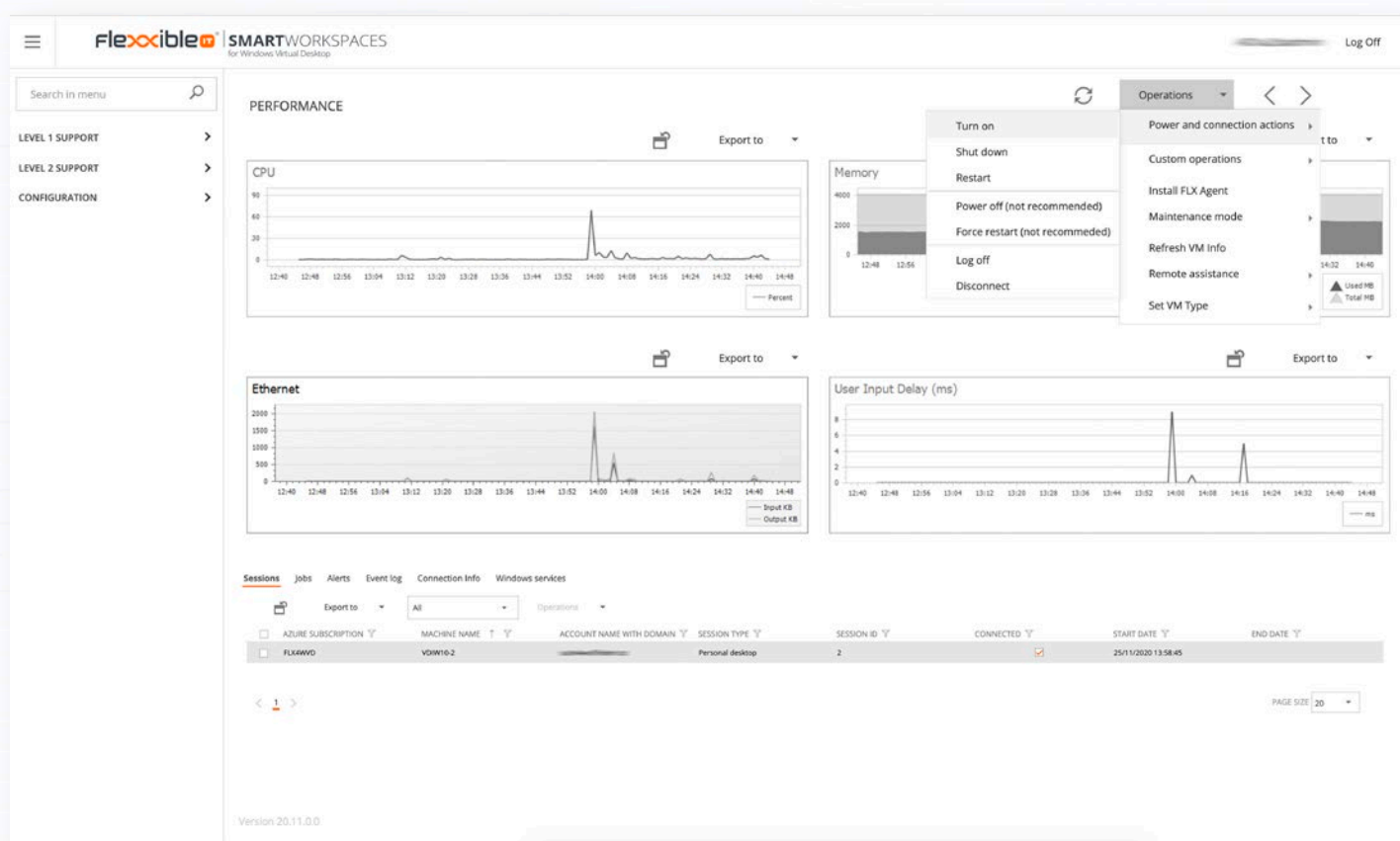
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Session Host Management

Easily identify session hosts for routine and support actions. A unified view enables rapid search and remediation.

