

Voice of Customer Fieldwork



A Crossover Catalyst Report

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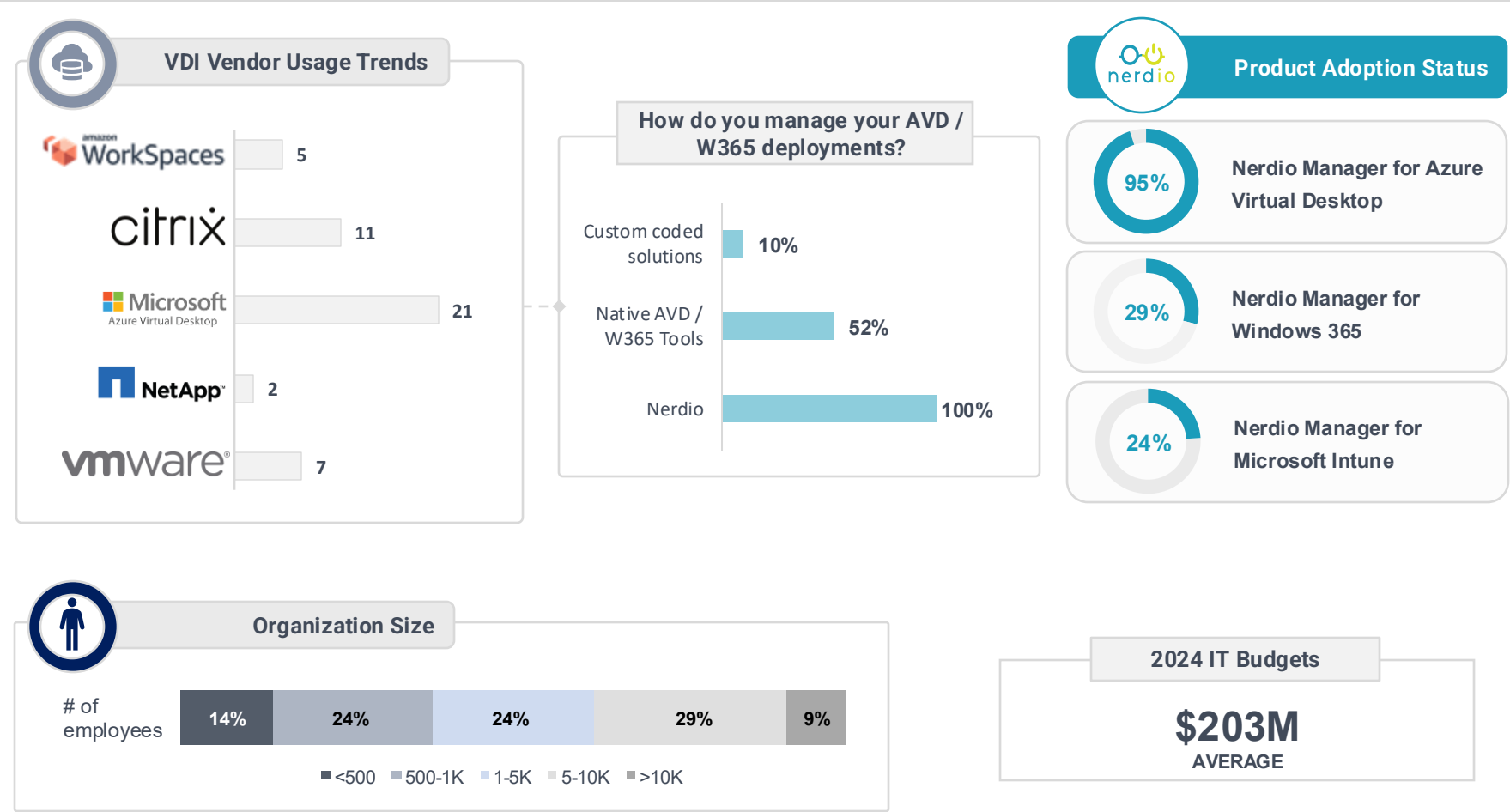
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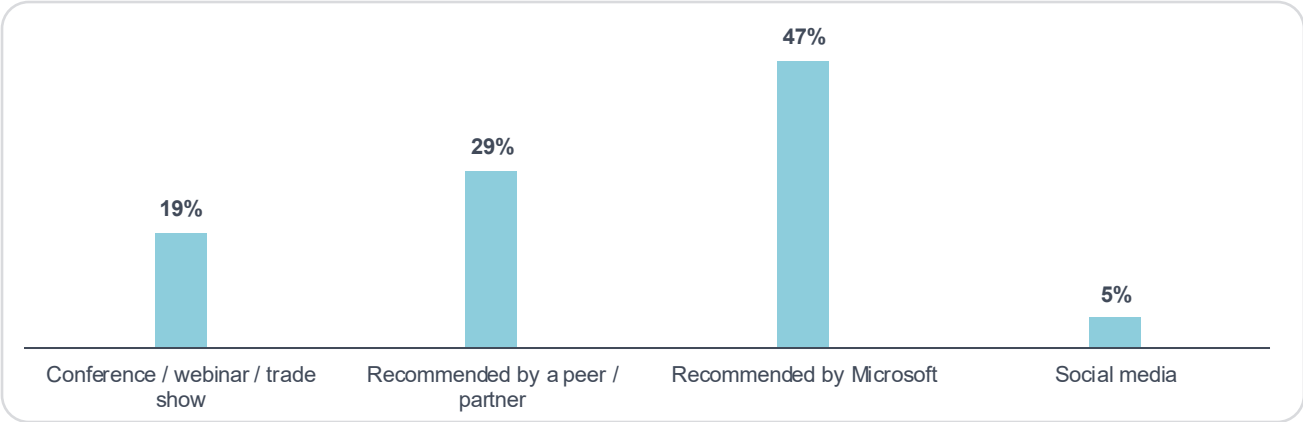
Respondent Overview | General Profile

**21**
Breakdown | 17 Enterprise – 4 MSP

Our Respondent base consisted of Enterprise and MSP customers. All professionals were senior IT decision makers who were very involved with their organization’s use of Nerdio.



