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**Insights On Your Journey To Modern Management with
Microsoft**

Embracing the Shift to Microsoft Intune and Windows Autopilot:
Modernizing Endpoint Management in 2023 and Beyond



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PRESENTERS



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AGENDA



- The need for change
- Challenges with traditional device imaging and provisioning



- Overview of Microsoft Intune and Windows Autopilot
- Lessons Learned & Best Practices



- College of New Caledonia – Experience
- Road to Modern Management



- Q&A

The Need for Change

- Challenges with traditional imaging and device provisioning
- Disparate management tools for mobile devices or Mac
- Growing demand for a modern, efficient “unified” solution

Microsoft Intune and Windows Autopilot for a unified endpoint management solution



Insights on your Journey Towards Modern Endpoint Management with Microsoft



All hybrid, all the time



Intensified security threats



Cloud transformation

Do more with less

Renew productivity, creativity, and innovation.

Provide a flexible, energizing work environment.

Retain your talent by heading off burnout.

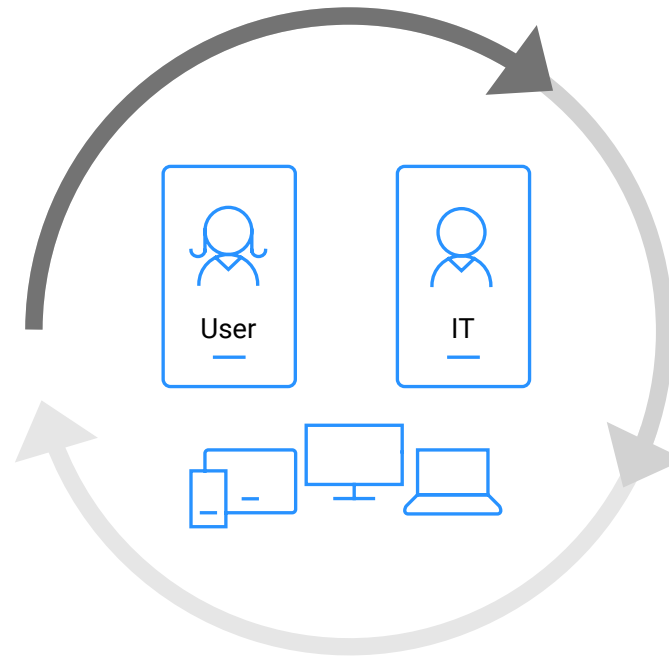
Elements of an end-to-end device provisioning lifecycle

