Enabling remote work

Microsoft Teams, Office apps, Secure remote access, & Desktop virtualization
Enabling remote work

With COVID-19 impacting people around the world, organizations everywhere are pivoting to remote work and putting the safety of their employees, customers, and communities first.

We recognize the vital role that our technology plays in supporting people and organizations each day, today and in the long term. As such, we’ve put together initial guidance to help you enable remote work, so your employees have access to the tools, resources, and expertise they need in this challenging time.

We are here to support you with any help you may need.
How Microsoft solutions help you enable remote work

Empower people to stay productive

- Enable people to meet and collaborate from home
- Engage people with virtual events & communications
- Make productivity applications available on any device
- Deliver the best virtual desktop experience

Maintain security & control

- Secure remote access to applications
- Secure managed & unmanaged devices
Enable people to meet & collaborate from home
Keep employees productive, even when working remotely

Information workers
Provide a powerful meetings, collaboration and workflow experience to those working from home

Firstline workers
Connect workers to the rest of the organization with a digital tool for communication, collaboration and shifts

Healthcare, schools, and government
Enable remote work and learning with industry-specific governance and compliance
Microsoft Teams is the hub for teamwork in Microsoft 365

- Meetings & calling
- Chat & collaboration
- Apps & workflow
Participate in interactive online meetings with video and chat

Have a conversation with a colleague or customer

Hold a team update or brainstorming session

Deliver a training workshop

Meet with up to 250 internal & external participants
Chat and share screens, files, and webcams
Collaborate in real-time on documents & whiteboards
Blur or customize your background, & suppress noise*
Play back meeting recordings and search transcripts

Join your meeting from PC, Mac, web, or mobile devices
Define presenter and attendee roles
Dial in with Audio Conferencing when needed
Follow along with Live Captions
Enterprise grade security, compliance & management

* Feature coming soon
Collaborate with people inside and outside your organization

- Do 1:1 and group chats
- Co-author files and keep track of the conversation
- Organize team projects by channel

Microsoft Teams Chat & Collaboration
Chat and collaborate with people in and outside your organization
Chat with co-workers 1:1 or with large groups
Include GIFs and pictures to build friendly rapport
Translate conversations across languages
Create, read & edit Office documents with your team
Create teams to organize your workstreams or projects
Stay organized by using channels to segment work
Encourage transparency with channel conversations
Private channels for sensitive content or conversations
Automate workflows with low-code tools in Microsoft Teams

When working remotely, paper processes are hard

Having visibility to activities across teams can be challenging

When working remotely, it's important to have aligned goals

No printer, no problem. Easily streamline processes like inventory management with Power Apps in Microsoft Teams

Now anyone can digitize processes like approvals with Power Automate in Microsoft Teams

Consolidate data, embed dashboards with insights and drive data driven culture with Microsoft Teams
How to roll out Teams and drive adoption

Get Teams ready

- Use the Quick Start Guide to learn the Teams basics
- Make sure everyone has access to Teams
- If you already have a subscription, make sure that Teams is turned on for everyone

Deploy Teams

- Understand chat and meetings and audio-conferencing prerequisites to plan your deployment
- Create your first teams and channels and onboard early adopters
- Get started with Power Apps
- Monitor usage and feedback – understand what’s working, what’s not

Drive Adoption

- Inform your users about Teams using the email templates in the Customer Success Kit
- Share training assets with your end users to help them get started quickly:
  - The Quick Start Guide to learn the Teams basics
  - The Short Quick Start Videos for a walkthrough of Teams
  - The Meetings Videos to learn how to use meetings in Teams

• Attend a live, interactive workshops designed to help get mid-sized organizations up and running with Teams
• See the full value of Teams Meetings and plan for your deployment with a partner-led Meetings Workshop
• Read the Teams admin documentation to learn how to roll out and manage Teams
• Join one of our online classes to see Teams in action and get your questions answered
Engage people with virtual events & communications
Engage people with virtual events & communications

Live and on-demand events
Reach any audience across and outside your organization

News & announcements
Keep employees, partners and customers informed and up-to-date

Employee engagement
Share vision and foster dialogue to drive change
Virtual events

Deliver training to your customers and partners
Update employees with company meetings
Host your conference online

Microsoft 365 live events
Broadcast your event with video, Q&A and attendee conversation
https://aka.ms/LiveEvents

Up to 100,000 people can view the live broadcast
Invite people across and outside your organization
Engage your audience with Q&A and conversation
Production options from simple to customized

Free live event assistance from Microsoft
Host events in Teams, Yammer or a custom event site
Reach the public through consumer streaming channels
Event recording with automatic transcription & search
Employee communications

