Microsoft Endpoint Manager (MEM) Service Offering

Workplace Transformation Practice, TSG, Connection

<Month> <Year>

Introductions / Agenda

[First LastName]
Account Manager

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Business Development Manager

[First LastName]
Sr. Engineer

[First LastName]
Sr. Consultant

1. **You, Right Now**

2. **Your Peers**

3. **Microsoft Answer**

4. **Connection ____**

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Here's What We Know About You…

ABC Company Inc.

2,000+ End Users

1,500+ Owned Devices

iOS / Android

Microsoft 365 E3

SCCM 2012

On Prem Active Directory

A·W·E·S·O·M·E
LOGO

Goals

Integrate with Office 365? ❌

Support Office Mobile Apps? ❌

Access for Mobile Devices? ❌

Reduce Costs? ✅

Reduce MGMT Solutions? ✅

+ Renewal/ Migration. Take advantage of what I already ow

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...and What We're Hearing From Others.

More staff is now remote because of COVID-19

Changes within the company have forced new regulatory requirements.

Can I lower my current spend on redundant technologies (MDM, Security)?

I've deployed a solution to support remote Workforce, how do I enhance and Secure it?

Need an easy-to-manage Windows 10 solution for the full lifecycle of end user devices

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The BYOD and Enterprise Mobility market is set to grow by more than **$862M** by 2024.

Source: Technavio

ConfigMgr and Intune are managing more than **250 million** Windows, Mac, iOS, and Android devices

Source: Microsoft

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Modern Management

Microsoft Endpoint Manager helps deliver the modern workplace and modern management to keep your data secure, in the cloud and on-premises. Endpoint Manager combines services you may already use to manage and monitor mobile devices, desktop computers, virtual machines, embedded devices, and servers.

Components of Windows Mobile Endpoint Management:

|	
Config Mgr (SCCM)	**Intune**
Autopilot	**Desktop Analytics**

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Microsoft InTune

Cloud-Based

Centralized management for your organization's mobile devices and applications.

Devices

Full control of corporate owned devices, including settings, features, and security. Enrollment-based or curated access for BYOD.

Applications

Add and assign mobile apps to user groups and devices. Configure apps to run with specific settings enabled and protection policies applied.
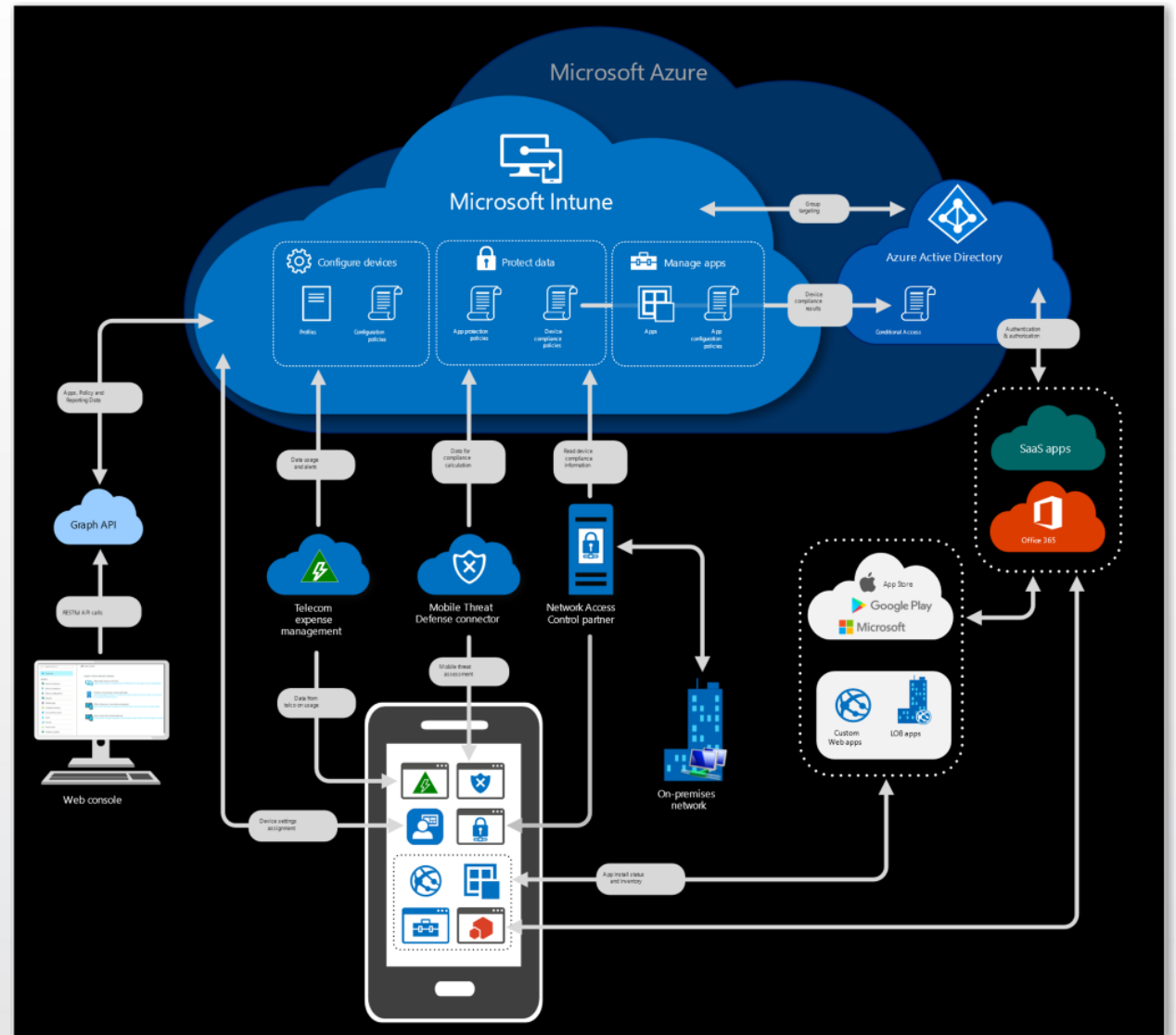
Configuration Manager (SCCM)