Nerdio Discovery Process



Vendor Selection Criteria

01

AVD Management Capabilities

02

Ease of Deployment

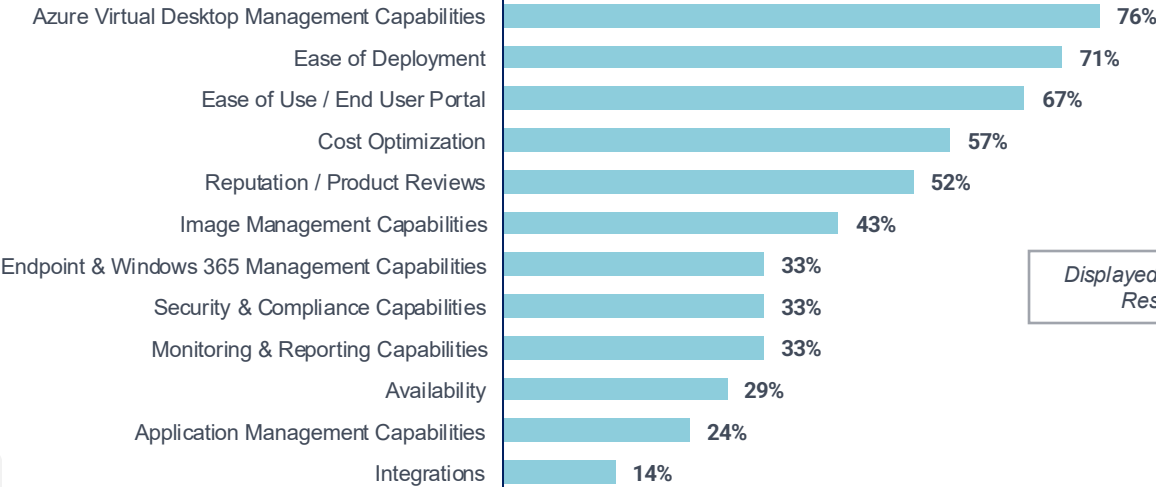
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Ease of Use

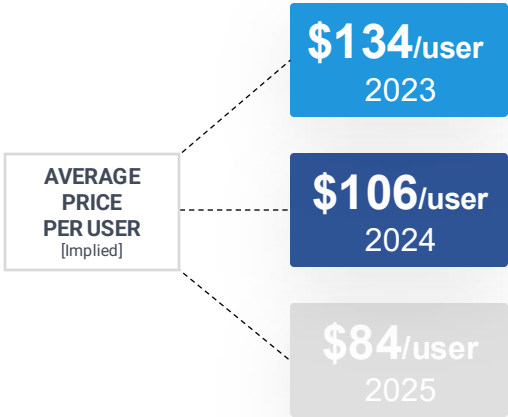
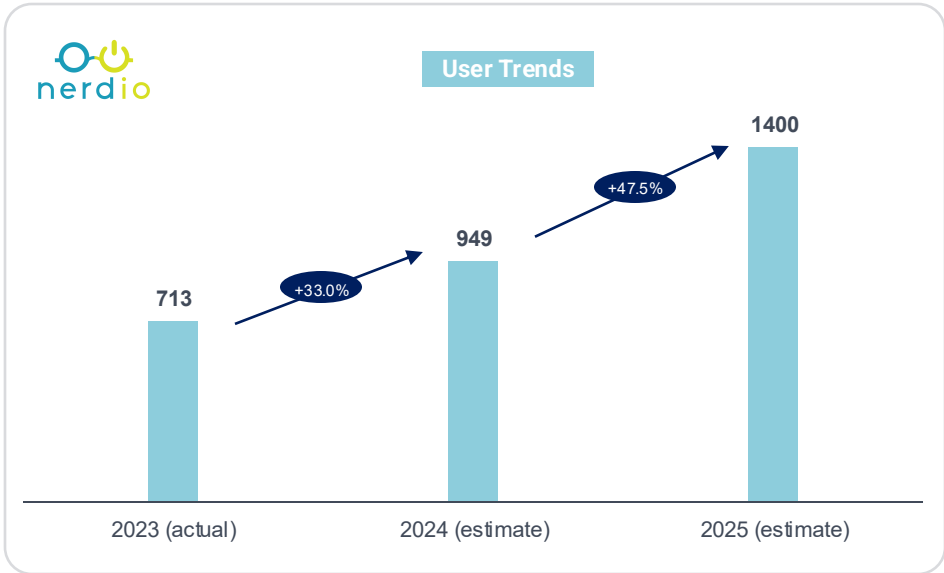
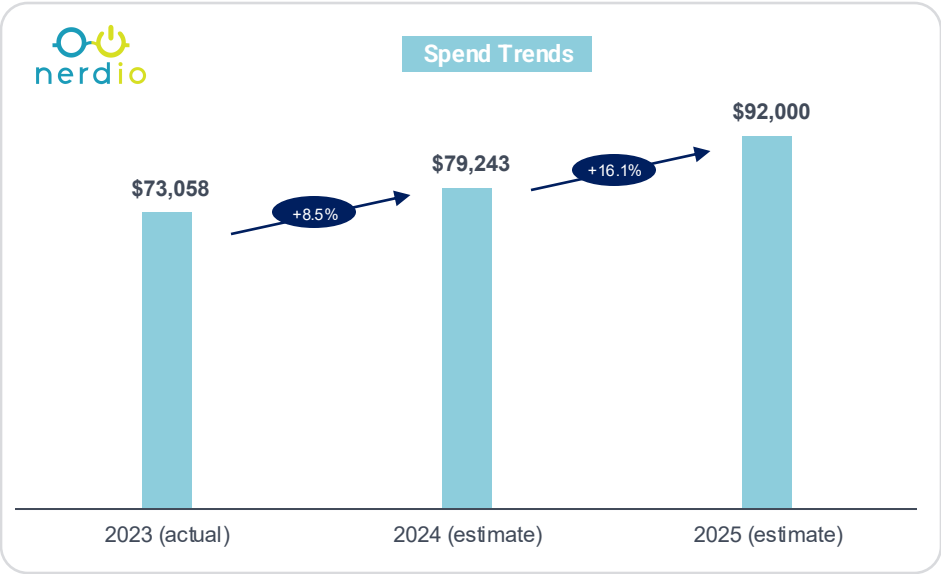
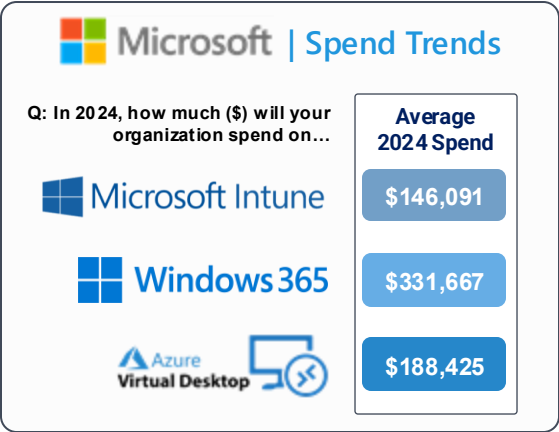
Most Important Factors



