

NHS FastTrack Partners with Accenture_ Windows 365 Deployment Best Practices and Ask Me Anything Session-20250226_110016-Meeting Recording

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31m 52s

🕒 **Elsa Montgomery-Groves** started transcription



Lela Woods (KFORCE INC) 0:09

Good morning, everyone.

Going to give it a few minutes and then we'll kick things off here.

Alrighty, since for one minute past the hour.

Welcome everyone.

Thanks for joining us today for the NHS Fast Track partners with Accenture, Windows 365 deployment best practices and ask Me Anything webinar.

We'll be providing some updates for you and answering all your your questions.

Also note we are recording this call and the recording and Dec will be emailed to you in the next few days.

Feel free to type your questions in the chat at anytime or take yourself off mute during the Q&A session and ask your questions.

I really encourage you to do so because we have Accenture here myself.

And Kim, our business sponsors are anything related to the program.

Accenture and your engagements, we encourage you to ask those questions today.

And finally, to turn on my captions, click on more with the ellipses at the top of teams. And with that I will turn it over to Andrew, one of our presenters.



Andrew Heron 2:00

Hi everyone.

My name is Andrew, present today, along with Phil Evans.

Should we do a little introduction, Phil?



Evans, Philip B. 2:11

Yeah, absolutely.

So thanks Andrew.

I'm Phil Evans.

I'm the lead technical architect for the platform heritage around Intune and Windows 365, so be taking you through some of the tech elements today.

And I'll hand back to Andrew, who's going to tell you a little bit more about high level stuff and some of the on boarding process.

AH **Andrew Heron** 2:34

I'm Andre.

I'm the live service support lead for in June supporting the NHS, so any tickets they raise they come through to me and my team and we sort of help them with their proof of concepts on onboarding and along with Windows 365.

Let's move on to the next slide.

So ways how much users can interface with Windows 365 if you've got NFC technology available.

One fun and quirky way, simply by tapping the NHS ID card on the devices or on the shared PC.

Another for anyone that prefers to work with their devices under sort of a BYOD model, bring your own device model. You can access applications and data securely without restrictions from those.

Users with just a mobile device are able to access an app.

To get onto their cloud PC on the go, making it very efficient and a way of working and aid in decision making.

And I've been working with mainly word or excel, for example the traditional Office 365 apps can access these from any location and provide seamless support.

Clinical specialists can access and update patient recordsure from any location and given them flexibility to work from all different locations and different sites. And finally.

Remote workers can access NHS resources or work applications for uninterrupted work in and from anywhere, as long as they've got an Internet connection.

We'll show you sort of what the process flow looks like now for getting people on boarded to the Intune tenant or the organization's onboarded team tenant.

So one of the prerequisites prerequisites for the organisations to be able to manage Windows 365 themselves is that they need to be on boarded to Intune. This basically flows out the detail how they do that.

So firstly, they would complete a registration form that would then come through to

the Intune team. We would meet with them with the organization and discuss different options.

And what they can expect to see from the tenant?

The engine team would then complete the on boarding and confirm with the LA S if need be.

We do sort of a quick screen share just to check that their access is there.

Alias can then begin testing and doing their proof of concept.

We'll have weekly meetings with them if they need it to help them streamline the process.

Throughout over us, they'll have access to community teams, channels, support sites, support guidance documentation that we've made.

They'll have access to fast track if they need it.

Or with ourselves for further guidance, and then that altogether helps create the SaaS model. An internal come continue to be updated with new features.

So Windows 365 comes into that.

So being on Intune, the prerequisite to onboard to Windows 365 itself can be done after or at the same time.

So Windows 365 onboarding requires a sort of a similar manner to onboard through a service request myself or someone from Microsoft will pick it up and complete the technical onboarding, which basically includes creating some groups and mixing in with some automation that we've made.

What this looks like for L as is. Whenever a user is added to a group which we've created for the organization, Windows 365 will detect it and then spin up a Windows 365 device for them. And depending which group it is, it could be.