Session hosts are displayed in the console allowing easy identification and management of all hosts. Session host CPU, memory, latency, and network metrics are displayed for the last two hours. Allows support to log user off, restart, power on/off, disconnect the session, notify user or start remote assistance.



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Session Management

A unified view of sessions enables support to quickly identify a user's session and initiate actions.

Displays all sessions for applications and desktops. Allows support to log user off, disconnect the session, notify user or start remote assistance.

| ACCOUNT NAME WITH DOA | MACHINE NAME | SESSION TYPE | SESSION ID | CONNECTED | START DATE | END DATE | AZURE SUBSCRIPTION |
|-----------------------|--------------|----------------|------------|-----------|---------------------|----------|--------------------|
| [REDACTED] | PoolApps-2 | Pooled desktop | 2 | ✓ | 24/11/2020 10:22:34 | | Azure West Europe |
| [REDACTED] | PoolApps-5 | Pooled desktop | 2 | ✓ | 24/11/2020 09:28:35 | | Azure West Europe |
| [REDACTED] | PoolApps-6 | Pooled desktop | 1 | ✓ | 24/11/2020 09:52:26 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 4 | ✓ | 24/11/2020 10:02:41 | | Azure West Europe |
| [REDACTED] | PoolApps-0 | Pooled desktop | 1 | ✓ | 24/11/2020 11:02:54 | | Azure West Europe |
| [REDACTED] | PoolApps-2 | Pooled desktop | 2 | ✓ | 24/11/2020 09:59:43 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 2 | ✓ | 24/11/2020 10:02:21 | | Azure West Europe |
| [REDACTED] | PoolApps-8 | Pooled desktop | 1 | ✓ | 24/11/2020 09:58:13 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 2 | ✓ | 24/11/2020 10:01:21 | | Azure West Europe |
| [REDACTED] | PoolApps-2 | Pooled desktop | 2 | ✓ | 24/11/2020 10:23:34 | | Azure West Europe |
| [REDACTED] | PoolApps-5 | Pooled desktop | 2 | ✓ | 24/11/2020 09:28:33 | | Azure West Europe |
| [REDACTED] | PoolApps-6 | Pooled desktop | 1 | ✓ | 24/11/2020 09:52:26 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 4 | ✓ | 24/11/2020 10:02:41 | | Azure West Europe |
| [REDACTED] | PoolApps-0 | Pooled desktop | 1 | ✓ | 24/11/2020 11:02:54 | | Azure West Europe |
| [REDACTED] | PoolApps-2 | Pooled desktop | 2 | ✓ | 24/11/2020 09:59:49 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 2 | ✓ | 24/11/2020 10:02:22 | | Azure West Europe |
| [REDACTED] | PoolApps-8 | Pooled desktop | 1 | ✓ | 24/11/2020 09:58:53 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 2 | ✓ | 24/11/2020 10:00:21 | | Azure West Europe |
| [REDACTED] | PoolApps-3 | Pooled desktop | 4 | ✓ | 24/11/2020 10:02:44 | | Azure West Europe |
| [REDACTED] | PoolApps-0 | Pooled desktop | 1 | ✓ | 24/11/2020 11:02:54 | | Azure West Europe |

