



Frequently Asked Questions

FlexxDesktop

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flexxible IT[®]
Leading a revolution in digital transformation

www.flexible.com

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About Flexible IT & FlexxDesktop

What is Flexible IT?

Flexible IT is the smartest, fastest, and simplest route to adopting and expanding digital workspaces.

Flexible IT solutions enhance virtual workspaces to offer a unique digital workspace experience for users and IT. Our software delivers an intelligent, fast, and simple way to analyze, deploy, automate, monitor, and manage multi-cloud digital workspaces.

What problems do we solve?

Our solution, FlexxDesktop, offers the possibility and flexibility to bridge current infrastructure, often aging, and the public cloud without any upfront investment.

What makes Flexible IT stand out against the competition?

- No upfront investment
- Public cloud and on-premises in pay-as-you-go format from day one (hybrid workspaces)
- Project costs covered in pay per use per user, without any other unknown or unexpected costs
- Technology certified by Microsoft and Citrix, which permits exceptional user experience and security

- Our experience. We are the only ones in Spain who can say that. We don't know of any others who have migrated over 500 organizations to virtual workspaces.
- Flexibility to change amounts of virtual users based on need

Can you describe the purchasing process from your ideal client from beginning to end?

After the initial conversations and demos, Flexible IT determines the "sizes" via Apps2Digital or client feedback (for example, 2vCPU, 8GB of RAM). Flexible IT sends costs, a contract is drawn up and signed via DocuSign. The required hardware is delivered about one month from the signing of the contract. Flexible IT assigns Project Managers and engineers within a week of signing, and the on-premises and public cloud requirement work begin. Once Flexible IT implements and tests all requirements, we begin migrating users. Once the migration is complete, the client decides how many users they'd like each month, and if necessary, adjusts based on demand.

Can you describe the service in one paragraph?

Combining public cloud and on-premises infrastructure, FlexxDesktop is a Desktop-as-a-Service without surprises. With a cloud-first IT philosophy, everything virtual workspace users need is delivered, progressively migrating users from on-premises infrastructure to the public cloud.

Can you describe the service in one line?

Hybrid Desktop-as-a-Service in pay per use to accompany enterprises to public cloud

Can you describe the service in three words/points?

- Hybrid workspaces
- Flexible pay-as-you-go
- Enterprise DaaS

Do you have interviews, testimonials, or references from your clients?

- Iberdrola, in Spain
- MutuaTerrassa, hospital Group with 3,000 users in Spain
- R1, in USA and India

Who are your competitors?

- It is not known to us if anyone is as aggressive as we require only a one-year commitment, but up until now, we haven't heard of them. Many companies offer a leasing service with a required investment, which has a minimum of three years
- Some consultants do custom projects. They create specific teams, hire specialists, and are generally slow and do not want to industrialize as they make a living charging per hour
- Citrix or VMware Partners claim to do the same, but we haven't seen them deliver the same package

Who buys this service?

- CIO, COO, IT Director, Workplace manager, Director of Architecture
- Those with virtual desktops and apps
- Those with a cloud-first philosophy, meaning they want to have their infrastructure in the cloud
- Those with legacy infrastructure, meaning 4+ years with the same virtualization infrastructure

What are our daily challenges with this service?

- For IT, the main challenge is to meet the business demands of having new applications, changes to versions of applications, or new groups. A clear example for a client is when they have a campaign that requires a certain number of people for a short period
- For the business, the main challenge is having IT keep up with demand at a disclosed and low cost

What worries us?

- The "too good to be true."
- The barriers needed for implementation to take place
- The true costs
- How FlexxDesktop evolves. Is it more profitable to make an investment or use our service? For instance, an enterprise does not want to renew their infrastructure for five years, but they are also unsure if in five years they'll have everything ready for public cloud
- How FlexxDesktop will evolve. Will it be more profitable to make an investment in on-premises infrastructure or use our service? For instance, an enterprise might not want to renew their infrastructure for five years, but they also might be unsure if they will be ready for public cloud in five years
- The actual performance of applications, and the business side, making life impossible

What type of clients are we not interested in?

- Partners or integrators
- Enterprises that do not meet the following criteria
 - They have virtual desktops and apps
 - They have a cloud-first philosophy, meaning they want to have their infrastructure in the cloud
 - They have had the same virtualization infrastructure for over four years

Service Basics

What is the minimum contract length?

One Year

What is the minimum number of users?

1000

Are there any pre-requisites?

On-premises: Racking space + power + bandwidth + uplink to customer network + Active Directory (AD) Forest Functional Level (FFL) of Windows Server 2008 or later + KMS licensing + OOB access for services and support team

Note: If the AD FFL is Windows Server 2012 or later, Active Directory-Based Activation is supported.

Public cloud: Existing VPN or we can help the Customer create one as part of the project

Team: Project manager from the Customer side with assigned resources

Security & Business Continuity

Is backup included?