The two VCP or the four vcpu.

Yeah. And then the L as will be able to see their cloud VC and have full ownership of it as they would any normal Windows device.

EB **Evans, Philip B.** 6:16

Great. Thanks very much, Andrew.

Yeah. So great summary there of basically the high level use cases, if you like for Windows 365, for frontline, for occasional user personal users and so forth.

Given an understanding there of, you know fairly straightforward onboarding process that you need to be on in tune first before you can enroll onboard an organization onto Windows 365 itself.

So what?

I'm going to do is basically look through some of the technical elements of the platform.

The solutions that we've brought in service most recently over the last half of 2024 and then talk about some of the some of the developments that we got underway for 2025 and beyond.

So probably best to reach in the present for starters.

So basically we have two delivery models. So those of those of you am most the partners on the call today.

Who have worked with us or have worked with local organizations that have a presence on the nhs.net tenant, you'll understand that it's one large tenant that's Federated in one way or another for different organizations to be able to use their small slice of it as it.

Were.

So services can either be kind of Federated as it were, or they are centralized and we've taken the same approach with Windows 365.

So effectively on the left, what we've got is what we would call our classic model when we in onboarding into an organise or a local organization to Intune.

We effectively provide them with our back scopes.

We give them a space in which to create their own configuration, profiles and stuff like that.

So the model is the same for Windows 365 insofar as Intune is concerned. It's just another device to be managed with things like configuration profiles, compliance policies.

Windows Update rings, stuff like that.

Or maybe some of the more advanced features like auto patch.

And so forth. So effectively the left hand model just kind of indicates to you guys that there's an option for organisations to onboard Windows 365 in the same way as they've onboarded any other physical device today, be that Android, iOS or or windows and what that?

Gives that organization is capability to administer their devices.

In an isolated fashion.

So basically they see their Windows 365 cloud PCs.

They don't see anybody else's.

They see their own policies.

They don't see anybody else's and they're able to build on the security baselines that we put in place for them.

So that's, you know, if you like the sort of management plane from Intune that that local organization will get.

Windows 365 Cloud PCs will automatically be on boarded.

To then have defender for endpoint.

Capability so effectively that device will be enrolled and then visible in terms of C sock visibility, both on a global basis and for the local organization.

Who may or may not be participants in the defender program and therefore can get a visibility on the security of their devices themselves.

In terms of administration and capability, the existing roles that we provide for engine administrators on a for local organisations provide the capability for Windows 365 administration within the Intune console and if we get time then I'll give you a quick view of how that looks in.

Of adoption so far.

Then on the right hand side, we've got what we call a centralised service.

So you may be dealing with a fairly small organization that doesn't really have much of an IT headcount.

What we then offer is effectively a as a service.

Onboarding capabilities.

So basically, there's no need for that organization to worry about bringing on any kind of FTE to manage.

A very small its data is it was, so this would be a fairly good fit for an independent GPA pharmacy, maybe a a dentist or something like this where they just don't have the the capital or service investment for for it locally. And what that means is effect.

We indemnify the platform for them so they can just go ahead and consume collaboration.

They can communicate that you know all of the regular NHS.

Workloads are available to them, but they don't have to worry about keeping that device updated.

You know deployment of patches or app updates, stuff like that is all kind of taken care for them as it were.

So those are the two models as it were.

It's probably worth now talking about the way that licensing works. So.

As you'll all know, I'm sure there's a great many Windows 365 licences available out

there.

And you'll probably notice an absence of frontline on this, which I'll touch on briefly in a moment. But effectively what we have done is onboarded these particular Sku's to the tenant capability.

So as you guys may or may not know, licensing at the moment is managed through the NHS portal, which is a custom portal that local organisations use to basically provision users and mailboxes and so forth.

But it's also where they go to apply licensing.

So we've onboarded these SKUs as you know, as per the appetite from the NHS from nhse themselves.

In terms of being able to offer some flexibility in terms of device sizes, but they are all user skis.