Engage employees to manage change

Keep people informed with news and announcements

Reach people in the apps they use every day

Microsoft 365

Connect and communicate with people across your organization

Foster two-way dialogue between leaders & employees with open discussions

Create compelling communications with consumer-grade simplicity

Integrate video & content that looks great across devices

Mobile notifications drive attention to critical alerts

Schedule, approve and target communications based on roles, locations

Support your global workforce with multilingual news

Reach everyone, including Firstline workers

https://aka.ms/CompanyCommunications
### Next steps with virtual events & communications

#### Host live & on-demand events
- Visit [https://aka.ms/LiveEvents](https://aka.ms/LiveEvents) to guide your journey
- Read [https://aka.ms/LiveEvents/Blog/MeetingsEvents](https://aka.ms/LiveEvents/Blog/MeetingsEvents)
- Contact our Live Events Assistance program [https://aka.ms/LiveEvents/Assistance](https://aka.ms/LiveEvents/Assistance)

#### Share news & announcements
- Publish news. Learn more at [https://aka.ms/CompanyCommunications](https://aka.ms/CompanyCommunications)
- Deploy and customize a news hub [https://aka.ms/SharePoint/Lookbook/News](https://aka.ms/SharePoint/Lookbook/News)
- Share video for more authentic messages [https://aka.ms/Stream/Resources](https://aka.ms/Stream/Resources)

#### Engage your organization
- Begin your journey at [https://aka.ms/Yammer/LeadershipConnection](https://aka.ms/Yammer/LeadershipConnection)
- Build communities to engage employees [https://aka.ms/Yammer/Resources](https://aka.ms/Yammer/Resources)
- Read [https://aka.ms/Yammer/Blog/DifficultTimes](https://aka.ms/Yammer/Blog/DifficultTimes) to get immediate value

- Host private and public **events for up to 100,000 people.** Available through July 1, 2020.
- Deploy sites into your tenant from [https://lookbook.microsoft.com](https://lookbook.microsoft.com)
- * Yammer app for Microsoft Teams available April 2019.*
Make Office applications available on any device
Keep your remote workers productive with Office

Help your team stay productive
Pick up where they left off
And keep collaborating
From anywhere, at any time
Stay connected to the best of Office 365, wherever you are

Manage all of your emails, calendar appointments, contacts, alerts, and more from wherever life takes you.

Access Word, Excel, and PowerPoint from the mobile Office app and accomplish common tasks using the Actions pane.

- Manage your time, emails, and alerts from wherever you are.
- Save time and keep focus with Scheduling Assistant, Action Cards, and other tools.
- Keep collaborating with people-first search, @mention, and people cards.
- Word, Excel, and PowerPoint in a single app.
- New, uniquely mobile capabilities make creating, editing, and collaborating even easier.
- Intelligent features simplify common tasks.
- A simpler, more powerful Office experience on the go.

Download Outlook mobile for iPhone or Android.
Watch tutorial videos for tips on swiping, meeting availability, file sharing, and more.

Download the new Office mobile app.
Next Steps: Productivity apps adoption & guidance

- **Home PCs**: Self-install full-powered Office 365 desktop apps at users’ homes or leverage Windows Virtual Desktop

- **Mobile devices**: Help users set up Outlook mobile and Office mobile apps for access to emails, calendar appointments, contacts, documents and more

- **Browser access**: Use Office.com to access Word, Excel, PowerPoint, Outlook, and cloud-based documents from almost any browser

- **Support**:
  - Leverage support from [Microsoft FastTrack](https://microsoft.com)
  - Learn more about Office web apps and Office.com: [Support article](https://microsoft.com)
  - Support the business with Outlook and Office mobile apps, web apps, user tips and IT resources in [this blog](https://microsoft.com)
Deliver the best virtual desktop experience
How can desktop and app virtualization help with remote work?

**Information workers**
Keep those needing to work from home productive and secure on any device.

**Firstline workers**
Arm workers needing to share a single zero-trust device or move between multiple devices in a workday/shift.