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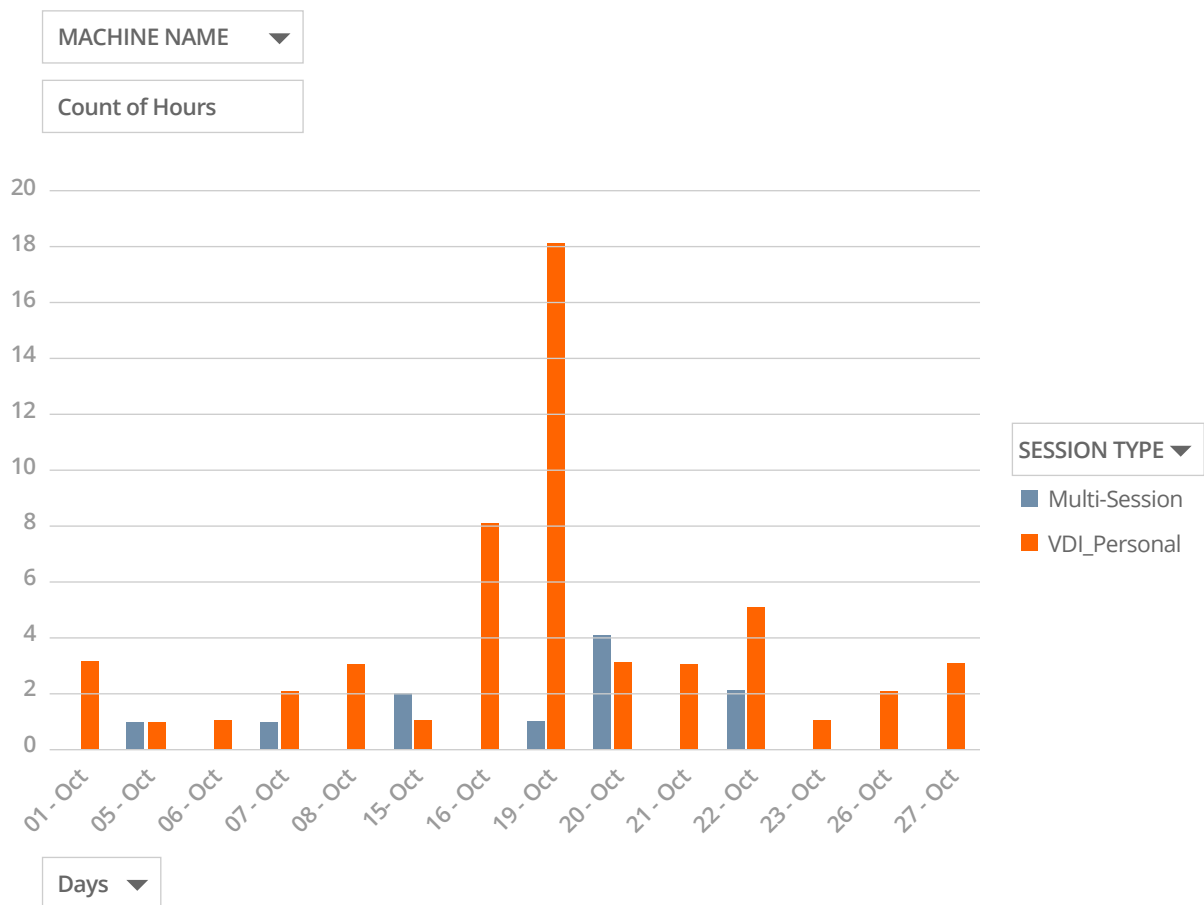
L2 Support

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Consolidated Connection Logs

Consolidate connection log data for easy analysis.

SMARTWORKSPACES brings together session connection information from all machines into a single view. Easily sort and search by machine, session type, user, VM. Export for analysis and service level reporting.



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Power Management Scheduling

Program and manage session start and stop times for resource and cost savings

SMARTWORKSPACES allows IT the ability to schedule automatically when sessions are turned on and off, by individuals, or by group policy to only consume resources when in use. Decide whether to shut down session hosts without sessions, shut down session hosts with no connected sessions or shut down all session hosts.

The screenshot shows the 'Power Management Policy' configuration page in the Flexible SMARTWORKSPACES interface. The page has a sidebar with navigation links: 'LEVEL 1 SUPPORT', 'LEVEL 2 SUPPORT', and 'CONFIGURATION'. The main content area is titled 'Power Management Policy' and includes a 'Central time' section. It features a 'NAME' field with the value 'Central time', a 'TIME ZONE' dropdown set to '(UTC-06:00) Central Time (US & Canada)', and an 'ENABLED' checkbox. Below this is a table for scheduling sessions, with columns for 'FROM' and 'TO' times for each day of the week. The 'START HOUR ACTION' is set to 'Start session hosts' and the 'END HOUR ACTION' is set to 'Shut down session hosts without sessions'. Both actions have an 'APPLY ONCE' checkbox. A note at the bottom states: '*Existing sessions will be logged off before shut down the session hosts'.