And to look in a little bit more detailed the the lines that I have marked in lights blue here, you'll see free to March 2025, which is next week, next month whichever's closer.

So previous to that point, Nhse have offered a a try before you buy offer if you like that is coming to an end in March 2025.

The allowances for that try before you buy were 300.

And 50 licenses for two vcpu and 4CVC PU respectively.

But I'd suggest that it's probably not something that's, you know, allows you guys or your customers a lot of time to invest in if you want some further information on this, feel free to reach out to to nhse themselves on happy to take some contacts later for you.

But I think it's probably fair to make the assumption working forward that.

Organisations will.

Need to purchase and bring their own licences to the tenant.

That's a well established process which is available via service request, either by yourselves or on behalf of the organisations or the organisations themselves, and that discount is fairly deep, as you can see as an incentive at 55%.

I don't believe that that's changing moving forward, but again.

Reach out to nhse for full clarification.

So probably good point to turn to what kinds of devices are supported by Windows 365. So as you can see Windows PCs, surface formats, maybe customized formats like Lenovo, Dell or HP laptops and desktops.

All kinds of mobile devices and also Lync.

So I'll just dive into each of these just briefly.

It was so most of the devices still support.

Edge Browser as a client access point for the cloud PC that is retiring towards the end of May and effectively the default client for all of these devices is going to be the Windows app.

So if you're, if you're looking at.

Adoption for some of the organisations that you deal with then you know browser will not be an option.

In the long term, but the Windows app, if you've not seen it, is very, very straightforward.

It's a little bit like teams in appearance and effectively has all of your cloud PCs populated within it that you can connect to.

So certainly in terms of the simple client, that's all fairly straightforward. Isn't just a matter of deploying that Windows app to that device and then signing in to yournhs.net identity to connect it to and log into your cloud PC.

For mobile devices, if they support external monitors then you can expect to be able to connect fairly seamlessly to your Windows Cloud PC through the Windows app, and then connect Bluetooth elements like keyboard and mouse with a Windows 365 Link device, which as I understand it.

Some partners have had shipments of, but maybe others haven't.

We haven't had shipments of it yet.

And I'll talk a little later about.

Maybe what's coming in terms of our plans for for doing that, but that is effectively a single purpose device for connecting only to Windows 365.

So I'll just touch on that later.

Also, with calling out in terms of a Windows PC, Windows 365 beta is available, so that's where at boot time we can configure through autopilot and through some autopilot.

And some windows 365P provisioning, we can effectively convert that device to be able to be directly to a cloud PC. So certainly for older models of hardware that's a great investment to make to be able to effectively boot straight to a cloud PC instead of.

Beating locally and then waiting for the device to be ready and then to connect to your cloud PC, and then flip between the two.

So effectively it's a great story for being able to provide a modern Windows 11

desktop on a on an older device, and I believe there's incentives which we we all know about in terms of Windows 10 end of life. I believe if the Windows 11 Cloud PC is.

Used that gives you end of life support.

To a limited extent for Windows 10, if the machine underneath is Windows 10.

Again, probably worth speaking to Microsoft Rep about that.

Certainly Windows app for Mac OS is there and for iOS.

So again, it's quite simply as the Windows app that's used for access to that. So as I said, browser going away.

So just talk more about Windows Link device.

So if you've not encountered this so far, it's effectively a single purpose device intended to be directly into Windows 365.

You can't repurpose it.

You can't, you know, customize the the build on this device.

It simply does one thing, which is to connect to your cloud PC.

Once it's in front of a user, once it's powered on, it simply presents a log on screen and that log on screen effectively authenticates into the cloud PC.

There's no other function for the device, so effectively the the shell that gets presented is your active Windows 365 session.

In terms of connectivity, it's pretty well pretty well supported in terms of Bluetooth and there's quite a report quite, quite a good port array on the bank for connecting to peripherals and so forth.

And certainly you can.

Adopt any of the licences that I showed previously in terms of what the end user experience is going to be, so you could be, you know, taking any slice of Windows Cloud PC.