Least Important Factors



Displayed as % of overall Respondents



»» Organizations chose Nerdio to address the limitations of Microsoft's native tools, improve management efficiency, optimize costs (via Nerdio's auto-scaling capabilities), enhance security and compliance, and establish better control over their virtual desktop environments. Nerdio was considered the most attractive option available on the market because it allows enterprise organizations / MSPs to manage different types of Microsoft endpoints from a single console.

Why did your organization evaluate Nerdio? What problems were you looking to solve? Were native Azure Virtual Desktop (AVD) / Windows 365 tools insufficient?

We were aiming to increase ease of management, improve performance, cost, security, compliance and have a single pane of glass administration. **-CIO, Enterprise Customer**

We were looking to manage different types of Windows virtual endpoints from a single console. Yes, the image and policy management on the native tools were fragmented. **-Head of Enterprise Architecture, Enterprise Customer**

We needed a tool with automation features which were not available with W365. We chose Nerdio because of the compliance management features. As part of a global financial company, we have huge compliance and regulatory requirements that we have to deal with. **-Head of IT and Digital Working Infrastructure, Enterprise Customer**

We were looking to drive cost efficiencies across our workforce that works 24/7 but staffing levels vary hour by hour. We were also unfamiliar with runbooks to be able to architect our own scaling solutions. **-CTO, Enterprise Customer**

We found that Nerdio let us scale our AVD environment for not only us, but our customers much easier. Nerdio automated things that my team would have to spend hours on (like auto scaling). Nerdio made a lot of the automation we use much simpler so our admins could spend time doing their jobs instead of fighting to create automations for AVD. **-VP of Technical Services, Managed Service Provider (MSP)**

We needed the ability to scale up and scale down instances as well as run schedules on when VDIs needed to be started and shutdown. The native AVD tools were not sufficient enough to perform those functions. Furthermore, Nerdio has a lot more features that were attractive to us as well as the cost savings that come with it. **-VP of Enterprise Technology Services, Enterprise Customer**

Why did your organization evaluate Nerdio? What problems were you looking to solve? Were native Azure Virtual Desktop (AVD) / Windows 365 tools insufficient?

Nerdio helped us manage our AVD environment for users more effectively, and help provision shared applications **-Group CTO, Enterprise Customer**

We were looking to reduce overall VDI hosting cost. Nerdio helped us to customize the environment per our needs. **-Manager, Endpoint Engineering, Enterprise Customer**

We wanted to simplify the management of the MS AVD and Windows 365 tools. We began with a small user scope and after we were satisfied, we decided to roll out to a bigger scope. **-Head Of Infrastructure, Enterprise Customer**

Moved from VMware and needed a solution that worked with our standard, which is Microsoft. **-CIO, Enterprise Customer**

We chose Nerdio for its simplified management, cost optimization, scalability, and comprehensive features. **-Field CTO, Managed Service Provider (MSP)**

Native Azure Virtual Desktop / Windows 365 tools were not sufficient to meet our needs. We are very decentralized and have a variety of different O365/M365 licenses, legacy software systems, and different environments (7 ERP systems) that require different specifications, making management extremely complicated. We looked at additional resources to be able to manage this environment securely. **-VP IT, Enterprise Customer**

Moved from W365 subscription to AVD and since AVD requires more direct management we wanted to leverage Nerdio to manage the spend. **-CIO, Enterprise Customer**

Easy management of various flavors of AVD. Ease of policy control. Power management. AVD native tools are not easy to manage and adds overhead. **-Senior Enterprise Converged, Virtualization and Cloud Architect, Managed Service Provider (MSP)**

Why did your organization evaluate Nerdio? What problems were you looking to solve? Were native Azure Virtual Desktop (AVD) / Windows 365 tools insufficient?

We needed a better tool to help us reduce the cost of AVD as by automating the cost saving measures that Nerdio provides. We use it to manage all of our workplaces in AVD and user profiles. We were sold on the fact that the product basically pays for itself after a certain number of users with the efficiencies it provides. My system administrator is our SME on Nerdio, and he even got a Nerdio certification. He continues to advance the platform month to month. **-Director of Infrastructure, Enterprise Customer**

I evaluated Nerdio to address challenges with managing Azure Virtual Desktop (AVD) and Windows 365. Nerdio's platform promised to simplify management, improve scalability, optimize costs, and enhance user experience. While native Azure tools are useful, Nerdio's additional features, like pre-built templates and automation, made it a better fit for our specific needs and use cases. **-VP of Technology & Transformation, Enterprise Customer**

Problems with process management and time to manage services and lifecycle management. Security and user management. Great UI. **-Head of Enterprise Architecture, Enterprise Customer**

We were an on-premise Citrix VDI shop. The users were complaining about performance issues. We also faced a lot of additional expenses managing Citrix. We were recommended Nerdio. We conducted a POC, and the users liked the experience of AVD much better. Nerdio made managing AVD easier than Citrix and we were able to transition off Citrix. **-Chief Information Officer, Enterprise Customer**

We chose Nerdio as it was highly recommended by Microsoft and our distribution partner for ease of use and automation purposes. We explored some of the native Microsoft tools but felt a third-party solution was more efficient especially with managing multiple different tenants. **-Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)**

We evaluated Nerdio to simplify our management of AVD and Windows 365. While native tools are robust, they are complex and lack cost optimization and automation. We wanted an all-in-one solution. **-Consulting Chief Technology Officer, Enterprise Customer**

»» Prior to adopting Nerdio, most organizations used manual processes, basic tools like Group Policy or native Microsoft tools such as SCCM, Intune, and native Azure portal tools. Others employed third-party solutions (Citrix, AWS Workspaces, or Vmware), while a few created custom automations. Common issues with the aforementioned solutions included: (1) insufficient reporting (2) time-consuming manual processes (3) insufficient features for specific needs (4) unfriendly user interfaces.