| | FROM | TO |
|------------|-------|-------|
| SUNDAY: | 05:00 | 17:00 |
| MONDAY: | 05:00 | 17:00 |
| TUESDAY: | 05:00 | 17:00 |
| WEDNESDAY: | 05:00 | 17:00 |
| THURSDAY: | 05:00 | 17:00 |
| FRIDAY: | 05:00 | 17:00 |
| SATURDAY: | 05:00 | 17:00 |

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Profile Optimization

Ensures that storage overheads are kept to a minimum and profile optimization is effectively and efficiently managed.

Using FSLogix shrink and optimization, **SMARTWORKSPACES** automatically discovers user profile locations and enables admins to schedule unattended user profile optimization.

The screenshot shows the 'FSLogix optimization settings' page in the SMARTWORKSPACES interface. The page is divided into several sections:

- Header:** 'flexible SMARTWORKSPACES for Windows Virtual Desktop' with a 'Log Off' button.
- Search:** A search bar with the placeholder 'Search in menu'.
- Left Navigation:** A sidebar with links for 'LEVEL 1 SUPPORT', 'LEVEL 2 SUPPORT', and 'CONFIGURATION'.
- Main Content Area:**
 - Section: ACCESS & COMPACT VHDX FILES AS**
 - USER:** A text field containing 'ADVFSLogixSyncUser'.
 - PASSWORD:** A password input field.
 - MAX. PARALLEL COMPACTIONS:** A dropdown menu set to '10'.
 - REPEAT:** A text input field.
 - PERFORM COMPACTIONS IN THE FOLLOWING TIME RANGES (UTC):** A table with columns for days of the week and time ranges (FROM/TO).

| | FROM | TO |
|------------|-------|-------|
| SUNDAY: | 00:00 | 00:00 |
| MONDAY: | 22:00 | 04:00 |
| TUESDAY: | 22:00 | 04:00 |
| WEDNESDAY: | 22:00 | 04:00 |
| THURSDAY: | 22:00 | 04:00 |
| FRIDAY: | 22:00 | 04:00 |
| SATURDAY: | 00:00 | 00:00 |
 - FORCE LOG OFF USER SESSIONS BEFORE COMPACTION, EVEN LOSING UNSAVED USER DATA:** A checkbox that is currently unchecked.
 - Section: COMPACT ONLY THE FOLLOWING LOCATIONS:**
 - Link Unlink:** Buttons for managing the list of locations.
 - Automatically Add New Locations:** A checked checkbox.
 - Check access:** A button to verify access to the listed paths.
 - Export to:** A dropdown menu.
 - Path List:** A list of paths with checkboxes for selection.
 - ☐ PATH
 - ☒ \\fslogixnas01.file.core.windows.net\fslogixprofiles\PROFILES\
 - ☐ \\fslogixnas01.file.core.windows.net\fslogixprofiles\profiles