**Healthcare, law enforcement, and gov**
Provide a complete device experience delivered within regulatory compliance guidelines.
Windows Virtual Desktop

The best virtual desktop experience, delivered on Azure

- Deliver the only multi-session Windows 10 experience

- Enable optimizations for Office 365 ProPlus

- Migrate Windows Server (RDS) desktops and apps

- Deploy and scale in minutes

Learn More
Windows Virtual Desktop infrastructure & management

Utilizes Azure Active Directory identity and access management service

Provides virtualization infrastructure as a managed service

Deploy and manage VMs in Azure subscription

Manage using existing tools like Configuration Manager or Microsoft Intune

Simply connect to on-premises resources

Connect from any device of your choice (Windows, MacOS/iOS, HTML5, Android, Linux)

Managed by Microsoft

Windows Virtual Desktop Service

- Clients
- Diagnostics
- Gateway
- Management
- Broker
- Load balancing

Infrastructure

- Compute
- Storage
- Networking
Activate an existing Windows 10 Enterprise E3 license for your tenant. If you don’t have a Windows 10 E3 license, ask your Account team about getting started with a free 6-month trial.

Set up or use an existing Azure AD tenant associated with your Azure subscription or your Office 365 tenant. If you don’t have an Azure account, get started with an Azure free account.

Visit technical documentation to get started. If you require connection to on-premises resources, review our documentation for WVD network considerations.

Visit the Azure Migration Center for video guidance on migrating desktops and apps to Azure using Azure Migrate.

Public preview mid-April.

- Visit Windows Virtual Desktop technical documentation to get started.
- For connection to on-premises resources, review our guidance on WVD network considerations.
- Watch the WVD Virtual Event on demand for step-by-step enablement.
Secure remote access to applications
Remote work starts with secure app access

Enable remote access to cloud & on-premises apps without VPN

Simplify discovery of apps for end users

Collaborate with contractors and partners

Security controls to protect access to apps

Extend data protection to devices
Enable remote access for all apps – no VPN required
Including cloud and on-premises apps

Single sign-on

Microsoft Azure AD

Pre-integrated SaaS apps

Cloud-hosted apps

On-premises and legacy apps
Enable remote work at scale using Azure VPN Gateway

- Support for multiple platforms, protocols and authentication mechanisms
- Can support 10,000 users per gateway with 10 Gbps throughput
- Native Azure AD authentication with support for MFA and Conditional Access*
- Secure network level access to all resources - setup once to access multiple resources
- Access on-prem resources in VPN-connected sites

For more information, please visit https://docs.microsoft.com/en-us/azure/vpn-gateway/work-remotely-support

* Available only for OpenVPN and Windows 10
Simplify app discovery for end-users

- Streamlined user access to on-premises and custom apps
- Easy management of app credentials and preferences
- App filters and collections
- All apps visible in Office 365 portal
Securely collaborate with any external user for any app

Add partners with accounts in other Azure AD organizations

Add external users with Microsoft account, social IDs, or other Identity Provider accounts

Add external users with non-traditional IDs, including phone and email one-time passcodes
Protect access for any user from anywhere
Apply consistent risk-based policies with Conditional Access
Extend data protection to devices

Mobile **Device** Management (MDM)

Conditional Access:
Restrict access to managed and compliant devices

- Enroll devices for management
- Report & measure device compliance
- Provision settings, certs, profiles
- Remove corporate data from devices

Mobile **Application** Management (MAM)

Conditional Access:
Restrict which apps can be used to access email or files

- Publish mobile apps to users
- Report app inventory & usage
- Configure and update apps
- Secure & remove corporate data within mobile apps
Secure remote access adoption & guidance

- **Cloud apps access** (Microsoft or other)
  - Connect cloud apps to enable SSO with Azure AD

- **On-premises web app access**
  - Use Azure AD Secure Hybrid Access

- **Protect access to apps**
  - Secure with Conditional Access and Identity Protection

- **Collaborate with your partners**
  - Extend access with Azure AD B2B Collaboration

- **On-premises identity systems**
  - Connect your on-premises infrastructure to the cloud

- Azure Active Directory Premium P1 Trial. Available through your account team
- Get free remote deployment help with FastTrack
- Self Serve Deployment Guidance Wizard
Secure managed & unmanaged devices
How can device management help with remote work?

Information workers

Give users access to the breadth of resources they’ve always needed to get work done from company-owned and personal devices, securely.

Firstline workers

Provision, manage and secure endpoints and access to resources across every device, regardless of where they are.

Healthcare, law enforcement, and gov

Enable integration of security baselines and compliance policies within a single management console.
Build a foundation for remote work with Microsoft Endpoint Manager

- Deploy applications and enable secure access to organizational resources using Conditional Access
- Simplifies securing endpoints with certificate deployment, and remote access policies
- Extends ConfigMgr capabilities to better enable Internet-based management
- Enables automated, user-direct provisioning across Windows 10, iOS, Android and MacOS endpoints
- Provides flexibility for BYOD enrollment of PCs, Macs and Mobile Devices
Microsoft Endpoint Manager key capabilities

Secure and intelligent
Native integration with cloud-powered security controls and risk-based conditional access for apps and data to ensure remote workers and devices remain secure.