And effectively, that's what gets that was. That's what gets launched.

So in terms of how does, how does this device get managed in the nhs.net tenants, that's something we're testing out at the moment.

There's been, I think, some constraints on shipment for the devices themselves and we're just awaiting rare receipt of these, but we'll be, you know, putting together quite a custom pack of configurations to make sure that's all the required security baselines in terms of what's required on a global.

Basisacrossnhs.net.

Are provided for and also that you know that customization. As I said, that's available

to local administrators to be able to customize their cloud PC any further, these devices will show up again as managed devices, but it's actually the cloud PC that's that's actively being configured as it.

Were.

So I'll just turn briefly before finishing.

To where we are and where we're going.

In terms of the platform, so we spent parts of 2024 in pilots, then in more recent months we.

Are we are certainly seeing plenty of adoption?

We have 50 plus organizations now with Windows 365 on the platform.

Number any number of organisations of different types. We've got CS US, we got PCTs, you know, various organization types.

We've been evaluating, you know, both on and a sort of back office use and some frontline use as well.

So some useful experiences there.

As we look into the future, certainly some feedback we had from those organizations is that they've got significant investments in on premises VDI.

Solutions that they may have a lot of VM Ware horizon type solutions.

Or maybe they're they're they're currently aligned to Citrix for avdi capability.

And what those platforms currently provide is, is connectivity to the health and social care network or hscn?

And that allows them to connect fairly seamlessly to primary care frontline local.

Local organization.

Clinical systems and also allows them connectivity to their on premises, applications and data.

So we've leveraged that request and you know through conversations with Nhse, strategically we're taking a direction to be able to connect these Windows 365 cloud PCs to hscn.

So that will involve some Azure infrastructure.

Which we're going to be putting into the tenant, which is going to allow local organisations to effectively configure the network for those cloud PCs using Azure Network connections, which some of you may know. I'll show you in a moment.

So where that kind of happens in terms of configuration and I think the aim here is basically to allow organizations.

To effectively create and adapt their own routing.

Back from a cloud PC through which the Hscn network and get to the resources that they need.

Certainly, if you've got any organisations we we certainly got some fairly strong interest from about four or five at the moment. But if there's, you know, any partners on the call who would like to have forward discussions with how that might work or you have some interest from.

Organizations that would express an appetite for this, then we'd we'd be very happy to hear from you.

In terms of when this is happening, so we're looking to kick off the project.

In this court in quarter two and certainly looking to have a service available on the platform towards quarter three.

Of quarter two, quarter three of 2025.

So.

I did mention that I would briefly.

Give a view of what's going on in the tenant in terms of.

Adoption and so forth, so I can probably give you without disclosing too much in terms of organisations what's going on in the tenants. So you can see here.

Everything's managed in Intune.

We have all of these.

Various configurations available Windows 365.

Provisioning profiles and proficient policies.

So these are the instructions for building those cloud PCs if you like, which are then you can see some ODS code set down here that may be familiar to you.

Which are effectively suggesting that each organization can basically provision their own devices and have you know, custom policies as it were.

So if I looked at one of these, I can see that they're looking to deploy Windows 11 enterprise apps. We only support gallery.

Images which means that custom images are currently not supported.

You can see here that we're using single sign on.

So basically, users can take advantage of a single sign on to the device rather than a double sign on into the Windows app, and then further sign on into the device itself.

So there's that capability is there as well. Language and region, you can see that the naming conventions are.

Always to include an ODS code.

So yeah, that's the kind of the basic provisioning policy configuration.

As I said, we don't have any custom images, so bring your own images not currently supported.

So the effectively the the images that are available at the moment come from the gallery.

So it's going to be effectively one of these, one of these builds as you can see, Windows 10 is still here, but clearly not a not a great policy to move forward with that at the moment.

And then I I did mention that I would mention Azure Network Connection. So effectively Azure network connections will be provisioned in here when we get on to that HSNHSCN connectivity capability. So effectively this is the point where the network card's for.

