# MODERN ENDPOINT MANAGEMENT

REMOTE WORKING

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Who we are

Linktech Australia is a managed services and IT consultancy organisation that solve customer's challenges by optimising and modernising their operational capabilities and reducing their overall costs.

Our strategic approach to developing IT roadmaps allows clients to make informed decisions when selecting technology.

We specialise in designing and implementing solutions that strategically prepare our clients for the challenges of tomorrow.

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Our business
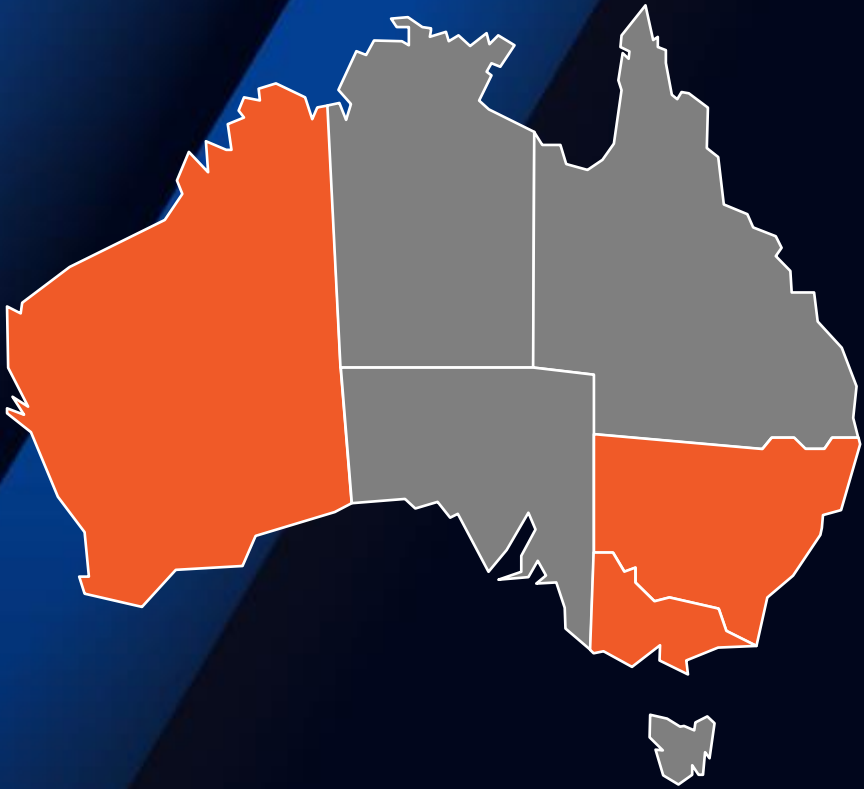
- Founded in 2012
- Offices in Sydney, Melbourne, Perth
- Australian Owned and operated
- Access to a pool of 100's of certified/niche skilled resources across Australia
- National Service Capabilities
- 24/7 Local Support team
- Customer Experience is our focus
- Experts in Managed services offerings 50 – 500 seats
- Specialising in Cloud, On-Premises and Hybrid technologies
- Focused on end users and enhancing their productivity and working experience

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Why Linktech

Specialists in Cloud adoption and consumption optimisation, while migrating customer systems and data in a secure cost-effective value add process

Continuous Investment into our strategic partner network i.e Microsoft, to position Linktech as preferred option for customers when going to market

Project Management Practice ensures successful project delivery by planning, tracking, controlling and reporting on all projects for our customers.

Dedicated Consultancy Practice assisting customers to transform areas of their business with market leading technology platforms and best methodologies for success

Specialised Consultants that identify and analyse workflow processes that require transformation to enable organisations to grow, expand and never compromise workflow integrity

Strategic Technology Roadmap assessments for customers that require future proofing and secure deployment processes of new platforms and solutions

Industry Compliancy and Regulatory requirements met across multiple areas of Linktech business units

Our Objectives

Process

Success

People   Technology

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Start

Identify challenges

↓

Analysis of concerns

↓

Recognise business & staff impact

↓

Build a customer business case and scope for change

↓

Return of Investment on proposed solutions

↓

Propose Deliverables and outcomes for SUCCESS

Certifications

- Microsoft Solution Partner
    - Modern Workplace
    - Infrastructure
    - Security
    - Data & AI
- Microsoft Advanced Specializations
    - Microsoft SQL and Server Migration
    - Azure Virtual Desktop

