

# Customer Success Program

Deployment Services Overview

# Customer Success Program: Deployment Services

## Technology Innovation Meets Modern Business Model

Customer success is everything! It's no small thing that Microsoft recently honored us with the US Partner of the Year for Partner Seller award. The distinction underscores both our technology innovation and our absolute commitment to making our customers successful with their Workspot cloud PCs on Microsoft Azure. Here's what that commitment looks like in practice, and what you should expect. Bottom line? It's all about you.

“We work with Workspot because they care about us”

- Global Law Firm

## Deployment Services Overview

Our objective is for you to realize the value of your purchase as soon as possible, while also preparing your team to manage the solution and scale it as needed. We are very proud to offer Free Go-Live Services for up to 90 days; this ensures that you can enjoy the fastest time-to-value in the industry. During this time, we work alongside your team to deploy cloud PCs for your first set of users. This initial deployment can take as little as a day, and it usually involves a subset of users who will use cloud PCs. Custom Deployment Services are also available that go beyond the scope of the Free Go-Live Services.

“I like how Workspot is so simple to deploy...”

- Global Healthcare Organization

There are eight phases of Deployment Services as follows:

### 1. Dedicated Champions

Two cloud PC experts with years of virtualization and cloud experience – your Customer Success Manager and your Customer Success Architect – are assigned to your project and they co-own the success of your implementation with you. We measure ourselves on your success, so we are completely aligned with your objectives from the start.

### 2. Project Kickoff

Your Workspot champions will understand your first use case and define any pre-requisites for deploying this use case. A deployment timeline is documented, including mutually agreed upon success criteria to be met during the initial 90 day Go-Live Services period.

### 3. Customer Onboarding

An account is created in Workspot Control and your designated IT resources are trained on its use. These training sessions are recorded to make it easy to enable others on your team.

### 4. Deployment Configuration

We work side by side to configure your production environment and establish connectivity between the Workspot Desktop Cloud service and your production IT environment.

## 5. Template Validation

Your Customer Success Architect will help you optimize your Windows image and then upload it to Azure.

## 6. Implement Multi-factor Authentication

Identify, implement and validate your strong authentication methods.

## 7. End-user Testing

User satisfaction is the ultimate test, so they get to use their new cloud PCs quickly and we help you optimize the environment as needed.

## 8. Documentation & Training

We provide standard documentation to make it easy for your IT team to take over the production environment. We also offer and recommend up to two free days of training for your IT teams, so they can obtain deeper operational knowledge from an expert.

These are the eight phases of our Deployment Services. We offer Free Go-Live Services that focus on your first use case to get your deployment up and running fast. Free Go-Live Services are available to you for up to ninety days. While deployment can often be completed in as little as a day, it's more typical that it takes anywhere from a few days to a couple of weeks depending on the availability of your IT team to work with us on pre-requisites, end-user availability for testing, and how quickly your IT team can be available for training. If you require custom deployment or training services, your Customer Success Manager can walk you through the options that will best meet your objectives.

**“Workspot has been extremely knowledgeable; it has been an absolute pleasure working with them.”**

**- U.S. Law Firm**

## Ongoing Standard Support

Once we've completed the eight phases of your Deployment Services, the Workspot Support Team steps in as an additional resource to your Customer Success Manager to answer questions, help you manage updates and ensure you are taking advantage of new features on an ongoing basis. Additionally, we augment our two-way communication with a more formal quarterly checkpoint, scheduled by your Customer Success Manager, to make sure you're happy with the service. We stay with you every step of the way!

Standard support is included for free as part of your ongoing subscription, and it is available Monday-Friday from 8am-5pm Pacific Time, excluding US federal holidays. More details, including 24x7 premium support plans, can be found [here](#).

## About Workspot

Workspot Desktop Cloud, App Cloud, Workstation Cloud and Disaster Recovery Cloud services have completely changed the way virtual desktops, applications and GPU workstations are delivered. With its insanely simple, turnkey, cloud-native service and relentless commitment to customer success, Workspot eliminates VDI complexity and enables customers to achieve unprecedented time-to-value. To inquire about Workspot solutions, visit: [www.workspot.com](http://www.workspot.com)