Before Nerdio, how did your organization manage Azure Virtual Desktop / Windows 365 deployments?

Manage PC desktops with help from service partner (Bechtle). Also used Citrix. **-CIO, Enterprise Customer**

We migrated away from Citrix before we deployed Nerdio with our AVD deployment. **-Group CTO, Enterprise Customer**

We were using Citrix and needed to move away from their solution which was not meeting our needs. **-CIO, Enterprise Customer**

Manually, however, we deployed Nerdio within the first 6 months of deploying AVD. **-CTO, Enterprise Customer**

We used a manual process and created the automation ourselves which was very time consuming. **-VP of Technical Services, Managed Service Provider (MSP)**

Manually - no management tool. Nerdio was the best solution for us. **-Field CTO, Managed Service Provider (MSP)**

We mostly used to manage by group policy and manual deployments. There were some uses of SCCM and Intune. **-Head of Enterprise Architecture, Enterprise Customer**

With tools provided by Microsoft (Windows 365 tools). **-Head of IT and Digital Working Infrastructure, Enterprise Customer**

We used native Azure tools from the portal provided by Microsoft. Tools provided basic information however detailed reporting was lacking. **-Manager, Endpoint Engineering, Enterprise Customer**

Native Azure tools, and a little with PowerShell. **-Head Of Infrastructure, Enterprise Customer**

Native but I was not a fan because the tools aren't user-friendly. **-Senior Enterprise Converged, Virtualization and Cloud Architect, Managed Service Provider (MSP)**

Before Nerdio, how did your organization manage Azure Virtual Desktop / Windows 365 deployments?

We utilized native Microsoft tools, VMWare/Citrix tools, and NinjaOne for IT automation. **-VP IT, Enterprise Customer**

We did not. We used AWS Workspaces. Azure VDI did not have the tools built into their product to allow the use of the features that we needed. **-VP of Enterprise Technology Services, Enterprise Customer**

We did not really have a technology solution prior to using Nerdio. **-CIO, Enterprise Customer**

For AVD management we had nothing. We only used W365 and AWS Workspaces and Itopia. **-CIO, Enterprise Customer**

Manually through the MS Azure portal. We spun up VM's but didn't have much capability beyond that. When we asked for better controls, MS said get Nerdio. **-Director of Infrastructure, Enterprise Customer**

Before Nerdio, our organization managed AVD and Windows 365 using manual processes and native Azure tools. This approach was time-consuming, error-prone, and difficult to scale. We faced challenges with monitoring, troubleshooting, and maintaining optimal performance. **-VP of Technology & Transformation, Enterprise Customer**

Manual process and a lot of excel spreadsheets. **-Head of Enterprise Architecture, Enterprise Customer**

Before Nerdio, we didn't utilize AVD. We did a small POC a year ago with native AVD, but it did not work correctly. It was mostly an integration partner issue. **-Chief Information Officer, Enterprise Customer**

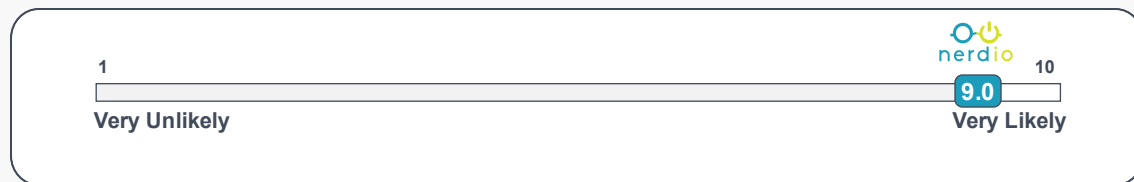
We added Nerdio when deploying AVD or Windows 365 deployments from the start. **-Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)**

We managed it through manual scripts, fixed provisioning, and processes. **-Consulting Chief Technology Officer, Enterprise Customer**



»» On a scale of 1-10 (1=very unlikely, 10=very likely), Nerdio customers were very likely (9.0) to recommend the platform because it is considered the “best-in-class” solution on the market today for the AVD/Windows 365 stack. The most common reasons why Nerdio was viewed in such a favorable light was due to: (1) the ROI / cost savings (2) the valuation proposition / key benefits (enables easy scaling & scheduling of machines + simplifies AVD implementation / management) (3) feature set (application & image mgmt. capabilities, compliance / security, integrations across Azure Cloud, Microsoft 365, and MS Intune) (4) the overall user experience / ease of use.

How likely are you to recommend Nerdio?



Ranking	Please provide additional detail to support your likelihood of recommending.
10	We have been very pleased with it and has made a huge impact for us, reducing cost while improving compliance and security as well as reducing our operational overhead on IT team and improved user experience significantly. -CIO, Enterprise Customer
10	This is best of the segment product that has matured over the years. The product is also stable and expanded to work cross-platform. - Head of Enterprise Architecture, Enterprise Customer
10	It was very easy to use and deploy; it delivered immediate savings as well. It also enables much easier first line support by giving the team a GUI for tasks that would otherwise require PowerShell. -CTO, Enterprise Customer
10	Nerdio has been an amazing partner for us and makes the daily administration of AVD much easier. Nerdio also has great support and they are always there to assist when we call. I feel their teams go out of their way to assist us when needed. -VP of Technical Services, Managed Service Provider (MSP)
10	Easy to use. It has several cost management tools. It can do lot more than just AVD management including Application management. Integration with Intune and SCCM. -Manager, Endpoint Engineering, Enterprise Customer
10	Nerdio's solutions provide a best-in-class solution for enterprise customers. They offer cost-optimized solutions for their AVD/W365 stack. -Field CTO, Managed Service Provider (MSP)