On-Prem
Familiar and comprehensive management of servers, desktops, and laptops. SCCM is now a part of Microsoft Endpoint Manager.

Real-Time
Deployment of OS and software, apply updates, and compliance settings management on your endpoints whether they are in the cloud or on-premises.

Co-Management
Balance workloads and assign authority between Configuration Manager and Intune, ensuring that there are no conflicts.

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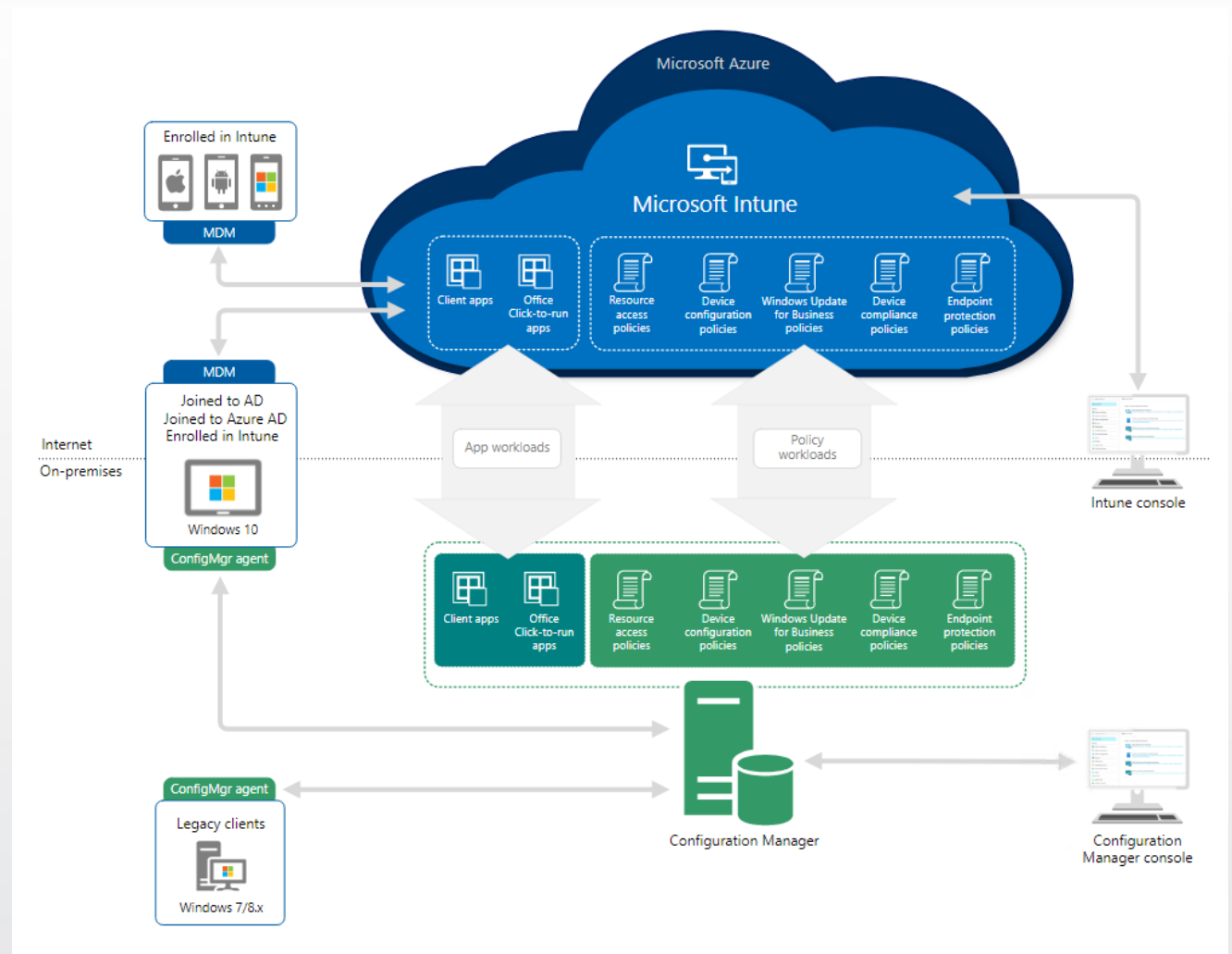
Microsoft Autopilot

Deploy

Set up and pre-configure new devices, getting them ready for productive use. Reset, repurpose, and recover

Automation

Personalized, curated end user experiences. Can be as simple as turning a new device on and nothing else.

Business-Ready

New devices are rapidly transformed into a compliant state. Users can securely access organizational properties with little or no admin intervention.

