

Derive's Managed Desktop Services (MDS) provides robust deployment, patching, and software compatibility for your firm's desktop and laptop devices. MDS is designed to help companies thrive—not buckle—under the continuous responsibility of endpoint device management. **Our focus: Remove the burden of 24/7 endpoint device management, free scarce IT staff resources, and maximize endpoint performance and availability.**

How It Works

MANAGED PLATFORM

- Managed Windows System Updates
- Managed Application Deployment
- Managed Application Updates
- Remote Support and Monitoring
- Windows In-place Updates
- Management of Internal and External Endpoints
- Hardware Asset and Inventory Status Tracking
- System Compliance Reporting

ENDPOINT MANAGEMENT+

Pre-deployment

- Device Selection and Procurement Strategy, Staging, Imaging, Configuration, Asset Management, Add-on Applications – Management, Security, Support

Deployment

- Asset Deployment, Intune Enrollment, Microsoft Autopilot Data and Application Migration, Asset Disposal

Operational

- Automated Patching and Application Updates, Help Desk, Remote Support, Monitoring

Benefits

- Quarterly and Monthly Meetings, Reporting – SLA Review



YOUR MODERN, SECURE MANAGED DESKTOP

Managed Platform
+
Endpoint Management+

MANAGED DESKTOP ESCALATION SUPPORT

- * 50+ reactive support hours
- * Add-on to existing Endpoint Management + Agreement
- * High-level reactive desktop troubleshooting
- * Access to Derive's Enterprise Client Systems team



PROACTIVE MONITORING SERVICES

Monthly

- Review health and status of desktop infrastructure including:
 - Site status
 - Application change management
 - Component status
 - Automated deployment rules

Deliverables

- A status report on the above managed environment
- A report on additional incident status

Quarterly

Review version of operating system components including:

- Current feature branch and level
- System policy reviews
- Automated deployment kit
- Microsoft Intune platform
- Autopilot profile review

Semi-Annually

- Review of licenses, enterprise agreements/software assurance agreements, hardware warranties, etc. for expirations
- Review deployed systems and upcoming version updates
- Review application entitlements and assignments

Annually

- Architecture, configuration, and performance assessment of endpoint infrastructure including a configuration report
- Strategic discussion of recommendations regarding goals, priorities, trends, etc. for the upcoming year

Deliverables

- Endpoint wellness report
- Year-in-review analysis
- Contract review/renewal

IT EXPERT



ASSISTANCE



HELP



ADVICE



REMOTE MAINTENANCE



SOLUTIONS



TECHNICAL SUPPORT



Email - info@derivetech.com
Phone: 212-363-1111
Website - www.derivetech.com

MANAGED DESKTOP SERVICES

Available Services	Managed Platform	Endpoint Management+
Application Lifecycle		
Application Portfolio Management	✓	✓
Application Version Feature Analysis		As Requested
Application Packaging		✓
Application Integration		✓
Application Media Management		✓
System Management		
Remote Management and Monitoring	✓	✓
Monthly Status Report and Meeting	✓	✓
Deployment Infrastructure Updates	✓	✓
Deployment Task Sequence Maintenance	✓	✓
In-place Upgrade Process Development	✓	✓
Device Driver Updates	As Requested	As Requested
Windows Update Testing	✓	✓
Print Driver Deployment	✓	✓
System Policy Updates	✓	✓
Change Management Reporting	✓	✓
Managed Pilot Testing and Remediation	✓	✓
Profile Management Updates		✓
User Data Migration Updates		✓
Microsoft Intune Policy Management		✓
Microsoft Autopilot Profile Management		✓
Add-on Platforms *		
Managed Detection and Response		As Requested
AI Based Security Tools and Monitoring		As Requested
ZTNA Remote Application Access		As Requested
* May require additional product subscriptions		



with



Windows 11



NMSDC

National Minority Supplier Development Council



Email - info@derivetech.com

Phone: 212-363-1111

Website - www.derivetech.com