Ranking	Please provide additional detail to support your likelihood of recommending.
10	Easy way of management and administrative capabilities. Streamlined processes. Image management. User friendly. Customizable. -Senior Enterprise Converged, Virtualization and Cloud Architect, Managed Service Provider (MSP)
10	The solution does everything we need and it does it so well that I rarely have to get involved with it. My team manages it day to day and they are beyond pleased with it. It has really helped us ramp up our AVD deployment to become available to the entire firm. In the old days we had Horizon View and we could never get it to the people in the way Nerdio does. -Director of Infrastructure, Enterprise Customer
9	Nerdio is full of rich features and functions that we needed to take advantage of. The cost savings we achieved from the product well exceeded the cost of the tool. Furthermore, Nerdio gave us the ability to scale up and scale down as needed, as well as schedule when machines needed to be turned on and off. The management of VDIs is a lot easier with Nerdio. -VP of Enterprise Technology Services, Enterprise Customer
9	It is a great tool for AVD. Thanks to Nerdio our implementation and ongoing management of AVD has delivered a far better solution than we ever had with Citrix. -Group CTO, Enterprise Customer
9	I would highly recommend Nerdio due to its significant time and cost savings, improved user experience, strong support, and continuous innovation. While there are a few areas for improvement, overall, I am extremely satisfied with our decision to implement Nerdio and would pretty confidently recommend it to others. -VP of Technology & Transformation, Enterprise Customer
9	UI is great and everything is readily available on platform. Reporting is strong and the price is very attractive. Support has been very good and we have been able to further improve our security posture. -Head of Enterprise Architecture, Enterprise Customer
9	Nerdio is a great product. But it's expensive for what it is. All in the VDI on AVD and Nerdio is 30% - 50% higher than on-premise Citrix. As we grow more accustomed to AVD, we will consider moving VDI out of Nerdio management to control costs. -Chief Information Officer, Enterprise Customer
9	Great value for the money and the additional costs are offset by being able to scale and grow these environments with successful use cases we can bring to our other clients. -Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)

Ranking	Please provide additional detail to support your likelihood of recommending.
9	Been a good experience, good value as we grow our VDI Farm globally to staff and contractors. The fact that it ties into and managed Microsoft so well is awesome. -CIO, Enterprise Customer
8	Ranking is due to Nerdio's image management features - we have a lot of images to manage and Nerdio is very useful for that. We also appreciate the fine granularity in security features for compliance purposes. -Head of IT and Digital Working Infrastructure, Enterprise Customer
8	Integrated with Azure Cloud, Microsoft 365 is used anyway, so it can be distributed by this was. It is a stable and reliable solution. affordable price per user. -CIO, Enterprise Customer
8	Costs were a bit higher than we expected -- that was the only negative factor. Functionality has been great, and users have liked the tool. -VP IT, Enterprise Customer
8	Very easy to use the product and the sales organization made it super easy to get to a contract. The capabilities are also unique in the industry, which allowed us to move from subscription to consumption-based. We needed to have both solutions in the environment and used W365 for call center agents that use it all day, to AVD where developers used it for PCI compliance. -CIO, Enterprise Customer
7	It covers missing management features of Microsoft VDS products. It's easier for us, and we are now able to work faster on end-user requests. We can also delegate management to lower technical agents. -Head Of Infrastructure, Enterprise Customer
6	It depends on the company and their needs. While it fits our org, it may be different for any other org. It all depends on the user process and how well they are acquainted with the tools. -Consulting Chief Technology Officer, Enterprise Customer



»» On a scale of 1-10 (1=nice to have, 10=must have), Nerdio customers believe the platform is closer to a “must have” solution (8.3 avg. ranking) than a “nice to have” solution due to: (1) the operational benefits (reduces overhead, frees up IT staff, improves cost optimization), (2) the positive business impact, and (3) the key features (ability to turn instances on/off, scaling capabilities, cost optimization capabilities). Net net, Nerdio is considered a mission critical component for proper management of Azure Virtual Desktop environments, with most suggesting that it is a core part of their infrastructure stack today.

How would you characterize the importance of Nerdio to your organization?



Ranking	How would you characterize the importance of Nerdio to your organization ?
10	Nerdio significantly lowers our operational overhead, frees up IT staff to work on other tasks while cost optimization and performance improved significantly. That results in employee productivity which impacts bottom line. -CIO, Enterprise Customer
10	This has become one of the core products for our infrastructure stack. While there are alternatives this has the best value proposition at this time. -Head of Enterprise Architecture, Enterprise Customer
10	The ability to turn on and off instances as needed was critical to us. After that, we loved the ability to scale up and down as demanded. The ability to use the cost optimization feature is also a key. -VP of Enterprise Technology Services, Enterprise Customer
10	AVD is the solution our first line workers use every day to get their work done. It is important that we deliver a great user experience to this part of our organization. -Group CTO, Enterprise Customer
10	AVD would die on the vine if we didn't have Nerdio. We needed a single pain of glass to manage the environment and Nerdio does that. -Director of Infrastructure, Enterprise Customer
10	I rated the importance of Nerdio as a 10 out of 10 because it is essential for managing AVD and W365, improves productivity, provides a competitive advantage, and reduces risks and costs. Nerdio has become a strategic asset that is crucial to our organization and our customers' success. -VP of Technology & Transformation, Enterprise Customer