 Enroll

 Configure

 Support & Retire

 Protect



Windows

macOS

iOS

Android

Linux

chromeOS

Traditional Windows deployment

Physical access required



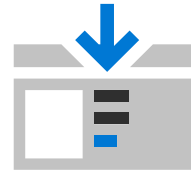
Build a custom image

Drivers

Settings

Policies

Office & Apps

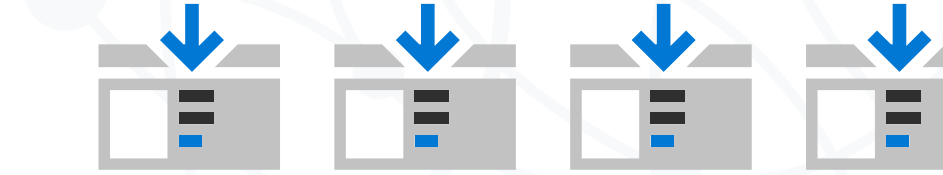


Deploy to a new device

Probably through

Ethernet

or USB sticks



Repeat

Challenges with traditional imaging and provisioning

TIME CONSUMING

Manual and time-consuming processes

The more endpoints to manage, the more time required

INFLEXIBLE

Difficult to customize settings and configurations on a per-device basis

Leads to inconsistencies across devices

COSTLY

Deployment complexity: On-prem infrastructure

Specialized IT staff

Time and effort required for maintenance

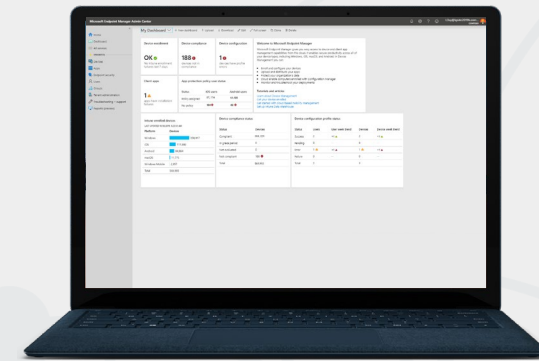
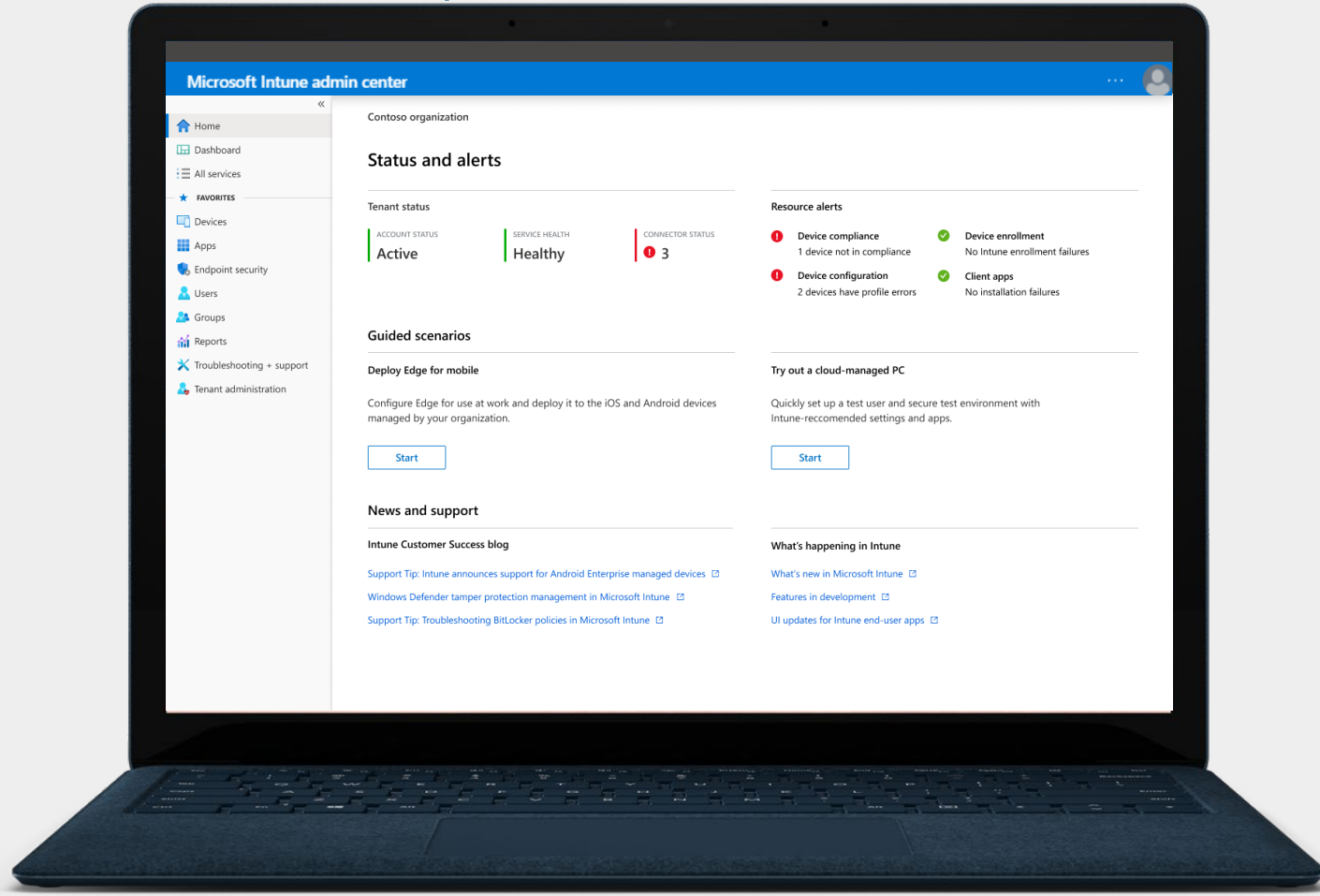