- Silver or Gold Certification with Leading IT Vendors
- Specialist Level certifications
- Continual Vendor Training and Labs
- Azure Specialist Partner
- We create Partnership with Leading Game Changing Vendors
- Additional Certifications and Vendors in our portfolio
 (Apple, Polycom, Ubiquity, Dell, Lenovo, HPI, Targus, Sophos, Toshiba, Epson, FortiGate, Samsung, LG.APC, Eaton and others)

Your Current Endpoint Challenges

- VPN required for updates and management
- Endpoints can not get GPO's without VPN
- Password expiry and change
- Devices not connecting or being orphaned
- No monitoring or reporting on system or data access
- Poor Endpoint management leads to a security risk vector

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WHAT IS MODERN ENDPOINT MANAGEMENT?

Securely bring your corporate endpoint management into your staff's home – on any device.

All O365 Productivity Apps

+ Any apps you require

APP

Customise to suit your needs

Get a common look, feel and application settings across physical and virtual Endpoints

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LICENSING REQUIREMENTS

License	Operating System
Microsoft 365 E3, E5, A3, A5, F1 Business Windows E3, E5, A3, A5	Windows 10 & Windows 11
Enterprise Mobility Suite (EMS) E3, E5	IoS, Android, MAC and Windows

*The first row Include Windows Endpoint licenses
**The second row is for advanced management features for non-windows devices

***Windows 11 require TPM 2.0 hardware chips

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Delivery Approach

Our Approach

Start

Plan

Assess

Design

Build

Implement

Close

Review

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High-Level Plan

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
⊙ Intune											
	⊙ Application Packaging										
	⊙ Endpoint Build										
		⊙ Migration									

*This is approximate timelines ONLY! Things can be shorter depending on options selected for your Endpoint requirements.

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Intune Setup

Business Outcome

- Remote supportability of Endpoints
- Proving new ways of working with expanding into cloud services access direct
- Ability to patch, monitor and secure Endpoints off network
- Ability to package and distribute Line of Business Applications from Microsoft/Apple/Google Play stores

Component	Base	Foundation
Cost	2k	5k
Intune Enabled	✠	✠
Admin Account configured	✠	✠
Join 5 Machines	✠	✠
Guide to Join machines to Intune	✠	✠
Setup apple store connectivity		✠
Setup google play store connectivity		✠
Setup Microsoft commercial store connectivity		✠
Company Portal Packaged + Update Rings (Windows)		✠

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Windows Autopilot

Business Outcome

- Remote supportability of Windows Endpoints
- Ability to patch, monitor and secure Endpoints off network
- Ability to package and distribute Line of Business Applications to Windows Endpoints

Component	Lite	Medium	Enterprise
Autopilot	✠	✠	✠
5 applications - Abode Reader - Chrome - Office 365 (C2R) - Microsoft Teams - Company Portal	✠	✠	✠
Device Policies - WiFi - Native VPN - Bitlocker - Windows Hello		✠	✠
Compliance Policies		✠	✠
Branding Package		✠	✠
Essential 8 Security Policies		✠	✠
Device Locked to tenant			✠
CIS Benchmark Security Policies			✠

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Windows Application Packaging

LinkTech Library	Basic	Medium	Complex
$50 per application	$200 per application	$500 per application	$1000 per application
An application that exists in our application library that is copied and imported into your environment	An application that has documentation for installation and is an single file installer, like and *.msi or *.exe extension with no customisation	An application that may have limited documentation for installation and is more than a single file installer, like and *.msi or *.exe extension with limited customisation	An application that may have no documentation for installation and is a series of large files and or policies with heavy customisation
Example = Adobe Reader	Example = PDF Printer	Example = Adobe Reader with Auto update disabled	Example = AutoCAD, MaTLab

Business Outcome

- Ability to package and distribute Line of Business Applications to Windows Endpoints
- Ability to rollout application updates in a controlled fashion

*Intune application advertisement policies are included and linked to an Azure AD security group for all options

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Microsoft Store for Business

Business Outcome

- Ability to advertise Line of Business Applications in the Microsoft Store to Windows Endpoints

Store for Business (Sign-Up)	Integration with Intune	Store for Business (Application Advertisement)
Free*	Free*	Free*
LinkTech will assist in helping you register for Microsoft Store for Business	LinkTech will assist in helping you integrate Microsoft Store for Business and Intune	This will make the advertised applications from Microsoft Store for Business available in the Company Portal application for end users to select and install.

