

Device Management (Intune/MDM)

Planning and Deployment

Description

A mobile device management (MDM) solution powered by Microsoft Intune supports the management of end-user devices (mobile devices and desktop/laptop computers). Bespoke policies may be defined and deployed to end-user systems via a device enrolment process.

The solution supports complete control/management of client devices. It is designed to replace traditional system management solutions, providing a seamless management system for both internal and remote devices.

Features

- Definition and control of settings and information on end-user devices.
- User self-service enrolment of devices.
- Centralised management of enrolled devices and usage.
- Monitor and reporting of policy compliance.
- System software and configuration inventory.
- Deploy applications and software.
- Deploy system or application updates.
- Management of the following features:
 - Password settings and complexity rules.
 - Data storage and access locations.
 - Mandatory application deployment.
 - Restricted application deployment.
 - Remote data wipe and device locking.
 - Microsoft Office application configuration or settings.
 - User settings personalisation.
 - Data encryption.
 - Device operating system or update minimum versions.
 - Deployment, configuration and monitoring of Microsoft Defender for Endpoint (subject to correct licensing).

Limitations

- Device or workstation management requires deploying the Intune agent or an operating system with built-in support.
- Users must accept the deployment and configuration of the Intune agent for the device to be managed. It is impossible to force the agent's deployment onto a user's personally owned device(s).
- Nominated users within your organisation and Acuutech staff will have access to information (the level of information depends on deployed policy) on managed devices.
- Compliance with data control, access and regulatory restrictions always remains the client's responsibility.

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- Users can opt out or disable device management from personally owned devices at any time but, depending on configuration, will lose access to company data and resources.
- Device enrolment and management are performed via the standard Intune management interfaces and the “Company Portal” application.