

LGIT Solutions boosts AVD efficiency by over 60% and expands secure access with Nerdio-managed Azure Virtual Desktop



Industry: Managed service provider
Platform: Nerdio Manager for MSP
Region: North America

RESULTS

Reduces

reliance on senior Azure specialists, freeing them to focus on high-value projects and strategic initiatives.

60%+

efficiency gains by enabling junior technicians to manage Azure Virtual Desktop environments securely.

Accelerated

lower-risk onboarding for M&A, offshore staff, and new client environments via standardized AVD configurations.



Challenges

- Managing Azure Virtual Desktop environments required deep Azure expertise, limiting work to senior engineers and creating operational bottlenecks.
- Granting technicians direct Azure subscription access increased security risk and administrative complexity.
- Supporting internal teams, MSP clients, M&A activity, and offshore users demanded faster provisioning with minimal disruption.



Solutions

- Deployed Nerdio Manager for MSP as the centralized platform for Azure Virtual Desktop and remote app management.
- Used Nerdio's role-based access controls to delegate AVD tasks securely without granting direct Azure subscription access.
- Standardized AVD configurations while allowing client-level customization to support diverse workloads and compliance needs.

Ready to get started?

[BOOK A DEMO](#)

Lowering the barrier to Azure Virtual Desktop management

LGIT Solutions supports a wide range of professional services clients while also operating its own internal IT environment. As the firm expanded its use of Azure Virtual Desktop (AVD), managing those environments directly in Azure quickly proved inefficient and restrictive.

Technicians would need direct access to Azure subscriptions and extensive training to navigate virtual machines, logs, and permissions, making native AVD management largely inaccessible to junior-level talent and requiring more senior technicians to constantly intervene.

“The primary benefit is that Nerdio makes it much easier for our team to manage clients’ AVD environments without requiring deep specialization. It lowers the barrier to entry and allows more of our team to support client environments effectively.”

Jason Watson, IT Service Desk Manager at LGIT Solutions

Nerdio replaced that complexity with a controlled management layer that makes AVD both more accessible and more secure.

Security-first delegation with built-in guardrails

Security was a major consideration as LGIT Solutions scaled its service desk. Granting junior technicians privileged Azure roles introduced unnecessary risk, especially as MSPs become more frequent targets.

“With Nerdio, I don’t have to give users direct access to the subscription,” Watson explained. “If one of my users gets compromised, they don’t have privileged access into client tenants. They only have roles defined inside Nerdio.”

That model allows LGIT Solutions to delegate responsibility confidently while maintaining strong separation between users and sensitive Azure resources. Tasks that once required senior-level expertise can now be handled consistently by service desk staff, improving responsiveness while keeping costs in check.



Measurable efficiency gains and faster delivery

For AVD management specifically, Watson estimates at least a 60% improvement in efficiency, with even greater gains when factoring in reduced training requirements.

"I don't have to send people through Azure training courses to manage virtual machines," he said. "That alone saves an enormous amount of time."

Supporting M&A, offshoring, and rapid access

Azure Virtual Desktop has become a strategic enabler for LGIT Solutions beyond traditional MSP use cases. During a recent merger, the firm used AVD to onboard new users immediately without disrupting workflows or delaying productivity.

"We were able to put them in AVD and have them working from day one. That took away a lot of planning work and reduced disruption."

Jason Watson, IT Service Desk Manager at LGIT Solutions

The same approach supports offshore staff and vendors, allowing LGIT Solutions to grant secure access instantly while maintaining consistent user experience.

Built for what comes next

As infrastructure costs rise and on-premises environments become harder to justify, LGIT Solutions sees cloud desktops as inevitable and Nerdio as foundational.

"We can't stay on top of every technology," Watson said. "But we can work with vendors that do, and that's what Nerdio is to us."

About Nerdio

Nerdio is a leading provider of powerful, simplified cloud management solutions for businesses of all sizes. Trusted by managed service providers (MSPs) and enterprise IT departments alike, Nerdio equips organizations with seamless, cost-effective management tools for Azure Virtual Desktop (AVD), Windows 365, and comprehensive Modern Work solutions.

With thousands of customers worldwide, Nerdio accelerates cloud adoption, enabling companies to thrive in an era of hybrid work by providing modern, future-proof technology that adapts to evolving workplace needs.

For more information, please visit www.getnerdio.com.



WEB www.getnerdio.com

EMAIL hello@getnerdio.com