



NTT DATA Windows 11 Consulting Services Digital Workplace Services

September 2022

Flexibility is The New Normal



73%

of workers say they want flexible remote work options



67%

of employees want more in-person collaboration



80%

of managers expect more flexible work from home policies

Sources:

1. "The Work Trend Index" survey was conducted by an independent research firm, Edelman Data x Intelligence, among 31,092 full-time employed or self-employed workers across 31 markets between January 12, 2021 to January 25, 2021.

Flexible Platform | Purpose Built Platform for Hybrid Workforce

Options for maximum flexibility



Native on a **PC** or **Tablet**

across price points and form factors



VDI with **Azure Virtual Desktop**

*optimized for **flexibility** and **control***



Cloud PC on any device with **Windows 365**

*optimized for **simplicity***

Secure by Design

Cybercrime costs economies more than USD 6 trillion each year today and that is expected to reach nearly USD 10 trillion by 2025

Windows 11 delivers powerful protection from chip to cloud

- In Windows 11, hardware and software security work together to help keep people, data, and devices protected.
- Protects against threats by separating hardware from software with **hardware root-of-trust**, for powerful security from the start
- **Protect the OS against unauthorized access** to critical data
- Delivers **robust application security** and prevents access to unverified code
- **Protects identities** with passwordless security
- **Extends security to the cloud** to help protect devices, data, apps, and identities from anywhere



Defender, OneDrive, AAD, CA, MDM

W4B, FIDO, Biometric, Access Control

UAC, App isolation, Secure Apps

BitLocker, TLS, Defender, CCSI, etc.

TPM 2.0, VBS, Secure kernel, DMA, Memory Protection

Source: [Cyber Security Venture](#)

Roadmap to modernizing endpoints | Security



Identity and Access, Device and App Management, Zero Trust



Continue the journey with Windows 11



Identity & Access

- Cloud Identity
- Passwordless
- Conditional Access
- Microsoft Defender for Identity

Cloud Files & Services

- OneDrive
- Teams
- Microsoft Defender for Office

Modern Devices

- Windows, iOS and Android
- Surface / Secured Core PCs
- HoloLens, Surface Hub & Specialty



Endpoint Security

- Cloud managed firmware
- Secure Boot and BitLocker
- Windows Hello for Business
- Microsoft Defender for Endpoint



Endpoint Servicing

- Windows Update for Business
- M365 Apps MEC



Device Management

- Windows Autopilot
- Co-Management
- Configurations and Policies
- Application Mgmt.
- Device Health and Compliance
- Endpoint Analytics



Virtualized Endpoints

- Azure Virtual Desktop
- Windows 365



Microsoft Managed Devices

- Device management
- Security monitoring

← Advance the journey across the Zero Trust security model →

Windows 11 Deployment Approach

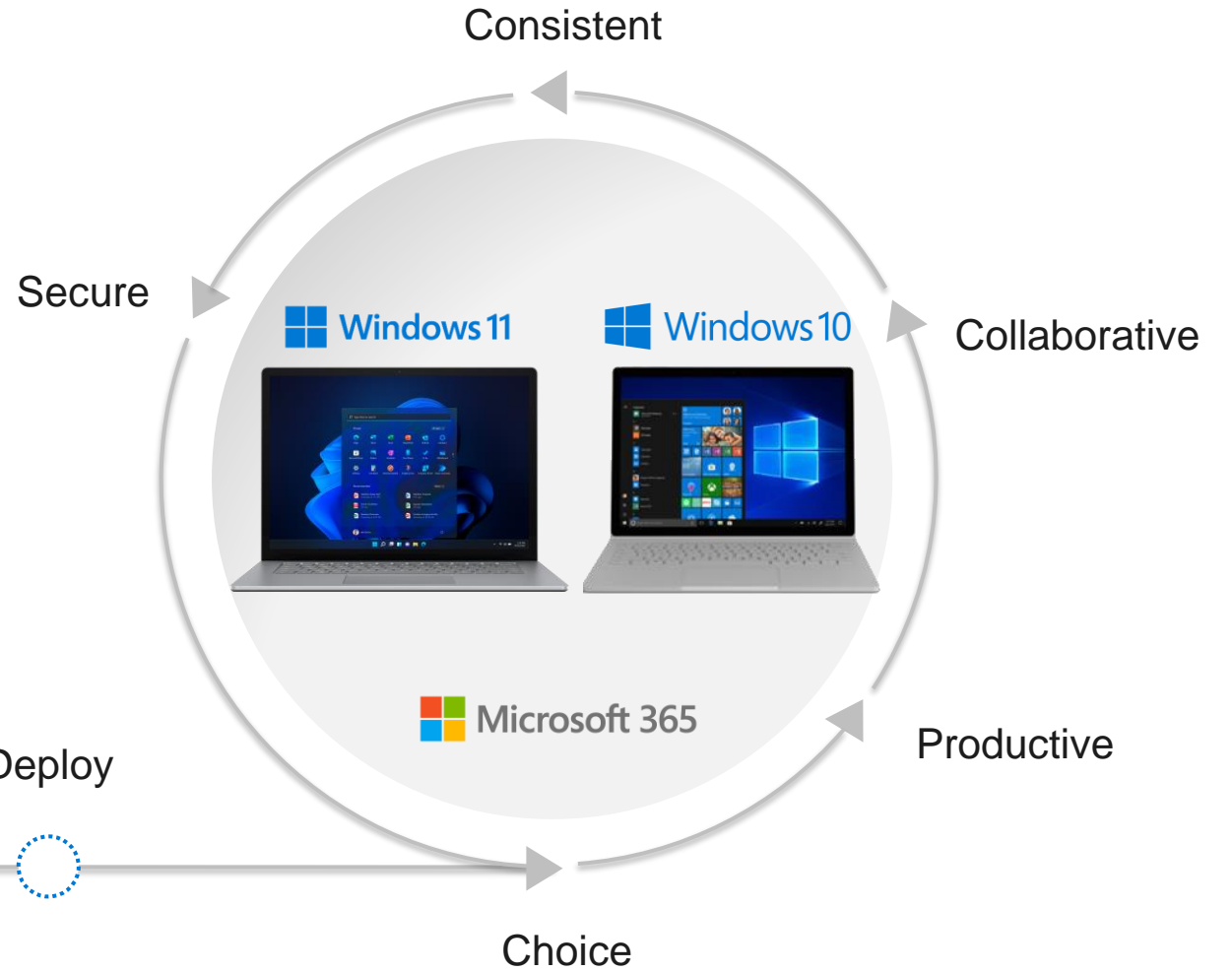
Windows 10 & 11 Cohabitate:

- Update devices that meet the hardware floor
- Same servicing framework & process
- Same tooling & management approach
- Same ring strategy and approach – just another feature update
- Run the same applications
- Familiar user experiences
- Same deployment cadence

Plan

Prepare

Deploy



Summary: What's New in Windows 11

• Productive

- **Simple, modern visuals**, with a new Start Menu, and enhanced user experience, including Snap groups, and Snap layouts
- **Great tablet experience**, enables quicker actions with touch or pen, and a redesigned customizable on-screen keyboard and enhanced inking.
- **Integrated Voice Typing**, so you can speak naturally to type
- **Microsoft Power Automate ships with the OS**, so people can focus on what is important and automate the rest.

• Collaborative

- **Inclusive video conferencing**
 - Turn microphone on and off right from the taskbar⁴ so everyone's voice is heard.
 - Share any windows from Taskbar⁴ while in a call and maintain Taskbar access while presenting.
 - Keep the background in the background with intelligent noise cancelling and blur.
- **New features that require MSA³**
 - Teams chat from the taskbar
 - Widgets, personalized content
 - Android Apps on Windows⁴
 - New Microsoft Store

• Secure

- **Virtualization-based security (VBS) and Hypervisor-Enforced Code Integrity (HVCI) turned on by default¹**
- **Security policies locked down and stay locked¹**
- **Improvements for Windows Hello for Business** hybrid deployments and AMD USB secure camera support.
- Support for **Pluton security processor²**
- **Wi-Fi 6E²** support better throughput and security

• Consistent

- **Near parity between MDM and Group Policy** for complete Cloud connected management.
- **Enhanced Universal Print** saves cost by **eliminating print servers**
- **Run virtual apps like local**, Windows 11 works better together with virtual desktop, and virtualized apps
- **One feature release per year** and 36 months of servicing per release
- **Windows 365 Enterprise** entitlement

¹ Requires a new or reimaged PC, ² New hardware required, ³ Can be disabled on Enterprise PCs ⁴ Coming in a future release; appearance may vary.

Recognized Leader in Workplace Services

Third Time in a Row
A leader in Everest Group’s Digital Workplace Services PEAK Matrix® Assessment 2022

Everest Group’s “Digital Workplace Services PEAK Matrix™ Assessment 2022,” December 2021

A top six worldwide IT services provider

Gartner Market Share Analysis: “IT Services, Worldwide, 2020”; 12 July 2021

5.7M+ managed users | 2K+ service desk agents | 16 service desks | 29 ISO certified delivery locations

50% contacts resolved with automation and bots

A leader in four different categories in NelsonHall’s “NEAT for Advanced Digital Workplace Services 2021”

- Overall
- Build services
- Microsoft
- Run services

NelsonHall, “NEAT for Advanced Digital Workplace Services 2021,” December 2021



A leader in digital workplace consulting services in ISG’s Provider Lens Quadrant Report

ISG Provider Lens Quadrant Report: “Digital Workplace of the Future, US,” October 2020

15M+
annual service desk contacts

2M+ enterprise mail / Microsoft 365 users supported

A leader in cognitive service desk capability — NelsonHall

NelsonHall, “NEAT for Cognitive & Self-Healing IT Infrastructure Management Services 2021,” April 2021



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