KRIZIA TECHNOLOGIES

Enterprise Cloud & SAP Migration Services

Desktops Without Walls. Azure Virtual Desktop Case Studies.

Six companies. Six different problems. One platform that freed them all from aging desktops, VPNs, and office walls.

Document	End-to-End Case Studies & Delivery Process
Prepared by	Indresh Pratap Singh, Krizia Technologies
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Email: contact@krizia.in · Web: www.krizia.in · WhatsApp: +91-93197-07938

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Desktops Without Walls. Azure Virtual Desktop — Real Migrations, Real Results.

Six companies. Six different problems. One platform that freed them all.

Microsoft Azure Virtual Desktop · Cloud Desktops & Apps · Enterprise Services · 2026

Why Companies Move to AVD — The Reality

Every company runs on desktops — and for most, those desktops are the weakest link. Old Windows 10 machines are approaching end of support, on-premises Remote Desktop Services (RDS) needs constant babysitting, and traditional VDI from Citrix or VMware carries heavy license bills plus infrastructure you maintain yourself.

Azure Virtual Desktop (AVD) changes the math in three ways:

- **It is already included** in Microsoft 365 E3/E5, Business Premium, F3, and Windows Enterprise licenses — most companies already own it and don't know it
- **It is the only multi-user Windows desktop OS in the cloud** (Windows 11 Enterprise multi-session) — one VM serves many users, cutting cost per user dramatically
- **It eliminates RDS CALs entirely** — companies migrating from legacy RDS save $50–150 per user on licensing alone

Add the 2026 platform milestones — automated host pools, dynamic autoscaling, ephemeral OS disks, and FSLogix for cloud-only identities — and AVD is now a fully configuration-driven, elastic service. This document shows the six-case-study pattern plus our end-to-end delivery process.

Our End-to-End Process — Start to Delivery to Support

Every AVD engagement follows the same **6 clear phases** as our SAP migrations. You always know where you are, what happens next, and what you are paying for.

1 Discovery & Assessment

Weeks 1–2

Goal: map your desktop estate and licensing before we propose anything.

- Free assessment: users, apps, hardware age, and current Microsoft licensing
- Licensing check — we confirm whether your M365/Windows licenses already include AVD (most do)
- App compatibility review — which legacy apps need packaging, which need App Attach
- Deliverable: **AVD readiness report + 3-year cost model** — no cost, no obligation

2 Architecture & Design

Weeks 3–5

Goal: design the host pools, identity, storage, and scaling before building.

- Host pool design: pooled vs. personal, session density, VM sizing (D/NV-series)
- Identity & security: Entra ID, Conditional Access, MFA, device compliance
- Storage: FSLogix profiles on Azure Files, golden image in Shared Image Gallery

- Autoscale plan mapped to your real shift/work patterns
- Deliverable: **signed architecture document + budget + project plan**

3 Build & Pilot

Weeks 6–8

Goal: prove the experience on a real pilot group before mass rollout.

- Golden image built and tested with every production app
- Landing zone via **Infrastructure-as-Code (Terraform/Bicep)** — reproducible and auditable
- Pilot with 10–20 real users; we benchmark login time and session performance
- Deliverable: **validated pilot + performance benchmarks**

4 Batch Rollout

Weeks 9–12

Goal: move users in batches, never all at once.

- Department-by-department migration — AVD runs in parallel with old desktops
- FSLogix profile migration for every user — settings and files follow them
- Rollback is instant: any user can be switched back to their old desktop
- Deliverable: **all users live on AVD with sign-off per department**

5 Cutover & Optimization

Go-Live Weekend

Goal: decommission the old estate and tune the environment.

- Final cutover of remaining users; old desktops kept as a safety net
- Autoscale tuned against real usage — we measure and right-size
- Reserved Instances applied to baseline hosts for 40–55% compute savings
- Deliverable: **successful go-live + first-month cost report**

6 Support & Optimization

Go-Live +

Goal: keep the environment healthy, secure, and cost-efficient.

- **2-week hypercare** with dedicated on-call support
- 24×7 monitoring: session health, login times, autoscale, and cost alerts
- Monthly cost reviews — we watch your bill and right-size
- Optional managed services: image updates, security patching, capacity planning
- Deliverable: **ongoing reliability and controlled cost**

One team, one contract, one accountable partner. You never coordinate between separate consultants and cloud vendors. Krizia Technologies owns the outcome end to end.

Case Study 1 — Meridian Textiles (Manufacturing)

> *"We were one hard-disk failure away from a plant floor with no order system. Krizia had us on cloud desktops in five weeks — and our shop floor didn't skip a single shift."* — ***IT Manager, Meridian Textiles (name changed for confidentiality)***

🏭 The Customer

Meridian Textiles runs a 200-user factory in two shifts, six days a week. Their production line depends on a Windows-based ERP client, label printing, and weighbridge software. But their desktops were 6–8 years old, and the on-premises RDS farm that hosted their ERP client had already failed twice that year — each failure costing production hours.