FlexxDesktop includes local and external, cloud-based backups for infrastructure virtual machines and templates.

Is the service protected against ransomware?

Yes, it is. FlexxDesktop protects all the on-premises Virtual Client Computing Roles against ransomware with storage-provided recovery points. These snapshots are immutable and not deletable programmatically. Flexible IT will schedule a call between an authorized person and the storage provider to modify or delete these snapshots. Ransomware protection for the user's Virtual Machines is available with the same technology at an additional cost.

On Azure, Azure is responsible for the infrastructure and the protection.

Are Disaster Recovery Sites included?

They are not included in the service, but FlexxDesktop can configure Disaster Recovery sites for on-premises and additional Azure regions for an additional cost.

Does the solution include an antivirus solution?

All virtual infrastructure machines include a new generation of antivirus software. Flexible IT can install the antivirus solution on user VMs for an additional cost.

Is the data stored with encryption?

Yes, all VMs and the User Profile data can be encrypted if required.

Is MFA required?

FlexxDesktop requires MFA or multi-factor authentication (sometimes called 2FA or token authentication) for all users and administrators.

What MFA methods are supported?

All Citrix-approved MFA methods are supported. Some examples include Azure MFA, nFactor Authentication, and most RADIUS-compatible MFA products.

Getting started

Is it free to do a pilot?

Suppose the Customer decides to move forward; yes, if the Customer decides against moving forward, Flexible IT charges for the services provided.

What installation and configuration services do we offer?

Flexible IT includes everything required to deploy FLEXXDESKTOP except managing Images/Templates. The Customer can contact us and add Image Management as an Add-on.

Are there any services we cannot cover?

If requested, we can consider anything. For example, we do offer image management.

Do we set up all the cloud connectors and cloud infrastructures?

Yes

For current clients, do we lift and shift their current config to the new platform?

We increase the platform (on-premises or cloud) if required, beginning by first running our Apps2Digital software to have more insights to be able to make a move intelligently

Who oversees racking/stacking the servers?

In general, Flexible IT, as long as health regulations and locations allow. This requirement is specific to each project.

Channel Partners

Is this available through Channel Partners?

Yes, it is. Flexible IT has partners in most of the countries. You can reach us to help you to locate Partners at sales@flexible.com.

Which services are provided by Channel Partners regarding FlexxDesktop?

These are the services the Partner can do (it can be slightly different on each contract):

- Image Management
- Project Management
- Application virtualization or packaging

What are the channel discounts?

We provide a 15% monthly margin, and channel partners can add services on top of it

Third-party licenses

Does the service include EUC / User licenses?

No, third-party software is included for User/Device. For instance, Citrix Licenses and Microsoft User licenses are not included

Does the service include Infrastructure licenses?

Yes, VMware Hypervisor and Microsoft Windows Server for Controllers Appliances. The Customer should provide Citrix Hypervisor licenses for the computing nodes.

Specifics

How are users counted?

Users are counted in advance, and peak usage is recorded, and whatever is higher is what is invoiced

Are user amounts flexible after one year?

Yes, they can fluctuate monthly as long as they meet the minimum

What will be the cost per user for larger workspace profiles?

See cost calculator

How much storage is included per user?

It depends on the client; see cost calculator

Does the Customer provide their own storage for files and information?

No, provided by FLX

Do we include GPU's

Yes, this is an option. See cost calculator

How many Citrix / Horizon farms can be deployed

As much as required for the Architecture. For instance, if a customer wants to mix Concurrent and Named User Citrix licenses, it will require having two Citrix Farms

What are the SLA's?

99.5% if one data center, 99.9% two data centers

Are the following possible with FlexxDesktop?

Yes (answer before the question)! We will have as many combinations as required. We can mix all different environments on the same platform. We are here to serve the Customer

Will FlexxDesktop work for M&A scenarios where the acquiring company has on-prem CVAD, and the acquired company has a different on-prem CVAD version? There would be a full-trust configured between the two on-prem AD forests, and each company would have its own Azure tenants and subscriptions.

These situations will work:

- Company A has Citrix Cloud, and Company B has on-prem VMware Horizon.
- Company A has AVD, and Company B has Microsoft 365.
- Company A has AVD, and Company B has Amazon Workspaces.

What about a scenario where a company has multiple on-prem CVAD Sites that are independent.

- Prod is CVAD 7.15
- Lab is CVAD 1912
- Dev is CVAD 2109 (testing for the next LTSR release, which may be CVAD 2203 or 2206)
- Can I have all three above CVAD Sites managed by FlexxDesktop?

A very large hospital chain in the USA has a similar Citrix set up for each major medical application.

- AppA has a Dev, Lab, QA, and Prod VMware, SQL, and Citrix environment and staff.
- AppB has its own Dev, Lab, QA, and Prod VMware, SQL, and Citrix environment and staff.
- And so on for each major application.