Microsoft Intune: The Future of Endpoint Management

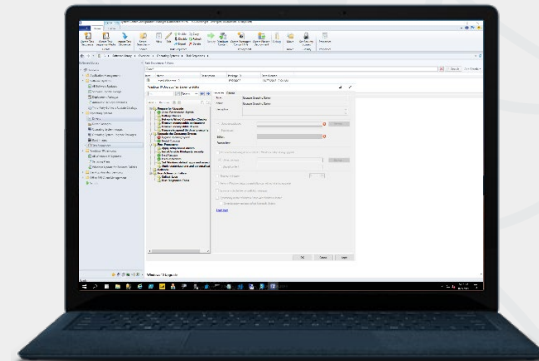
Insights on your Journey Towards Modern
Endpoint Management with Microsoft

Overview of Microsoft Intune

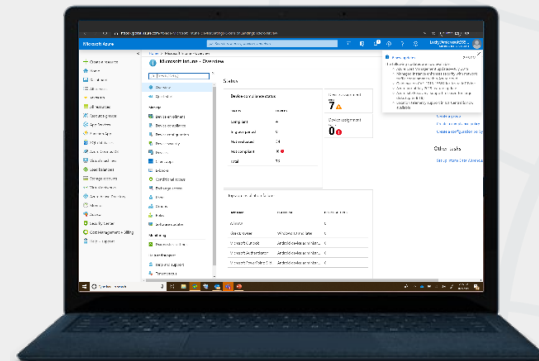
Integrated solution for IT admins to understand and take action across all endpoints in their M365 tenant.