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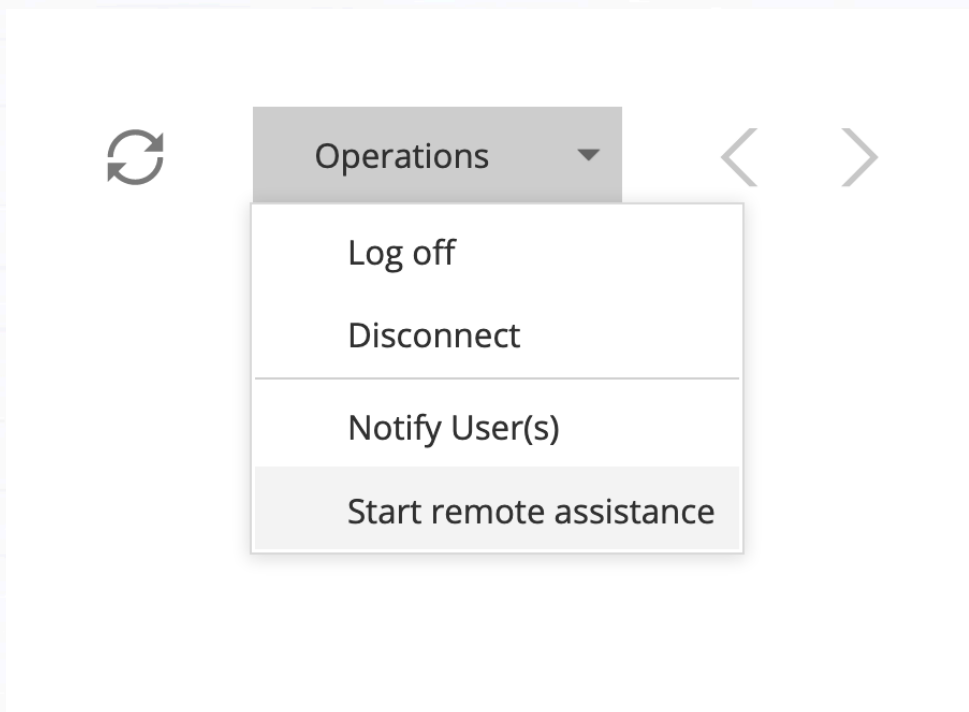
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User Session Shadowing

Deliver the best support experiences for your users by quickly identifying and resolving user requests.

SMARTWORKSPACES delivers user shadowing with the ability to easily search for and identify users and to remotely shadow their session. With user permission, support staff can take control of a session to quickly resolve support issues. Available for VDI, multisession VDI, and published application sessions.



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Automated configuration of remote assistance

Simplify remote assistance enablement with auto configuration.

SMARTWORKSPACES simplifies and speeds up the enablement of remote assistance. Easily configured per Host Pool, it automates the installation and configuration of the remote assistance agent and the configuration of firewall rules.

The screenshot displays the Flexible IT SMARTWORKSPACES interface. The top section shows a list of session hosts with columns for Azure Subscription, Machine, Status, Sessions, Assigned User, Host Pool, CPU, and %. A dropdown menu is open for the 'Operations' column, showing options like 'Power and connection actions', 'Assign Flag', 'Custom operations', 'Install FLX Agent', 'Maintenance mode', 'Notify User(s)', 'Refresh VM info', 'Remote assistance', and 'Set VM Type'. The 'Remote assistance' option is highlighted, with sub-options 'Start remote assistance' and 'Enable remote assistance' visible.

The bottom section shows the 'Host pool' configuration page for 'Default Desktop Template'. It includes fields for 'VIRTUAL MACHINE TYPE' (Personal), 'ASSIGNMENT TYPE' (Automatic), and 'FLX AGENT INSTALLATION' (On host detection). A 'REMOTE ASSISTANCE ENABLING' section is visible, with options 'Do not enable', 'On host detection', 'When no sessions are open', and 'Within an hours range'. The 'When no sessions are open' option is selected and highlighted in orange.

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Alerting

Proactively manage Windows Virtual Desktop SLAs with monitoring and SNMP alerts.

L2 support can set SNMP event alerts to send to any SNMP capable monitoring platform. Setting alerts when system thresholds such as, CPU, RAM, latency, storage etc. are reached informs IT of any potential performance issues.