*Intune application advertisement is via the company portal and this is end user self serve to install these applications.

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Endpoint Migration

Linktech Support (Device Swap)*	Linktech Support (In Place same Device)*	End User Self Support
$200 per device	$300 per device	$0 per device
Device is pre-built and loaded with core applications. Device is shipped to the user	Device is backed up by Linktech staff, this is done at a common build location or drop off point. Information is restored to the freshly built device.	Users are provided guides to self register the devices they use, Windows, iOS and Android
Remote support provided to the user to cutover to new device, old device is sent back to be reused for the next user.	In person support provided to the user. (*dependant on Covid, and or user location)	User is responsible for backing up and restoring data on the device.

*Windows Devices only   *Windows Devices only

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Mobile Device Management (MDM)

Business Outcome

- Remote supportability of Mobile Endpoints
- Ability to patch, monitor and secure Endpoints off network
- Ability to advertise common store Applications to Mobile Endpoints

Requires Intune Foundations

Public Advertised Store Applications

Corporate Device

- Device Encryption
- WiFi profiles
- Mail Profiles
- Device Lock Policies
- Lost Device Services

BYOD

- Device PIN
- Not Jail Broken device

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iOS, MAC and Android

Component	MDM Lite			MDM Enterprise	
Cost	5k			15k	
Type	BYOD	Corporate		BYOD	Corporate
End User Guide	✠	✠		✠	✠
Up to 5 Store applications - Company Portal		✠			✠
Device Policies - WiFi - VPN - Pin - Encryption - Mail Profile		✠		✠	✠
Compliance Policies		✠		✠	✠
CIS Benchmark Security Policies					✠

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Mobile Application Management (MAM)

Business Outcome

- Remote supportability of Mobile Applications
- Ability to abstract the device away from being managed just the application required
- Ability to build access rules based on application, device and or location conditions

Requires Intune Foundations

Public Advertised Store Applications

Corporate Device

- MFA rules less restrictive

- Certain applications available to be used with Office 365 (Outlook)

BYOD

- MFA rules more restrictive

- Web applications available to be used with Office 365 (Chrome or Safari)

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iOS, MAC and Android

Component	MAM	
Cost	10k	
Type	BYOD	Corporate
End User Guide	✠	✠
Applications - Outlook - Word - Excel - Power Point		✠
Application - Web Browser	✠	✠
MFA/Conditional Access policy	✠	✠

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Apple and Google Store Applications

Business Outcome

- Ability to distribute Line of Business Store Applications to Mobile Endpoints
- Ability to rollout application updates in a controlled fashion

Apple	Google	Custom Store Applications
$5 per application	$5 per application	Quote on request
Public available store applications to be deployed and distributed via the corporate store account	Public available store applications to be deployed and distributed via the corporate store account	An company application that is self developed and advertised on the public store, there maybe other parts required like configuration services.
Example = Word	Example = Excel	Example = Custom developed company store application

*Intune application advertisement policies are included and linked to an Azure AD security group for all options

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INITIAL RUNNING COSTS

|	Small	Medium	Enterprise
Cost per month (ongoing)	$30-$50 per User per Month	$30-$50 per User per Month	$30-$50 per User per Month
Considerations that impact cost	Number of users	Number of users	Number of users
Operational Savings	4-day machine build down to 1 hour	4-day machine build down to 1 hour with core applications and basic MDM endpoint security	4-day machine build down to 1 hour with core applications and advanced MDM endpoint security
Selections	Intune – Basic Autopilot – Lite	Intune – Foundation Autopilot – Medium MDM – Lite MAM – (Optional)	Intune – Foundation Autopilot – Enterprise MDM – Enterprise MAM – (Optional)
Total	$7,000*	$20,000-$30,000*	$35,000-$45,000*

*Starting from depending on extra selections for migration

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EXAMPLES

	Company A	Company B	Company C
Type of Business	Accounting Firm	Law Firm	Financial Services
Size of the Business	5-20 employees	50-10,000 employees	100-60,000 employees
Office Locations	1	5	50
Technology Portfolio	Intune – Basic Autopilot - Lite	Intune – Foundation Autopilot – Medium MDM – Lite MAM – (Optional)	Intune – Foundation Autopilot – Enterprise MDM – Enterprise MAM
Internal Technology Capability	None	Small team including engineers and management staff	Large Department, Multiple streams including Architecture and Governance
Deployment Choice	Lite	Medium	Enterprise

