

# Modernizing AVD for Performance and Resilience: Legal Aid Society's Windows 11 Upgrade with eGroup

Close Date	Segment	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
Sept. 2025	SME&C	Legal	3200 employees	Windows 11 and AVD optimization engagement	Azure Virtual Desktop, Windows 11, Intune, Microsoft Entra ID, FSLogix, Azure Files, ExpressRoute, Microsoft Autopatch	eGroup Enabling Technologies	The Legal Aid Society	n/a
CHALLENGE		SOLUTION		OUTCOMES		TEAM		
<p>The Legal Aid Society was running nearly 300 virtual desktops on Azure Virtual Desktop (AVD) using aging Windows 10 session hosts. Regional capacity constraints in the EastUS, specifically with AMD-based instances, created performance and scalability issues, limiting reliability and future growth.</p> <p>To align with Microsoft's roadmap and ensure a modern, stable environment, the organization needed to upgrade to Windows 11 and re-architect its AVD deployment for better performance, manageability, and long-term sustainability.</p>		<p>eGroup was engaged to design, deploy, and validate a fully optimized Windows 11-based AVD environment.</p> <p>The project included:</p> <ul style="list-style-type: none"><li>- Building and tuning new Intel-based Windows 11 session host images</li><li>- Integrating Intune and Entra ID for simplified app delivery and identity management</li><li>- Running structured user acceptance testing (UAT) to ensure a smooth user experience</li><li>- Deploying production-ready host pools and performing user migration with minimal impact</li><li>- Implementing cost optimization and resiliency strategies</li><li>- As a trusted Microsoft partner, eGroup brought deep AVD expertise, architectural guidance, and hands-on execution to ensure every phase, from design to migration, was completed with best practices and future-ready alignment.</li></ul>		<p>The Legal Aid Society now operates a fully modernized Windows 11 AVD environment with validated performance gains, improved reliability, and streamlined management through Intune.</p> <p>The project delivered:</p> <ul style="list-style-type: none"><li>-Production-ready Windows 11 images and optimized host pools</li><li>-Comprehensive As-Built documentation covering configurations, storage mappings, autoscaling, and operational procedures</li><li>-Knowledge transfer sessions to equip IT staff for ongoing management</li><li>-Up to 24 hours of post-migration support for tuning and troubleshooting</li><li>-With eGroup's trusted guidance, the organization achieved a smooth transition and a resilient, scalable, and cost-efficient virtual desktop platform built for the future.</li></ul>		<p><b>eGroup</b> <b>Account Executive</b> Dan Drude dan.drude@eGroup-us.com</p> <p><b>Field CTO</b> Mike Dent mike.dent@eGroup-us.com</p> <p><b>Data Center Engineer</b> Tiffany Renrick tiffany.renrick@eGroup-us.com</p> <p><b>Contractual Value</b> N/A</p>		