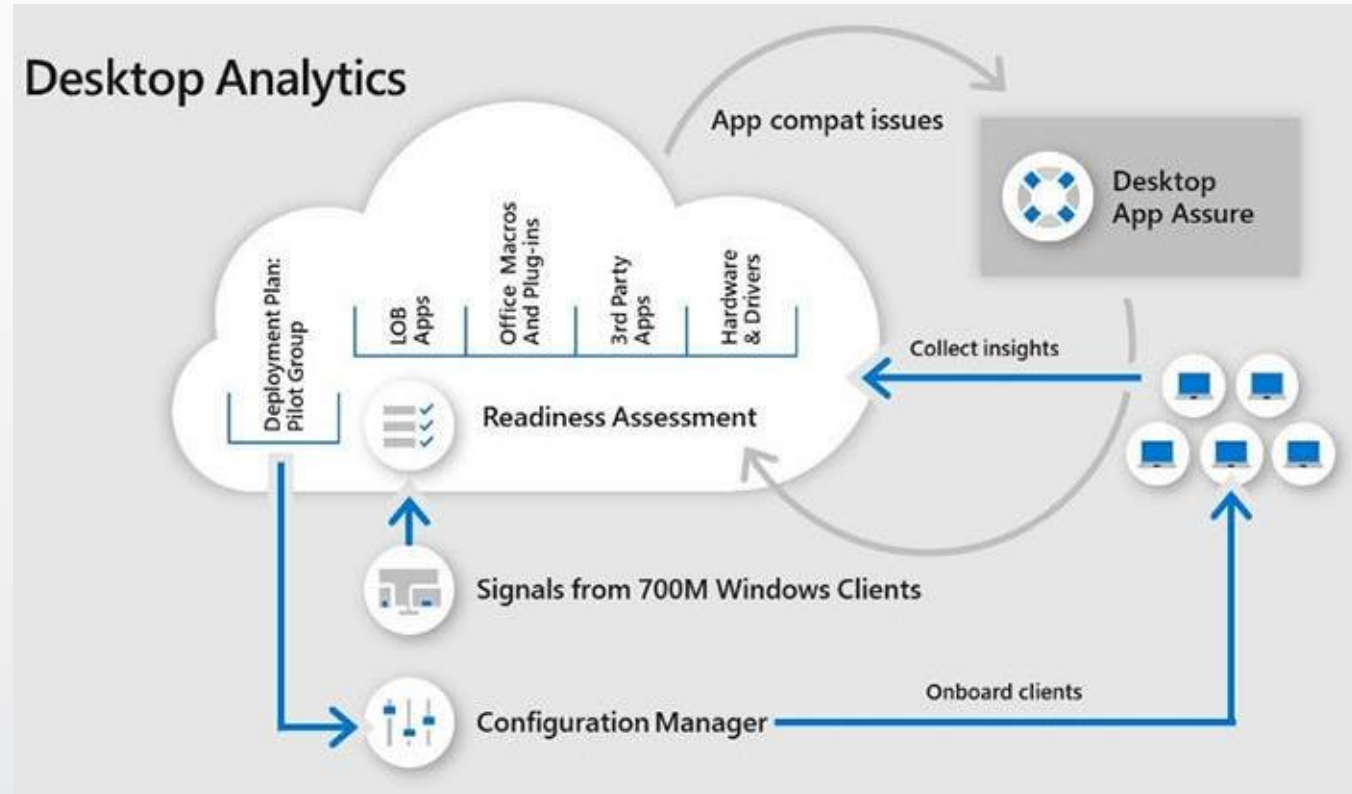Connection™