😟 The Problem

- Two RDS outages in six months — one of them stopped the packing line for 4 hours
- Windows 10 machines approaching end of support with no hardware budget for 200 replacements
- Every shop-floor user on a separate physical PC, each needing anti-virus, updates, and repair — one IT person for all of it
- No way to support the third shift working from remote godowns

🏗️ The Solution

We replaced all 200 desktops with AVD pooled host pools running Windows 11 Enterprise multi-session on D8s_v5 VMs. A golden image carried the ERP client, label software, and weighbridge drivers. FSLogix profile containers on Azure Files kept every user's settings and print preferences intact as they moved between sessions.

- Session hosts sized at ~8 users per VM with breadth-first load balancing during peak shifts
- Autoscale plan: pre-warm hosts 30 minutes before each shift, consolidate and shut down after hours
- Thin clients and old monitors reused — desktops became disposable 2,000-rupee mini-PCs instead of 30,000-rupee towers
- Remote godown users now log in over the internet with MFA — no VPN required

🚀 The Result

Cutover happened over a weekend. Monday morning, all three sites logged into the same desktops. The factory never stopped.

0	₹15L+	60%	₹1,100
Shifts missed during cutover	Hardware cost avoided	IT support tickets reduced	Per-user monthly infra cost

Case Study 2 — Shanti Care Hospitals (Healthcare)

> *"Doctors used to carry patient files on USB sticks. Today they open a desktop from any terminal, and we know exactly who saw what, when."* — ***COO, Shanti Care Hospitals (name changed for confidentiality)***

🏥 The Customer

Shanti Care runs a 150-bed hospital group with three facilities. Their HIMS (hospital information management system) client and PACS viewer ran on ageing PCs at every reception desk, nursing station, and doctor's office. Compliance rules required audit trails, encryption, and controlled access to patient records — impossible to guarantee on scattered physical machines.

😟 The Problem

- Patient data stored locally on dozens of PCs — a data-privacy violation waiting to happen
- Doctors needed access from home and other campuses, which meant exposing the HIMS to the internet
- Zero visibility into who accessed which records, and when
- Every campus ran its own copy of the HIMS client with configuration drift

🏗️ The Solution

We built a locked-down AVD environment with Entra ID as the identity layer, Conditional Access enforcing MFA for every remote session, and Windows 11 Enterprise multi-session pooled host pools for reception and nursing staff. Doctors and administrators got personal desktops on D4s_v5 hosts with their HIMS and PACS tools pre-configured.

- Zero data at rest on endpoint devices — patient records never leave the Azure boundary
- Conditional Access + MFA on every login; device compliance checks before session start
- Full audit trail via Azure Monitor — every record access logged and searchable
- FSLogix profiles give each doctor a consistent desktop from any campus or from home
- Compliance mapping to India's DPDP Act and HIPAA-style controls

🚀 The Result

0	100%	3	30 min
Records stored on endpoint devices	Remote sessions behind MFA	Campuses on one unified desktop	New doctor fully provisioned

Case Study 3 — Vertex Associates (CA Firm)

> *"We handle the accounts of clients across three states. With AVD, our auditors work from anywhere, and client data never leaves our control." — **Managing Partner, Vertex Associates (name changed for confidentiality)***

🧾 The Customer

Vertex Associates is a mid-size chartered accountancy firm. Their auditors carry laptops with client financial data, audit workpapers, and tax software. Losing one laptop meant a data-privacy incident; every audit season meant a scramble to install the right tax software version on every machine.

😟 The Problem

- Client financial data replicated across 40 laptops — each one a leak risk

- Tax season software versions drifting across machines, causing rework
- Auditors on client sites needed the firm's ERP and workpaper tools — over insecure VPNs
- Senior partners wanted to work from home without compromising confidentiality

🏗️ The Solution

We deployed AVD with a mix of pooled host pools for audit staff and personal desktops for partners. The golden image carries the firm's tax suite, ERP client, and audit workpaper tools. Conditional Access blocks access from unmanaged or non-compliant devices — a personal phone can no longer touch client data.

- App Attach delivers the tax suite versioned per season — update once, every user gets it
- Data loss prevention: downloads of client workpapers are blocked or logged
- External auditor identities (B2B guests) get time-boxed access with their own FSLogix profiles — now GA since May 2026
- Autoscale: audit season peaks handled by dynamic autoscaling, off-season shrinks to almost zero hosts

🚀 The Result

0	100%	1 day	45%
Client data on employee laptops	Device compliance enforced	Software version rollout (was 3 weeks)	Cost cut vs. laptop refresh cycle

Case Study 4 — Northstar Fintech (Banking / BPO)

> *"Our agents log in from three locations, on three shifts. Before AVD, that meant three copies of every application and three IT headaches. Now it's one pool that never sleeps."* — ***Head of Technology, Northstar Fintech (name changed for confidentiality)***

🏦 The Customer

Northstar Fintech runs a 300-seat contact centre supporting banking customers across India. Agents work three shifts around the clock, using a CRM, a telephony softphone, and a knowledge base. Compliance rules (RBI-style) demanded that customer data be stored and processed in India, with strict session controls.