Microsoft Intune

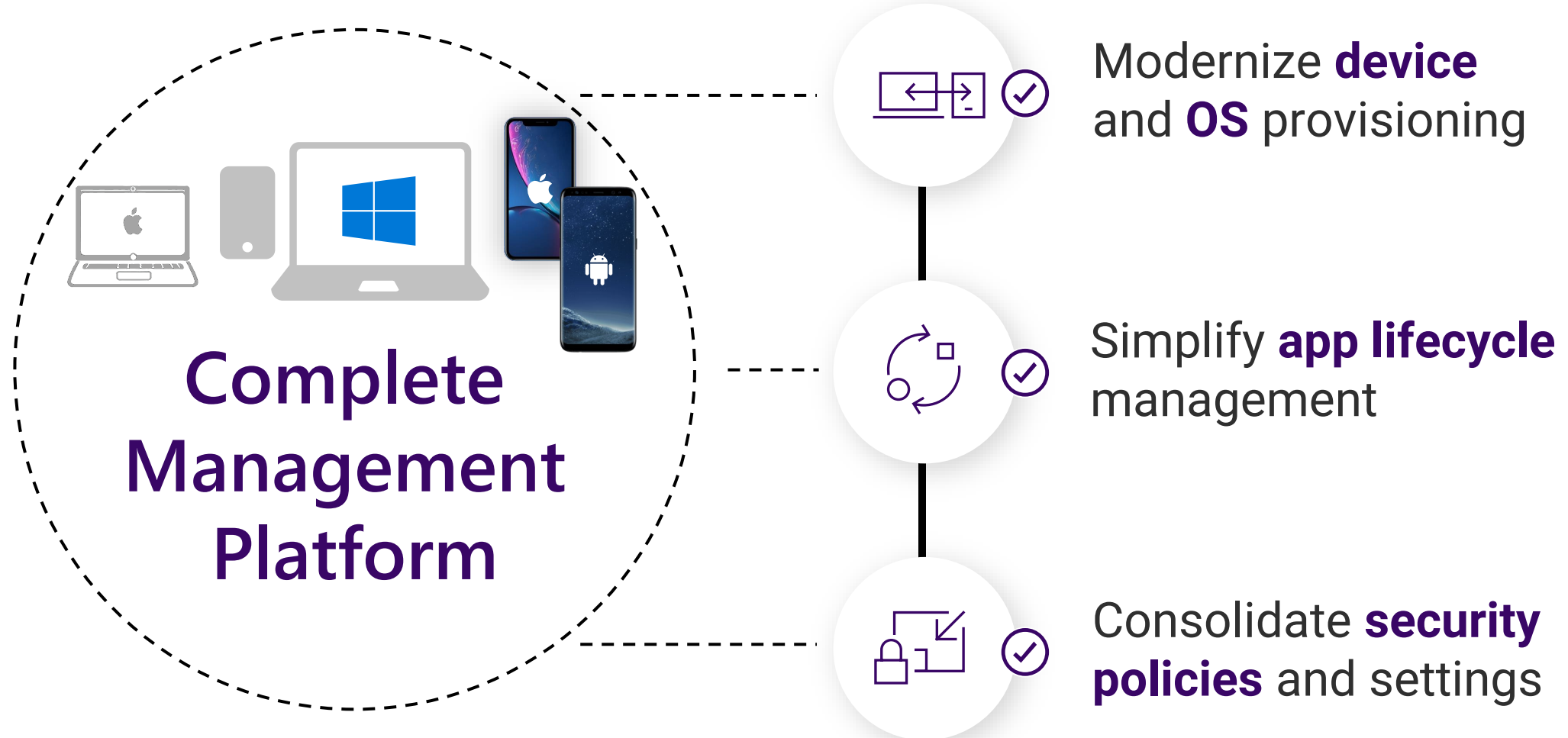


Configuration Manager



Advanced Endpoint Management

Modernizing how we manage devices with Microsoft Intune



Autopilot: Modern Windows deployment

Zero-touch



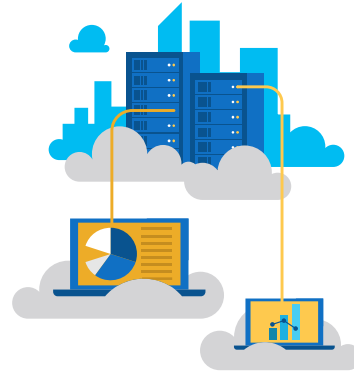
Build a deployment profile (in Intune)

