



Anunta Day 2 Operations

Complete Post-Deployment Support
for Virtual Desktop Environments



Why Day 2 Services Matter

Deploying your virtual desktop environment is just the beginning. Real-world usage introduces new complexity:

Support tickets surge

Performance expectations grow

Security and patching require constant attention

IT teams stretch thin

Anunta’s Day 2 services help enterprise IT teams stay ahead, with ongoing management, proactive issue resolution, and the flexibility to support modern platforms at scale.

What We Do

We deliver **managed Day 2 support** across the full VDI lifecycle, including:

End-User Support

- L1–L2 helpdesk (email, password, access, app support)
- Ticket triage, escalation, and SLA tracking
- Change requests and onboarding workflows

Infrastructure & Platform Management

- Real-time monitoring and availability management
- OEM support and coordination
- Capacity and resource planning

Security & Compliance

- Patch deployment and vulnerability remediation
- Change control and configuration management
- Policy enforcement and audit support

Optimization & Governance

- SLA/CSAT tracking and reporting
- Usage analytics and cost insights
- Strategic performance reviews and trend identification

What We Do

Feature	What You Get
Platform Agnostic	AVD, Horizon, AWS Workspaces, Hybrid Environment
Integrated Approach	Connect to your tools (e.g. ServiceNow, email APIs)
Global Reach	24x7 coverage across geographies and time zones
Data-Driven	Backed by our EuVantage® AIOps platform for proactive support and analytics

Key Outcomes

76%

of incidents resolved before users even notice

20%

average cost savings compared to in-house support

99.98%

application availability

Reduction

in IT burnout and ticket backlog

Who We Support

We work with enterprise and mid-market IT teams in:

Healthcare

Energy

Manufacturing

Education

Financial Services

“Whether you’re supporting 500 users or 50,000, our Day 2 model adapts to your environment, and scales with your growth.”

DAY 2 RELIEF AWAITS

Let’s make Day 2 a strategic advantage, not a recurring fire drill.

REACH OUT TO OUR TEAM