😟 The Problem

- Three shifts meant 24/7 RDS uptime — with nobody awake to fix problems at 3 AM
- Every agent seat needed a thick client with CRM + softphone installed; change requests took days
- Customer data on local disks risked regulatory exposure
- Rapid seasonal hiring — onboarding 50 new agents meant building and configuring 50 machines

🏗️ The Solution

We built pooled host pools with Windows 11 multi-session sized for shift density, using depth-first load balancing to pack sessions efficiently. Dynamic autoscaling (GA since June 2026) creates hosts as shift traffic ramps up and deletes them after the night shift drains — no idle compute at 4 AM.

- Ephemeral OS disks keep hosts stateless and disposable — reimage any host in minutes
- Session Host Configuration (SHC) enforces one standard across the whole pool — update once, all hosts comply

- Softphone and CRM delivered via App Attach — zero per-seat installs
- RBI-grade controls: session recording policy, copy/paste disabled, clipboard restrictions, screen-blank on lock
- Data residency assured — all session hosts in Azure India regions

🚀 The Result

24/7	60%	50	0
Coverage across three shifts	Compute cost cut via dynamic autoscaling	New agents onboarded in a day	Customer data on endpoint devices

Case Study 5 — Bright Future Institute (Education)

> *"We spent lakhs on lab PCs that gathered dust between batches. Now we pay for desktops only when students are actually learning on them." — **Director, Bright Future Institute (name changed for confidentiality)***

🎓 The Customer

Bright Future runs technical training programs — CAD, Tally, programming, and design. Each batch of 60 students needed a lab of high-spec PCs, which sat unused between batches and over vacations. Renewing those labs every few years was a recurring capital drain.

😟 The Problem

- Lab PCs used only ~20% of the year — paid for 100%
- CAD and design software needed GPU or high-spec machines — the most expensive ones to buy
- Different courses need different software; reimaging 60 machines between batches took days
- Students demanded to continue practice from home between classes

🏗️ The Solution

We replaced the lab with AVD host pools that match each course's needs — GPU-enabled NV-series hosts for CAD batches, standard D-series for Tally and programming. Autoscale plans tie hosts to the course schedule: hosts exist only during class hours.

- Course-based golden images — switch a batch from CAD to Tally by assigning them a different app group, not by reimaging hardware
- Start VM on Connect for evening practice sessions — a student logs in from home, a host spins up just for them
- FSLogix profiles keep each student's workspace and progress persistent between lab and home
- Ephemeral OS disks mean failed hosts are deleted and recreated — never repaired

🚀 The Result

70%	100%	0	24/7
Capital cost cut vs. buying lab PCs	Lab only exists during class hours	PCs to reimage between courses	Student access from home

The Pattern — What All Five Had in Common

Five different industries, five different pains — but the same five moves delivered the results:

- **Start with the golden image.** The image is your real product — invest in it, version it, and store it in a shared image gallery
- **Size for the shift, not the office.** Multi-session density plus autoscale means you pay for concurrency, not headcount
- **Put every byte of user state in FSLogix.** Profiles live on Azure Files; session hosts become disposable
- **Enforce identity and compliance at Entra ID.** Conditional Access + MFA before the session even starts — not after
- **Make hosts ephemeral.** Ephemeral OS disks + dynamic autoscaling + SHC means hosts are born, work, and disappear without a repair ticket

Why Krizia Technologies?

Concern	How We Solve It
"We already have M365 — do we pay extra for AVD?"	No. M365 E3/E5, Business Premium, F3, and Windows Enterprise include AVD access. We check your licensing first and only bill Azure infrastructure.
"My apps are old and custom."	We build a golden image with every legacy app, test it against your real workflows, and deliver them via App Attach.
"We can't afford downtime during migration."	AVD runs in parallel with your old environment. Users move in batches; rollback is instant — nothing is decommissioned until you say so.
"I don't trust cloud for sensitive data."	Data stays in your Azure tenancy with encryption, Conditional Access, and full audit trails. Most of our customers end up more compliant than before.
"Who runs it after you leave?"	We hand over documented runbooks and train your team — or we stay as your managed AVD partner, 24×7.

Ready to see what your desktop estate really costs? Every engagement begins with a **free AVD readiness assessment** — we map your users, apps, and licensing, and show you exactly what cloud desktops would cost. No obligation, no jargon.

Let’s Solve Your Problem Together

Every engagement starts with a **free, no-obligation assessment**. We will tell you exactly where you stand, what needs to change, and what it will cost.

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