Drivers

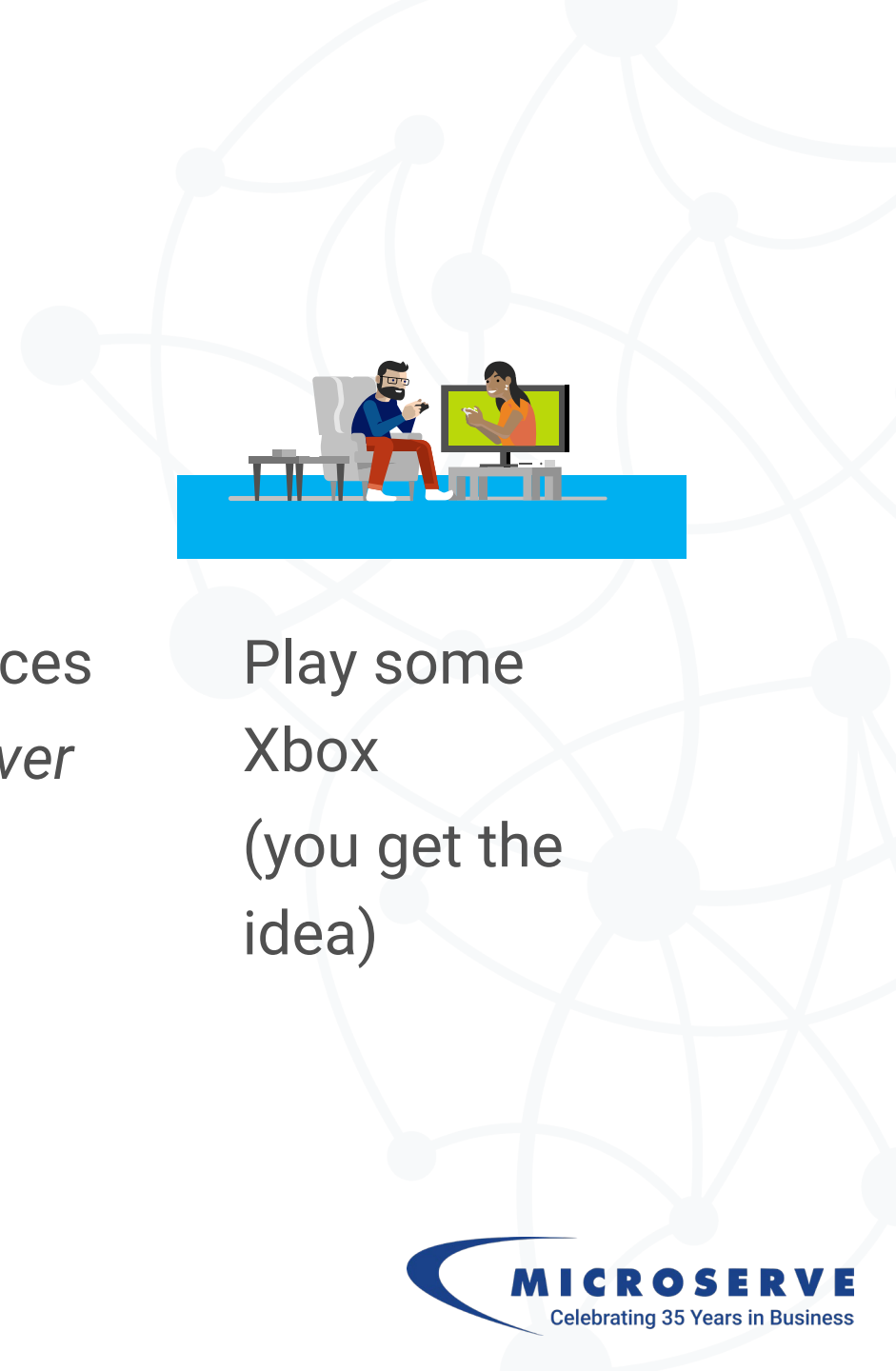
Settings

Policies

Office & Apps

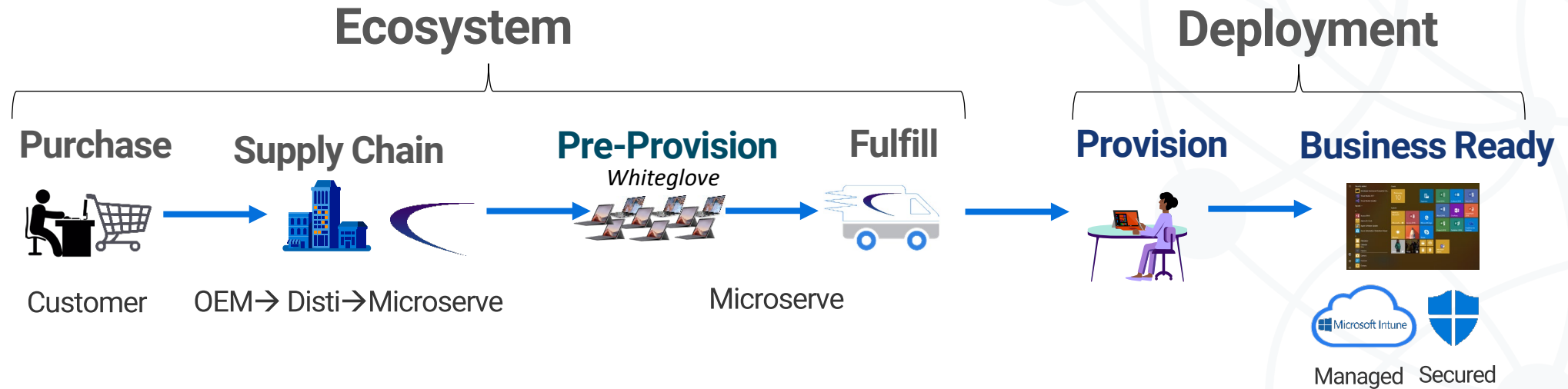


Deploy to new devices
without having to ever see or touch them



Play some Xbox
(you get the idea)

Windows Autopilot: Simplifying Device Provisioning



Get a user into a fully business ready state as fast as possible!

Intune Integration with existing systems and processes

Integrates with other MS products, such as Microsoft 365 and Azure AD, to provide a seamless user experience and simplified management of resources.

Supports a range of third-party solutions, such as mobile device management (MDM), enabling IT admins to integrate Intune into their existing systems and take smaller steps

Integration with existing systems and processes is critical to ensuring a smooth transition to Intune and maximizing its benefits for an organization.