Ranking	How would you characterize the importance of Nerdio to your organization?
9	It helps us organize and manage users and applications as well as managing security. Integrations take the people function away so we experience less errors -Head of Enterprise Architecture, Enterprise Customer
9	The single pane of glass for multiple tenants plus not having someone who needs to be an expert on AVD can learn quicker through the Nerdio portal. -Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)
9	All our virtual desktop infrastructure management is based on Nerdio. -Head of IT and Digital Working Infrastructure, Enterprise Customer
9	With Nerdio we are able to manage our Azure Virtual Desktop environment. We are able to manage cost allocation effectively. -Manager, Endpoint Engineering, Enterprise Customer
9	Nerdio is now a critical component of our service delivery model. We anticipate moving to thousands of Azure VDI's and needed a way to manage and control. -CIO, Enterprise Customer
9	The tool has saved us a lot of time and effort, decreasing our manual efforts and time spent per user setup. We've been able to automate and report on issues, it's really made our department more efficient. -VP IT, Enterprise Customer
8	Nerdio is a key part of both our internal AVD environment for our employees as well as the AVD environments we manage for our customers. Without Nerdio our admins would spend much more time configuring and managed our AVD environment. -VP of Technical Services, Managed Service Provider (MSP)
8	Integral to the way we manage AVD. It saves us a ton on costs. -CIO, Enterprise Customer
7	It is used for a part of the organization. It replaced Citrix and we use it for Customer Service Agents for example, but we do not manage all workplaces with Nerdio. -CIO, Enterprise Customer
7	During Covid it was really important as we had to quickly deploy users onto WVD. As time went on we changed deployment methodologies so our dependence on VDIs is reduced. -CTO, Enterprise Customer
7	It's not a mandatory tool for us, but we would miss the real power of Nerdio if we had to stop using it. Nerdio enables us to have a better product experience of MS VDS than before. -Head Of Infrastructure, Enterprise Customer
7	Nerdio is a great platform to help us accelerate to AVD, but once on AVD, I would image we could do a lot of the monitoring and management with native AVD Admin consoles. I just don't see why we would need to continue paying once we are in a steady state. -Chief Information Officer, Enterprise Customer
6	It is a tool in our process of having mixed environments, but it is not central to our core business. -Consulting Chief Technology Officer, Enterprise Customer
6	The management panel is excellent. The only features that we are missing are cross-platform integration to Citrix. -Field CTO, Managed Service Provider (MSP)

»» When customers were asked about operational impact (8.0) and competitive differentiation (8.0) Nerdio indexed very favorably. This foots with the qualitative feedback we collected which suggested that there wasn't a comparable solution in the market for AVD management and automation. Under the hypothetical scenario that Respondents were unable to use Nerdio, most suggested that it would be difficult to replicate its capabilities, and as such would lead to (1) a reduction in VDI usage and (2) less time spent on value added projects.

Nerdio's Operational Impact



If you were unable to use Nerdio, what would you replace Nerdio with?

I honestly don't think there is a comparable solution for this unless we moved our virtualization platform to VMware or Citrix. **-CIO, Enterprise Customer**

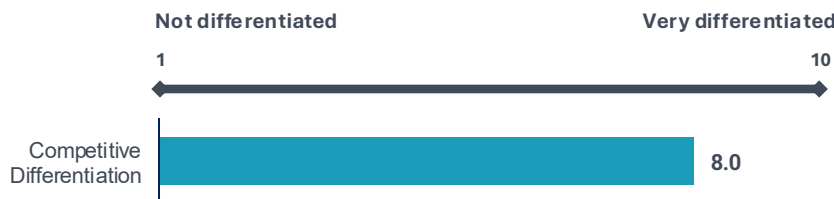
The only good alternative that comes to mind is ManageEngine. There are some good features with the Citrix console, but it comes with boundaries and limited deployment choices. **-Head of Enterprise Architecture, Enterprise Customer**

I don't know of another product that would do the same thing as Nerdio. I imagine we would accelerate scaling back our VDI usage and make do with runbooks where possible. **-CTO, Enterprise Customer**

If we didn't have Nerdio we would have to custom create our solutions for AVD management and automation. **-VP of Technical Services, Managed Service Provider**

We would have to use CloudJumper which was acquired by NetApp. We originally evaluated the product, but it was not as robust as Nerdio. **-VP of Enterprise Technology Services, Enterprise Customer**

Competitive Differentiation



If you were unable to use Nerdio, what would you replace Nerdio with?

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If it were not for Nerdio we would have use the Microsoft tools, but these are more complex. **-Group CTO, Enterprise Customer**

Not sure that there is an equivalent to Nerdio. But without any tools, we would probably need to reduce the usage of the VDS. **-Head Of Infrastructure, Enterprise Customer**

Not sure if any other solutions that meet our needs. Nerdio is excellent at what it does. **-Field CTO, Managed Service Provider**

We would spend more manual time using the Microsoft / Citrix / VMWare / NinjaOne tools. It would take more time and effort, and we'd spend less time on value added projects. **-VP IT, Enterprise Customer**

I would have to go back to the drawing board and see what else is out there. When we got Nerdio we went off the guidance of our MS account team and a reference. **- Director of Infrastructure, Enterprise Customer**

If we were unable to use Nerdio, we would go back to using native Azure tools. I don't think there any tools comparable to Nerdio at the moment. **-Manager, Endpoint Engineering, Enterprise Customer**

We just switched, so we really do not have any fall back plan as we were quite unhappy with Citrix. **-CIO, Enterprise Customer**

If Nerdio can't be used we would have to rely on personal scripting and the building of customized tools to manage the environment; for power optimizations and brokering as well as load balancing. **-Senior Enterprise Converged, Virtualization and Cloud Architect, Managed Service Provider (MSP)**

Replacing Nerdio would be challenging due to its comprehensive platform, specialized support, and focus on Microsoft technologies, finding a suitable replacement for Nerdio would be difficult. Potential alternatives: General-purpose cloud management platforms (e.g., VMware Cloud on AWS, or Citrix Cloud) or custom-built solutions could be considered, but they many not offer the same level of specialization and integration. **-VP of Technology & Transformation, Enterprise Customer**

”

If you were unable to use Nerdio, what would you replace Nerdio with?