| SEVERITY | ALERT DEFINITION | INFORMATION | ALERT STATUS | ALERT START | DATE NOTIFIED | ELEMENT |
|---------------|---------------------------------------|-------------|--------------|-------------|---------------|---------|
| Critical | Critical event log | | Inactive | | | |
| Warning | High CPU usage - Session host | | Inactive | | | |
| Critical | Critical event log | | Inactive | | | |
| Warning | VM assigned RAM under minimum | | Active | | | |
| Warning | Multiple errors in event log | | Inactive | | | |
| Warning | NTFS error event log | | Inactive | | | |
| Warning | High User Input delay | | Inactive | | | |
| Warning | VM assigned RAM under minimum | | Active | | | |
| Warning | Multiple errors in event log | | Inactive | | | |
| Warning | High RAM usage - Server | | Inactive | | | |
| Warning | High RAM usage - Server | | Inactive | | | |
| Warning | High User Input delay | | Inactive | | | |
| Warning | User profile storage compaction issue | | Inactive | | | |
| Informational | User inactive for a long time | | Inactive | | | |
| Warning | High User Input delay | | Inactive | | | |
| Warning | High User Input delay | | Inactive | | | |
| Warning | VM assigned RAM under minimum | | Inactive | | | |
| Warning | Multiple errors in event log | | Active | | | |
| Warning | High CPU usage - Session host | | Inactive | | | |
| Warning | NTFS error event log | | Inactive | | | |

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Event log subscription & action

Remove complexity and reduce expensive level 3 interventions with automated remediation.

Events recorded in the event log, can be used by IT to monitor for known issues. These defined events can be used to trigger scripts for automated problem resolution improving user satisfaction and reducing support costs.

The screenshot displays the flexible SMARTWORKSPACES interface. The top navigation bar includes a search menu, the flexible SMARTWORKSPACES logo, and a 'Log Off' button. The left sidebar shows navigation options: LEVEL 1 SUPPORT, LEVEL 2 SUPPORT, and CONFIGURATION. The main content area is titled 'Events log' and features a table with columns: EVENT DATE, EVENT TYPE, SOURCE, MACHINE NAME, MACHINE TYPE, and MESSAGE. The table lists several error events, including 'An unmarshaling policy check was performed when unmarshaling a custom marshaled object and the class (F6C29334-47DC-4397-9150-F549CF1D4861) was rejected' and 'StartMenuExperienceHost (7772.P.98) TILEREPRESENTORSYS-1-5-21-763547315-597230256-1312956510-1160: An attempt to open the device with name "\\\\.\\C:" containing "C:" failed with system error 5 (0x00000005): "Access is denied.". The operation will fail with error -1032 (0xfffffb/8)'. Below the Events log table, there is a 'Triggers' section with a 'New' button and a table of configured triggers. The triggers table has columns: NAME, SOURCE, EVENT LOG SOURCE, EVENT LOG ID, EVENT LOG KEYWORD, and ENABLED. The triggers listed are 'App crash' (Event log, Microsoft-Windows-PerfNet, 1.511, billing, enabled), 'Service error' (Event log, Microsoft-Windows-PerfNet, 321,859,125, enabled), and 'App freeze' (Event log, Microsoft-Windows-Search-ProfileNotify, 3.596, enabled). A blue arrow points from the 'Triggers' section to the 'Event log subscription & action' heading.