Those cloud PCs.

Meet the Azure network and effectively allows those those communications to flow.

We also have some user settings, so we do try and mandate that.

Users don't have things like local admin or.

You know they have, you know, permissions and policies that they shouldn't have.

So you can see here typically we would.

You know, enable users to reset their cloud PCs for example.

We can enable local admin on an exception basis, but typically for local log user settings you can see that we shut it down a little bit more and you can see that pretty much all of the organizations we have at the moment are assigned those.

Quite restrictive policies.

But then again, at the end of the day, if we take a look at one of these cloud PCs and I'll choose one that's part of a test organization just to be on the safe side.

You can see that we have, you know, a fairly standard set of configuration profiles.

We've got some siz or centre for Internet security security baselines on here to fend for employees and all the rest of it.

So very much just another Intune device in terms of management capability.

And all of the local logs have access to the to the majority of the features in Windows 365 for administration, there's one or two big buttons that we that we don't allow.

That, generally speaking, the experience has been very satisfactory for those organizations.

OK, so I think I'm probably coming to a close now.

So thanks very much for your time and I hope I've covered enough breath here with you and I'll hand back to our hosts briefly and then happy to take any questions.



Lela Woods (KFORCE INC) 27:12

So much Phil and Andrew, I think the next slide it does say Q&A, so we can open it up.

To our partner community to ask any questions, whether that's about our new workload, Windows 365 that we're adding to the benefit.

Any other workloads you may have questions about the program.

The floor is yours to ask away so.

Feel free to come off you or.

Throw your questions in the chat.

By a quiet bunch.

But they can't be as early as Eastern Standard Time as where it is. Where I am right now, so.



Elsa Montgomery-Groves 28:19

As a risk to you.



Lela Woods (KFORCE INC) 28:25

Again, any questions you all have?

Program related.

Workload related Windows 365.

Don't hesitate to to.

Task.

And if we don't get anything?

And the next few minutes.

Yes, but I am.

I am a little surprised myself.



Elsa Montgomery-Groves 28:55

And just to remind everybody, thank you so much for coming. As Leila said, as part of our initiative to to best serve you, I've just popped into chat, an event survey and you can see the link there.

Please do take a moment to fill that in because it helps us to improve these events for you.

So we have a question from John.

Phillip and Andrew, is there a timeline for onboarding? Are the W365 frontline?
Excuse. Great question. Thanks, John.

 **Evans, Philip B.** 29:25

Yeah.

Yeah. Thanks John.

Yeah, we don't currently have a a timeline for that, John.

It is certainly one that we have prioritised for development in this in this coming quarter.

We're very conscious that a lot of local organisations, you know, typically use, you know, non pervasive or non persistent VDI at the moment they they want that capability to be able to use you know shifts.

And effectively shared, you know, shared scenarios.

So very much a priority for getting on the timeline quickly this this coming quarter, so.

Probably just tag your name if that's OK, and make sure you get an update on that. Thanks for the question.

 **Elsa Montgomery-Groves** 30:28

OK. If we have no more questions, we can let Leila go and get her a coffee.

A well deserved coffee this morning.

Thank you so much Phillip and Andrew for joining us today and thank you to all our partners and let's continue to drive success with the NHS.

 **Lela Woods (KFORCE INC)** 30:45

Yep. Thank you.

And if you think of anything, please don't hesitate to reach out to your PSM. Myself. Oh, I see. A question from Sam here.

 **Elsa Montgomery-Groves** 30:57

And make sure you're unmuted, Sam.

I was struggling with that, but let me you should be able to come across an error.


I was excited then.


Thank you so much.


We will be sharing the recording and the deck as we advise earlier in the call.

Enjoy the rest of your day and thank you so much for being with us.
We really appreciate you.
Thank you.

 **Evans, Philip B.** 31:29
Thanks everyone.

 **Andrew Heron** 31:29
Thanks very much everyone.

 **Ben Tappenden** 31:31
Thanks everyone.
Bye bye.

 stopped transcription