“

We would probably use either Citrix or Amazon Workplace. We already have a large account with AWS. - **Consulting Chief Technology Officer, Enterprise Customer**

Manual work and hiring low-cost resources to manage the environment in India. - **CIO, Enterprise Customer**

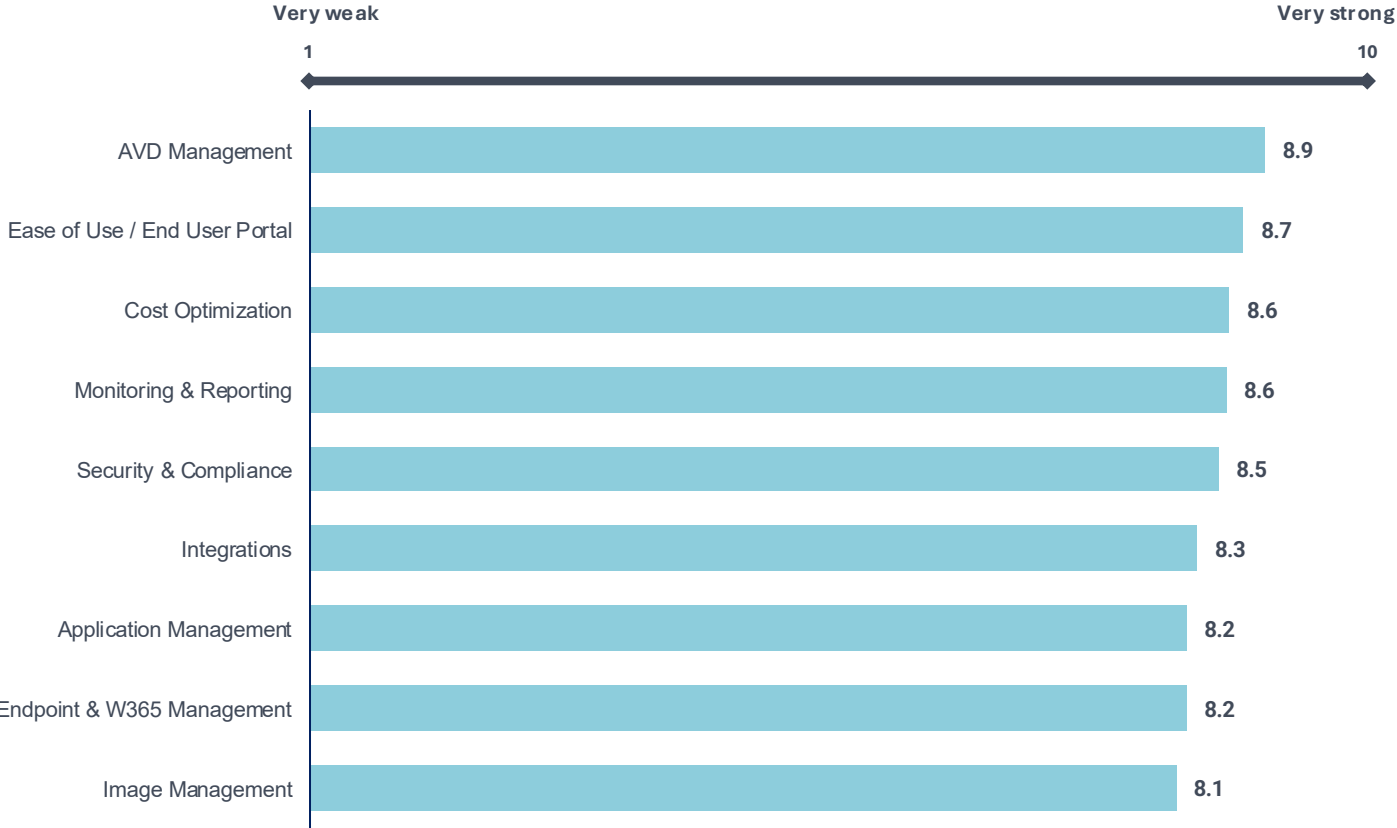
Microsoft native tools and manual spreadsheets. Perhaps a new cloud service from a small player if price is right. - **Head of Enterprise Architecture, Enterprise Customer**

If we were unable to use Nerdio there aren't much other options for Azure outside of the Azure Management portal. Maybe other virtualization companies such as Citrix or Vmware. - **Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)**

We haven't explored other solutions. But we did manage Citrix in house for years and that was a very complicated setup. We have spoken to other organizations who have used Nerdio and transitioned off once their team was better acclimated to AVD. - **Chief Information Officer, Enterprise Customer**

»» When asked to characterize key features and functionality on a scale of 1-10 (1=very weak, 10=very strong), Nerdio customers considered them strongest on AVD management (8.9), ease of use (8.7) and cost optimization (8.6). Comparatively, Nerdio was considered weakest on endpoint & W365 management (8.2), application management (8.2) and image management (8.1). Across all attributes, Nerdio customers had a very favorable view (8.5) on their key features / functionality.

How would you rate Nerdio on each of the following key features / functionality:



What other products within the Azure ecosystem would you be most interested in Nerdio extending their capabilities to?

Across entire Azure footprint. **-CIO, Enterprise Customer**

There are several infrastructure management capabilities to expand to including: monitoring, policy management, patch management, IoT management. **-Head of Enterprise Architecture, Enterprise Customer**

None currently. **-Head of IT and Digital Working Infrastructure, Enterprise Customer**

First I thought about Dynamics 365, but it is provided for browser use in its newest version (Business Central 365). **-CIO, Enterprise Customer**

365 licensing and license utilization. **-CTO, Enterprise Customer**

Maybe to create some tools around Azure IaaS and Azure PaaS. Anything that makes automation easier, especially for companies that don't have a development team. **-VP of Technical Services, Managed Service Provider (MSP)**

Potentially MS Intune. **-VP of Enterprise Technology Services, Enterprise Customer**

User experience management and tracking. **-Group CTO, Enterprise Customer**

Intune Entra ID, **-Manager, Endpoint Engineering, Enterprise Customer**

Mailbox, Team space management. **-Head Of Infrastructure, Enterprise Customer**

Azure landing zones, Reserved Instances. **-CIO, Enterprise Customer**

What other products within the Azure ecosystem would you be most interested in Nerdio extending their capabilities to?