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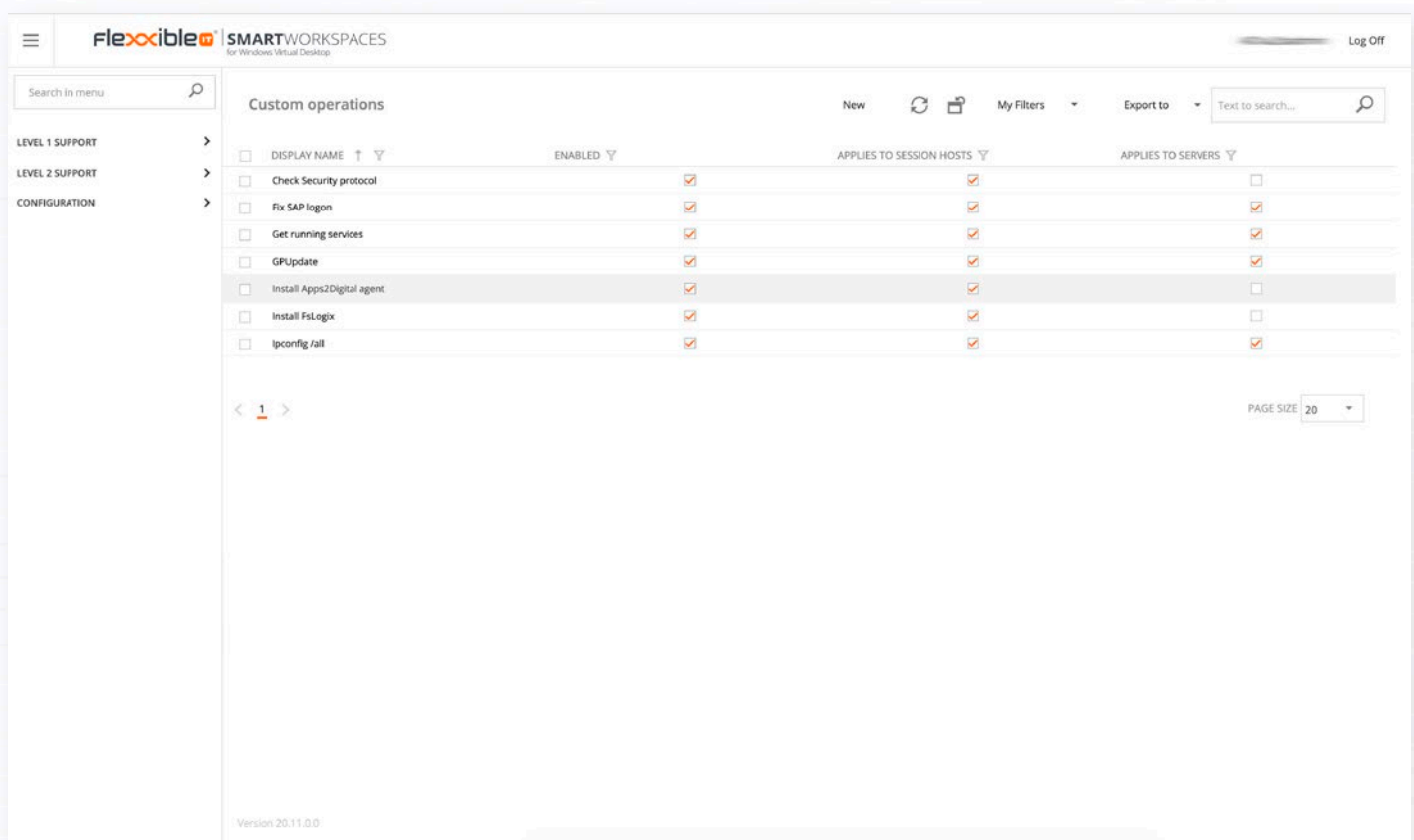
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Custom Operations

Simplify support and speed time to resolution with predefined operations.

Remove the need for support to run command line operations. Custom operations are tested scripts that remotely execute on one or more VMs. Pre-defined scripts can be created to install packages, manage registry keys and automatically run common tasks associated with user applications.



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Automated Operations

Reduce support interventions and keep your Windows Virtual Desktop environment running smoothly.

When defined events are recorded in the event log, custom operations can be configured for automated execution. This enables IT to resolve common issues with end user applications and desktops without support intervention.

The screenshot shows the 'Custom operation' configuration page in the Flexible SMARTWORKSPACES interface. The page is titled 'Custom operation' and 'Install Apps2Digital agent'. It includes a 'Save' button, a refresh icon, a help icon, and navigation arrows. The 'DISPLAY NAME' is 'Install Apps2Digital agent' and it is 'ENABLED'. The 'DESCRIPTION' field is empty. The 'SCRIPT' field contains the following code:

```
$url = 'https://downloads.apps2digital.com/agent/releases/Apps2Digital-Installer.exe'
$output = "$ENV:Temp\Apps2Digital-Installer.exe"
$start_time = Get-Date
```

There are two checkboxes: 'APPLIES TO SESSION HOSTS' (checked) and 'APPLIES TO SERVERS' (unchecked). Below these are tabs for 'Users', 'Triggers', and 'Triggered Events'. The 'Triggers' tab is active, showing a table of triggers.