Benefits of using Microsoft Intune for device management

TIME SAVINGS

Eliminate manual intervention

Remote configuration and policy management

Reduced support calls

FLEXIBILITY

Customize config and settings based on user needs

Support for Windows, macOS, iOS, Android, Linux, ChromeOS

SIMPLIFIED

Devices can be shipped directly to end users

No need for IT to prepare the device

Cloud-based management

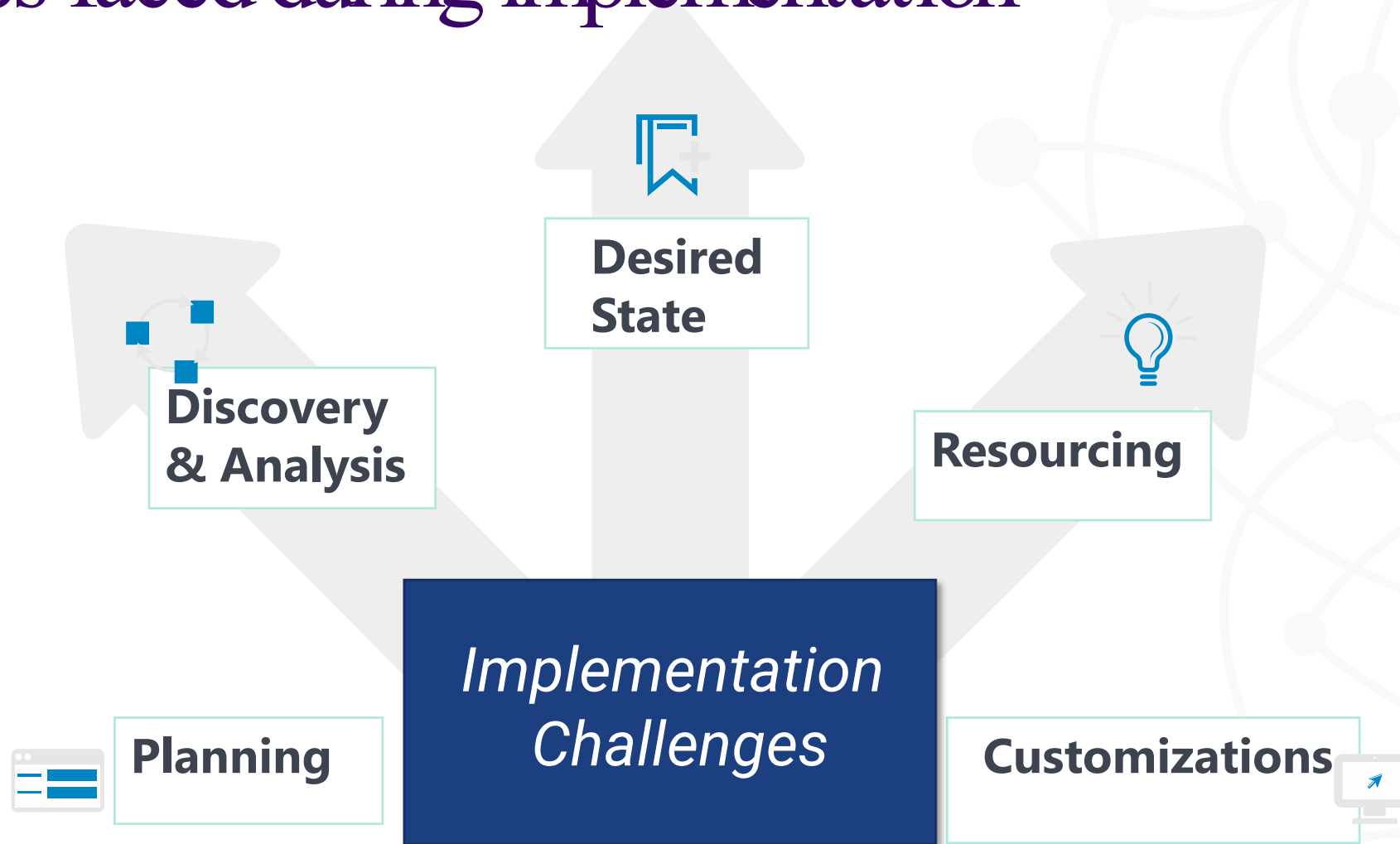
SECURE

Protect data and devices from threats and unauthorized access



Lessons Learned: Implementing MS Intune and Autopilot

Challenges faced during implementation





Best practices for a smooth transition

- **Plan ahead:** Ensure all stakeholders are involved in the planning process, including IT staff, end-users, and management.
- **Pilot the solution:** Testing the solution in a pilot environment can help identify and address any issues before rolling out the solution to the entire organization.
- **Train users:** Providing training and resources for end-users can help ensure a smooth transition and improve user adoption of the new solution.