Copilot. **-Field CTO, Managed Service Provider (MSP)**

Integration with SIEM and MDR/XDR/NDR tools to further enhance security, and integration/support for AI (Copilot) and ML tools. I foresee further need for integration with DataBricks and Fabric as they become used more and more for analytics and reporting by more users. **-VP IT, Enterprise Customer**

Rds and application capabilities. **-Senior Enterprise Converged, Virtualization and Cloud Architect, Managed Service Provider (MSP)**

File storage. **-Director of Infrastructure, Enterprise Customer**

Nerdio should extend its capabilities to Azure Sentinel: for enhanced security monitoring. Azure Automation: for further streamlining. Azure Arc: for managing AVD and W365 across hybrid and multi-cloud environments. **-VP of Technology & Transformation, Enterprise Customer**

If these other ecosystem products were included in the existing pricing, it would be to help cost control IaaS and PaaS Azure services. Similar to Turbonomics. **-Chief Information Officer, Enterprise Customer**

NCE Teams Calling plans pay as you go billed through and Azure plan. **-Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)**

»» While the majority of customers are highly satisfied with Nerdio's current offerings, there is a desire for better support and training resources, feature enhancements (e.g. improve auto-scaling, enhance the UI, improve custom scripts), more advanced integrations (e.g. AI/ML tools in Microsoft and other ecosystems), enhanced security capabilities (e.g. SIEM, XDR, IAM) and further expansion into the broader device management space.

What does Nerdio still need to address? Are there any features / functionality you'd like to see Nerdio add for AVD?

Need to expand into the wider device management space, as there are so many shared capabilities that the services can use. **-Head of Enterprise Architecture, Enterprise Customer**

They could improve support. It's difficult to find trainings and consultants with Nerdio knowledge. **-Head of IT and Digital Working Infrastructure, Enterprise Customer**

I could imagine that auto-scaling capabilities may become better (and cheaper when requirements increases). **-CIO, Enterprise Customer**

I don't think they need to add anything. Any limiting factors are based on the underlying technology and not Nerdio itself. **-CTO, Enterprise Customer**

Nerdio so far has done a great job of providing what we need, but maybe integrate some options for 3rd party backups or managed XDR for security. **-VP of Technical Services, Managed Service Provider (MSP)**

Continue to advance their feature set as well as their custom scripts. The user interface is good, but anything can use improvement. Anything that would cause less clicks can always increase efficiencies. **-VP of Enterprise Technology Services, Enterprise Customer**

A way to track the user experience at a more granular level. **-Group CTO, Enterprise Customer**

For starters if Nerdio can provide direct capability to import task sequence from SCCM that would be great. **-Manager, Endpoint Engineering, Enterprise Customer**

It's covering most of our needs. I don't really see any critical missing features. We hope that the cost, features and integration with MS VDS will remain at the same level. **-Head Of Infrastructure, Enterprise Customer**

So far, the teams have not raised any significant issues they feel are missing, but we have only been live for a few months now. **-CIO, Enterprise Customer**

Cross-platform integration, AI integration. Would be great if they looked into something like Copilot. **-Field CTO, Managed Service Provider (MSP)**

Upcoming integrations with AI/ML tools within Microsoft or other systems, dashboard/analytics integration with LogRhythm or Splunk SIEM, integration of MDR type security to further automate and protect from data exfiltration. **-VP IT, Enterprise Customer**

Security and IAM management capabilities. **-Senior Enterprise Converged, Virtualization and Cloud Architect, Managed Service Provider (MSP)**

What does Nerdio still need to address? Are there any features / functionality you'd like to see Nerdio add for AVD?

I would say a better way to show the cost of Nerdio itself. - **Director of Infrastructure, Enterprise Customer**

While Nerdio has been valuable, there are areas for improvement, such as deeper integration with Microsoft tools, enhanced analytics, advanced automation, and integration with emerging technologies. Recommendations for Nerdio's management include continued product innovation, prioritizing customer feedback, exploring partnerships, and focusing on scalability and performance. Specific features for AVD include AI-powered optimization, enhanced security, and integration with hybrid work environments. - **VP of Technology & Transformation, Enterprise Customer**

Better understanding of product lifecycle- what new features are in the pipeline. - **Senior Director, Enterprise Customer**

They do not help with the setup of AVD. They still require us to work with a reseller. This continues to add to the costs. I don't understand why. From a functional standpoint, they do a great job of monitoring and cost control. As I've said before, they charge a lot for these capabilities that while critical for year 1, will not be so critical in year 2 and beyond. - **Chief Information Officer, Enterprise Customer**

Longer trial period 60-90 days for newer MSPs to become familiar with the portal and guidance on optimizing their environments. - **Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)**

Nothing comes to mind, the tools are fine as is. We would need to have an end user survey. - **Consulting Chief Technology Officer, Enterprise Customer**

Insights | Other Vendor / Tool Usage Trends

»» The vendors / tools being used besides Nerdio and other native Microsoft tools included: Tenable, AvePoint, CrowdStrike, ManageEngine, NinjaOne, Lighthouse, Turbonomic, Cisco Security, ShareGate by Workleap.



MS Intune is used heavily for application management and Tenable is used for patch management. Both work well in alignment with Nerdio. **-Head of Enterprise Architecture**

We use MS Intune, Microsoft System Center Configuration Manager (SCCM) and Microsoft System Center Operations Manager (SCOM). **-VP of Enterprise Technology Services**



AvePoint is also used. **-Field CTO**

ManageEngine, NinjaOne, and portions of Cisco Security (Umbrella) - we have some legacy systems that don't necessarily play well in the cloud environment, but we expect to migrate off of these tools in time. **-VP of IT**



We use CrowdStrike in conjunction with native Microsoft tools. **-Group CTO**

ShareGate by Workleap to manage our SharePoint online. **-VP of Technical Services**



Microsoft Lighthouse and AvePoint - **Microsoft Modern Workplace Sales Specialist, Managed Service Provider (MSP)**

We use Turbonomic for cloud cost optimization. **-CIO**



We don't use any third-party vendors/tools besides Nerdio - everything else is native. **-CTO**

We use cybersecurity tools from outside Microsoft, e.g. for a SIEM. **-CIO**

We do not use any other tools outside of Nerdio. **-Manager, Endpoint Engineering**

No - we only use Nerdio and the native MS Tools. **-Head Of Infrastructure**