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COMPANY PORTAL APP

Single portal across all Endpoints to see what an end user can get!
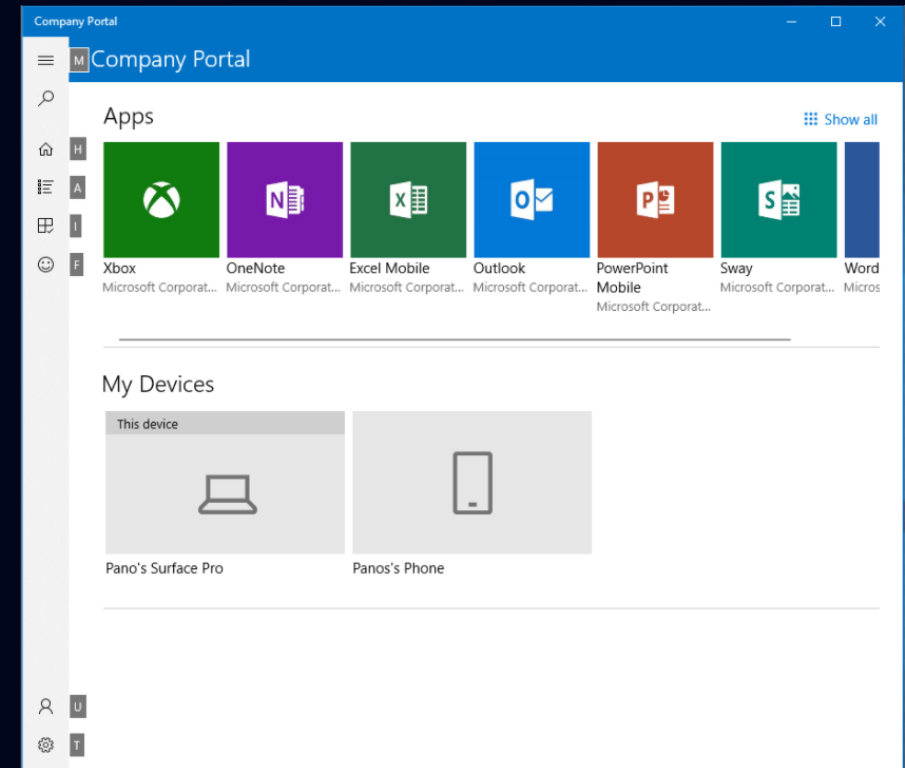
WHAT OUR CUSTOMERS SAY

Essendon Football Club sought the assistance of Linktech Australia in order to perform upgrades on our VMware environment. We found them to be extremely capable and efficient. Mark knew exactly what he was doing and everything went without a hitch despite the complexity of the environment.

I would recommend Linktech to any organisation looking for an IT provider that is reliable and knowledgeable.

John Edmonds at **Essendon Football Club**

VRL engaged Linktech to lead a technical program of work, uplifting our I&AM and Mobility capability using the latest Microsoft Cloud services. Linktech were not only able to deliver on time and under budget, but find opportunity to optimise other facets of our configuration and infrastructure mid-project. Regina and Ian were with us every step of the way, and their communication and support have been key to our success.
Linktech are now one of our most trusted IT suppliers, and continue to support both projects and our operational teams.

Rob Marathakis (Lead IT Architect) at **Village Roadshow Limited**

Independent Pricing and Regulatory Tribunal engaged Linktech Australia to assist us with our Office Relocation and Data Centre move. We use Linktech in a number of capacities throughout our IT department including , Service Desk, Project Services and Consulting. Linktech constantly meet project rollout schedules and their team of Project Managers and engineers are outstanding. Communications between Linktech and IPART is excellent as we are always on the same page.

Sonny Bow (Networks Infrastructure Manager) at Independent Pricing and Regulatory Tribunal NSW

We are enjoying a superior level of assistance from your engineers and solving complex problems. Simon is looking after our needs and we love working with him as he really understands our needs and has real customer service delivery values, we have much more to do together.

Tony Bearzatto at **WorkSafe Vic**

Linktech Australia is committed to providing the best solutions that fit within your budget and provide the best performance possible.

Thank you for your time!