| NAME | SOURCE | EVENT LOG SOURCE | EVENT LOG ID | EVENT LOG KEYWORD | ENABLED |
|---------------|-----------|--|--------------|-------------------|-------------------------------------|
| App crash | Event log | | 1.511 | billing | <input checked="" type="checkbox"/> |
| Service error | Event log | Microsoft-Windows-PerfNet | 321.859.125 | | <input checked="" type="checkbox"/> |
| App freeze | Event log | Microsoft-Windows-Search-ProfileNotify | 3.596 | | <input checked="" type="checkbox"/> |

At the bottom, there is a pagination control showing page 1 of 1 and a 'PAGE SIZE' dropdown set to 20. The version 'Version 20.11.0.0' is displayed at the bottom left.

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Auditing - Jobs

Quickly trace and identify actions that have failed or effected operations.

Administrative and user auditing creates an audit trail across the entire Windows Virtual Desktop environment. All jobs executed and their status is recorded for all administrative and user actions.

The screenshot shows the Flexible IT SMARTWORKSPACES interface. The 'Jobs' section is active, displaying a table of jobs. The table has columns for Name, Status, Creation Date, Start Time, End Time, and Owner. A detailed view of a job is shown on the right, including a progress bar, a list of steps, and a log of commands executed.

| NAME | STATUS | CREATION DATE | START TIME | END TIME | OWNER |
|--------------------------------------|-----------|---------------------|---------------------|---------------------|-------|
| ShutDown on WVDW10-4 (ad/sebastianp) | Completed | 23/11/2020 15:24:29 | 23/11/2020 15:24:30 | 23/11/2020 15:25:33 | |
| TurnOn on PoolApps-1 | Completed | 23/11/2020 10:45:31 | 23/11/2020 10:45:31 | 23/11/2020 10:48:37 | |
| TurnOn on PoolApps-0 | Completed | 23/11/2020 10:39:09 | 23/11/2020 10:39:10 | 23/11/2020 10:42:28 | |
| TurnOn on WVDW10-4 (ad/sebastianp) | Completed | 23/11/2020 9:10:52 | 23/11/2020 9:10:53 | 23/11/2020 9:16:02 | |
| Checking for new version | Completed | 23/11/2020 8:41:56 | 23/11/2020 8:42:22 | 23/11/2020 8:43:18 | |
| Checking for new version | Completed | 23/11/2020 8:34:02 | 23/11/2020 8:34:31 | 23/11/2020 8:34:31 | |
| TurnOn on BR-Win10-0 (ad/szente) | Completed | 23/11/2020 2:53:30 | 23/11/2020 2:53:30 | 23/11/2020 2:53:54 | |

The detailed view shows the job 'TurnOn on WVDW10-4' with a status of 'Completed'. It includes a progress bar at 100% and a list of steps. The steps are:

- Execute via FUL Agent (Skipped)
- Execute via Azure Subscription (Completed)
- Execute via WMI (Skipped)
- Read new VM power state (Completed)

The log shows the following commands:

```

Command
Set-CPU Priority
$process = Get-Process -Id $pid
$process.PriorityClass = 'BelowNormal'

Command
Import-Module Az Accounts -OnNet Connect-AzAccount

Command
Import-Module Az DesktopVirtualization

Command
$subs = ...
$tenant = ...
$sepp = ...
$seppassword = ConvertTo-SecureString '...' -AsPlainText -Force
System.Management.Automation.PSCredential $credential = New-Object System.Management.Automation.PSCredential ($tenant, $seppassword)
$servicePrincipal = Get-AzServicePrincipal -SubscriptionId $subs -TenantId $tenant -SkipContextPopulation -Force
$scope = $credential
  
```

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integrators

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Flexible IT leads innovation in digital workspace management and delivery.

SMARTWORKSPACES, a family of cloud services, software and purpose-built appliances, delivers an intelligent, fast and simple way to deploy and manage multi-cloud hosted digital workspace infrastructure. Our solutions help organizations fast-track transformation while offering unparalleled experiences for users and IT.



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