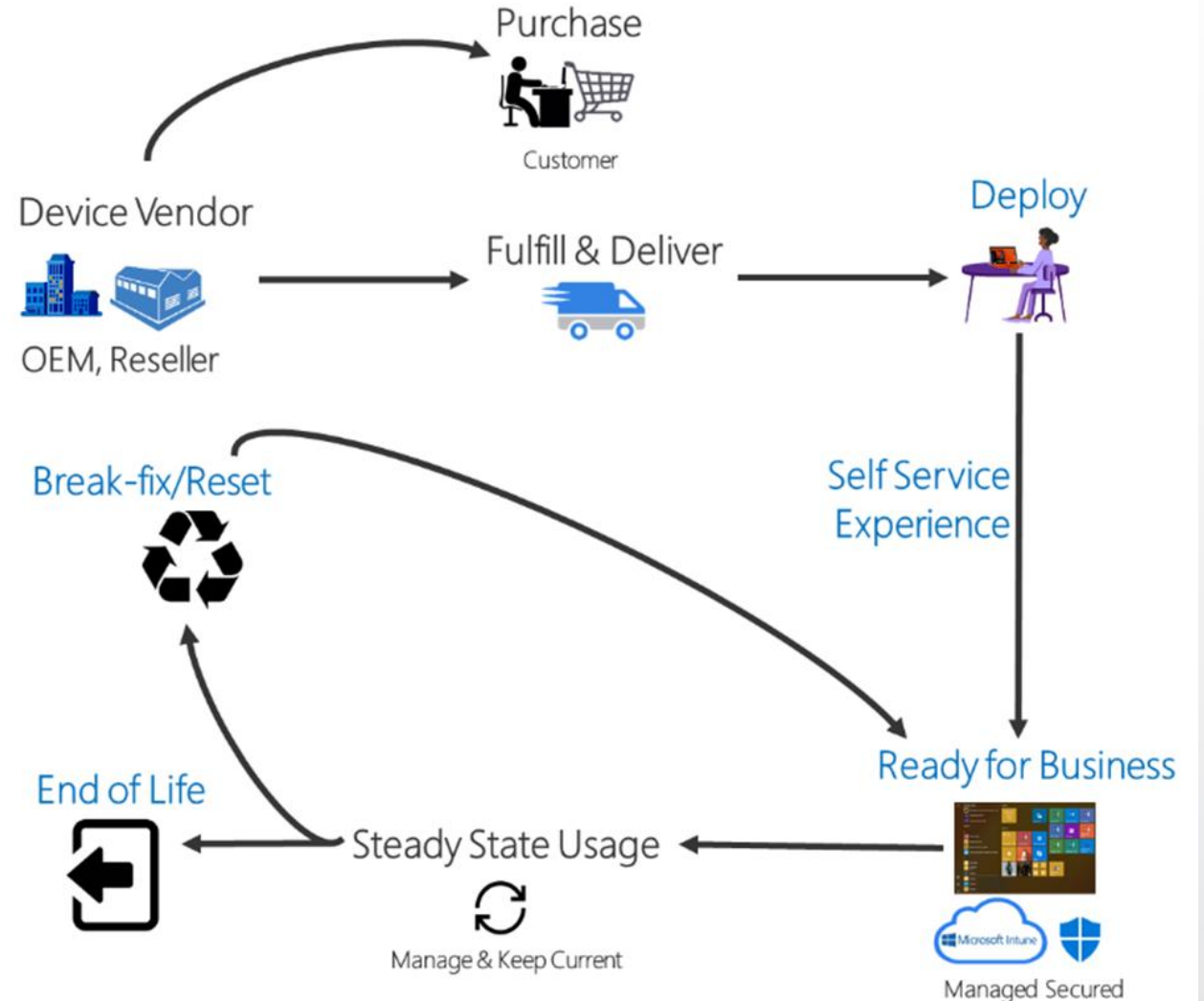
Desktop Analytics