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College of New Caledonia: Experience

CNC Experience

CNC was looking for a more efficient and modern endpoint management solution but was unsure of how to implement it.

They needed a solution that would meet their specific requirements, such as device and data security, compliance, and device configuration settings.

However, they were unsure of how to choose and implement the right solution for their organization.

CNC Experience



Microserve conducted a design workshop with CNC to help them understand the features and benefits of modern endpoint management solutions such as Microsoft Intune and Windows Autopilot.



The workshop provided CNC with an overview of the available features and customization options, enabling them to choose the solution that best met their specific requirements.



The workshop also provided CNC with a clear roadmap for the implementation process, including timelines, milestones, and potential challenges.

CNC Experience

Microserve implemented the chosen solution, providing them with guidance and support throughout the process.

Microserve trained CNC how to manage the new solution, including device enrollment, policy management, and app deployment, ensuring that CNC was equipped to manage the solution on their own.

By working closely with Microserve, CNC was able to successfully implement a modern endpoint management solution that met their specific requirements and provided long-term benefits such as improved security, simplified device management processes, and enhanced user productivity and satisfaction.



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The Road to Modern Endpoint Management

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How to prepare your organization for the transition



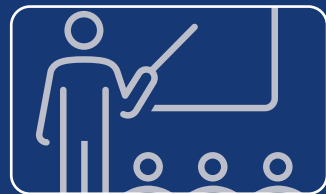
Careful project planning & execution



Assess current endpoint management tools and processes; identify areas for improvement







Involve all stakeholders; IT staff, end-users, security teams, and organizational leadership during initial planning.



Provide end-user and IT admin training and documentation resources to ensure a smooth transition

What you are coming from changes how you get there

 Limited or no existing management tools	➔ Go directly to the cloud with Microsoft Intune
 Existing cloud management	➔ Move additional endpoints and workloads to cloud management
 Primarily on-prem management + some cloud	➔ Enroll your Configuration Manager devices into Intune for additional cloud value through co-management
 Significant, complex existing on-prem infrastructure	➔ Connect your Configuration Manager site to Intune for instant cloud value (tenant attach)

Management
Modern

The impact on traditional imaging and device provisioning process

- Modern management solutions such as Microsoft Intune and Windows Autopilot have a significant impact on traditional imaging and device provisioning processes.
- Traditional methods can be time-consuming, inflexible, and costly, whereas modern management solutions enable IT administrators to manage and secure devices from the cloud, reducing the need for on-premises infrastructure and specialized IT staff.
- Modern management solutions also enable end-users to self-provision their devices, reducing the time and effort required to provision devices.

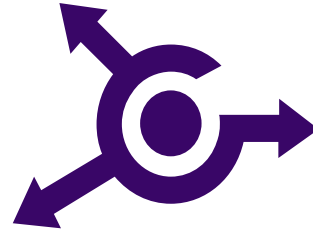
The impact on traditional imaging and device provisioning process



How devices are procured, warehoused, and pre-staged



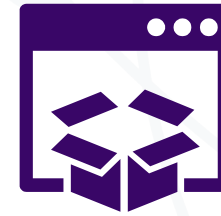
How devices and applications are deployed to end users



No more need to create and maintain custom images

Simply Update Management

No need for on-premise setup



Updates to existing IT checklists, including testing, QA, and user signoff



Proactive support: leverage endpoint analytics, modernize endpoint reporting

Long-term benefits of adopting Microsoft Intune and Windows Autopilot



Improved device and data security



Simplified endpoint management processes



Reduced IT overhead



Enhanced user productivity and satisfaction



Adapt to changing business needs



Support emerging trends such as remote work and BYOD

Conclusion

- Embrace the shift to Microsoft Intune and Windows Autopilot: the future of endpoint management
- Get ready to modernize your organization's device provisioning with Windows Autopilot





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Q&A

Come visit us at the Microserve
Lounge in the Orca room!



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