RAP as a Service for Windows Desktop

Subscription: 12 Months
Engineer Engagement: 1 day (remote)

Overview
Gain an insight into the health of your Windows client environment by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to best practice guidance.

Analyze your environment against best practices developed by Microsoft technology experts, then work with a Microsoft engineer to understand your results and develop a plan that limits risk and improves your environment.

Objectives
• Gain an expert’s perspective on what issues you should address first.
• Optimize your environment based on Microsoft best practices to prevent issues before they arise.
• Establish a baseline so you can track your progress throughout the year.

Methodology
Setup your assessment
Prior to working with your Microsoft engineer, you will setup your assessment and generate your first set of results.

Expert analysis
Your Microsoft engineer will analyze your results, help you understand each issue identified and ensure that you have the right information to fix the issue.

Persist and improve
Re-assess your environment on a monthly basis using the latest updates to continually drive improvement throughout the year.

Key Takeaways
• Holistic recommendations that enable you to improve your people, process and technology.
• Expert analysis and prioritized remediation guidance on what to fix first.
• Regular updates to guidance and features.

Scope
Assess the configuration, event logs, group policy, and other attributes of your Windows client environment.
The assessment can run on up to 40 targets running supported versions of Windows.

Agenda
Welcome call
Occurs 2–4 weeks before delivery with your Microsoft Engineer and Technical Account Manager.

Setup and initial results
You complete the assessment setup and initial result gathering prior to your analysis.

Engineer led analysis
Your Microsoft engineer will analyze your results and lead the review of your findings.

Your engineer will work with you to develop a prioritized list of recommendations.

Close out meeting
Finalize and deliver your results.

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## RAP as a Service for Windows Desktop Comparison

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<th>RAP as a Service for Windows Desktop</th>
<th>RAP as a Service PLUS for Windows Desktop</th>
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<tbody>
<tr>
<td><strong>Duration</strong></td>
<td>1 Day</td>
<td>3 Days (1 day remote, 2 days onsite)</td>
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<tr>
<td><strong>Delivered remotely</strong></td>
<td>Yes</td>
<td>No</td>
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<tr>
<td><strong>Includes training and planning</strong></td>
<td>No</td>
<td>Yes</td>
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### Detailed Scope and Requirements

**Technical Scope:**
- Base configuration
- Devices
- Network
- Group policy
- Performance
- Security

- Reliability
- Hardware configuration and settings
- Event logs information
- Operating system information and settings

**Software Requirements:**

### Be proactive across Focus Areas

- **Availability and Business Continuity:** Maximize your service availability and plan for disaster recovery.
- **Change and Configuration Management:** Manage changes to services configuration settings across your environment.
- **Operations and Monitoring:** Manage and perform day-to-day operations within your environment.
- **Performance and Scalability:** Deliver the expected user experience by managing current and future performance and capacity requirements.
- **Security and Compliance:** Protect your services from attack and ensure the integrity and privacy of your data.
- **Upgrade, Migration and Deployment:** Manage product or development lifecycles, migrations between platforms, and deployment of new services into your environment.

### For more information

Contact your Microsoft Account Representative for further details.