Intelligence

Cloud-Based insights for on premise resources. Aggregates data from millions of devices across the globe.

Readiness

Inventories the apps running within your organization and assesses compatibility with Windows feature upgrades.

Pilot

Identifies a set of devices to safely test which allows you to continue more quickly and confidently with broad deployments in production.

Desktop Analytics

- Deployment Plan: Pilot Group
- LOB Apps
- Office Macros And Plug-ins
- 3rd Party Apps
- Hardware & Drivers
- Readiness Assessment
- Signals from 700M Windows Clients
- Configuration Manager
- App compat issues
- Desktop App Assure
- Collect insights
- Onboard clients

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Making the Connection

The Bridge to Modern Device Management

Service Objective

With the **Microsoft Modern Endpoint Management Service**, Connection can assist the Client to accomplish the following objectives:

1. Review / Setup / Configure Microsoft Intune/Autopilot in an Azure Tenant

2. Pilot Device/Application Deployment using InTune and Autopilot

3. Develop an Intune based Deployment / Management plan for EUC devices

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MEM Service Full Scope

Phase I: Setup	Phase II: Pilot	Phase III: Deploy

Phase I: Setup

- Establish / Review Microsoft Cloud-based Tenant for Business and Enterprise Environments Inventory any existing Azure resources

- Enroll, configure and validate Microsoft Cloud-based Tenant Portal Review existing VDI solutions

- Configure Windows Intune

Phase II: Pilot

- Upload optional AutoPilot Hashtag for self-deploying devices

- Unbox pilot systems and thoroughly inspect for physical damage or blemishes

- Power on and inspect pilot systems for hardware and/or software errors

- Run pilot subset of computers to validate process and configuration

- Remediate issues (as necessary)

- Create Frequently Asked Questions (FAQ) for product deployment

Phase III: Deploy

- Develop production deployment planning which may include:

  - Logistics
  - Helpdesk
  - Genius Bar
  - Communications

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Deliverables

Functioning InTune/Autopilot environment

Pilot of Deployment Process

Production Phase Planning

FAQ for Ongoing Operations

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Questions and Next Steps

Thank you!

Please contact your Connection account manager for more information about this and other Connection Services

P.O.C. Defined:

"Proof-Of-Concept (POC) is the realization of a certain method or idea to demonstrate feasibility and whose purpose is to verify that some concept has the potential of being used."

– Wikipedia.org

Theoretical	**Disposable**	**Lower Cost**	**Isolated**
Validating possible outcomes given a desired end-state	At the end of a POC the work is not kept	When compared to a Pilot	Not connected to organizational properties

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