Streamlined and flexible
Flexible support for diverse corporate and BYOD scenarios while increasing productivity and collaboration.

Maximizes Value
Accelerate time to value with fast rollout of services and devices that helps your employees quickly get and stay productive.

Intelligent security
Risk-based control
Unified management
Zero touch provisioning
Advanced Analytics
Deep Microsoft 365 integration

Mobility
Protect your data while ensuring that users can access the content they need, wherever they are.

- Safeguard against intellectual property and data loss via modern encryption methods.
- Minimize threats and achieve adaptive conditional access to data based on risk monitoring & real-time risk analysis.
- Set-up policies to protect Office 365 data in unmanaged and 3rd party managed scenarios.
- Prioritized lists of vulnerability remediation recommendations based on cloud-powered intelligent security.
Manage endpoints, protect your data on any device, anywhere

- Manage your PCs, Macs, and mobile devices in one place, anywhere they are
- Manage all your endpoints and apps from a single pane of glass
- Extend on-premises infrastructure with cloud security
- Manage ConfigMgr enrolled PCs over the Internet
- Securely enable BYOD or organizationally-owned endpoints to access resources remotely

Microsoft Endpoint Manager

Unified admin console

- ConfigMgr console
- Intune console
- Configuration Manager
- Co-management workloads

Domain joined PCs (on-premises managed)

ConfigMgr + MDM

Windows and mobile devices (Cloud-native management)
Automated Deployment for any device, direct to users

- Drop-ship management-ready devices
- Significant cost and time savings in OS deployment
- Bypass traditional image-based deployment
- Easy new device experience for end-users
- Ongoing ability to do automated provisioning of apps, configurations and user settings

Microsoft Endpoint Manager

Zero touch provisioning

- Autopilot, DEP, Zero Touch deployment
- Bypass traditional image-based deployment
- Easy new device experience for end-users
- Ongoing ability to do automated provisioning of apps, configurations and user settings
Endpoint management adoption & guidance

Limited or no existing management tools

- Go directly to the cloud with Microsoft Intune to manage all your devices and enable remote access

Existing Intune-only management

- Move additional endpoints and workloads to cloud management; enable remote access

Microsoft Configuration Manager-only management

- Enroll your Configuration Manager devices into Intune to gain cloud intelligence and improved remote management of Windows 10 PCs

Significant, complex existing on-premises infrastructure

- Connect your Configuration Manager site to Intune for instant cloud value/improved remote management (tenant attach)

Customers using SCCM can now enable co-management in Microsoft Endpoint Manager by adding Intune for their existing Windows 10 installed base with no additional cost or licensing. Learn more here.
Demos: Make productivity applications available on any device
Pick up where you left off and catch up on any changes along the way
Collaborate in real-time in the desktop, online, and mobile Office apps
Collaborate and assign tasks with @mentions in Word, Excel, and PPT
Collaborate with confidence, using version history and comments

In the 16th century, Paris became the book publishing capital of Europe, though it was shaken by the French Wars of Religion between Catholics and Protestants. In the 18th century, Paris was the center of the intellectual ferment known as the Enlightenment, and the Bastille was stormed on July 14, 1789, which is remembered every year on the 14th of July.
Deliver productive desktop environments with virtualization
# How to license Windows Virtual Desktop

## Windows Virtual Desktop Licensing Requirements

### Client

Customers are eligible to access Windows 10 single and multi-session and Windows 7 with Windows Virtual Desktop if they have one of the following licenses:*  

<table>
<thead>
<tr>
<th>License Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft 365 E3/E5</td>
<td></td>
</tr>
<tr>
<td>Microsoft 365 A3/A5/Student Use Benefits</td>
<td></td>
</tr>
<tr>
<td>Microsoft 365 F1</td>
<td></td>
</tr>
</tbody>
</table>

### Server

Customers are eligible to access server workloads with Windows Virtual Desktop if they have one of the following licenses:  

<table>
<thead>
<tr>
<th>License Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RDS CAL license with active Software Assurance</td>
<td></td>
</tr>
<tr>
<td>Windows 10 Enterprise E3/E5</td>
<td></td>
</tr>
<tr>
<td>Windows 10 Education A3/A5</td>
<td></td>
</tr>
<tr>
<td>Windows 10 VDA per user</td>
<td></td>
</tr>
</tbody>
</table>

* Customers can access Windows Virtual Desktop from their non-Windows Pro endpoints if they have a Microsoft 365 E3/E5/F1, Microsoft 365 A3/A5, or Windows 10 VDA per user license.