Modern Management Overview

Summary Overview
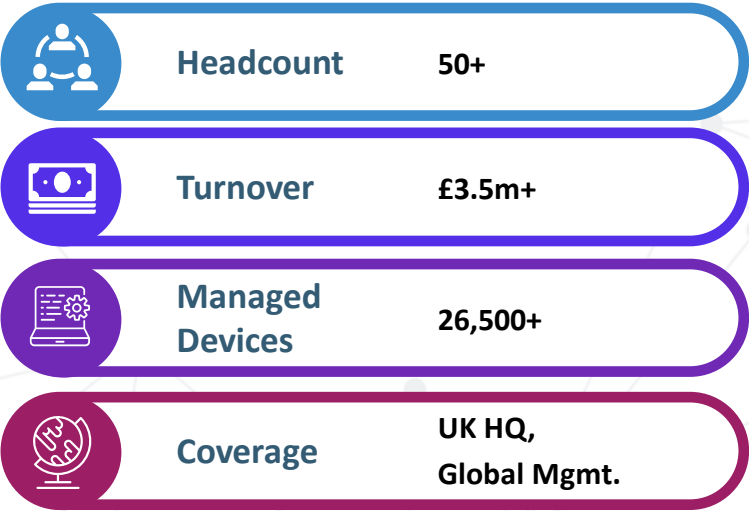
Managed Services

Professional Services

Support Services

Headcount	50+
Turnover	£3.5m+
Managed Devices	26,500+
Coverage	UK HQ, Global Mgmt.

MVP Microsoft® Most Valuable Professional

EMS Elite Partner

Microsoft Partner
Gold Cloud Platform
Gold Datacenter
Gold Windows and Devices
Silver Enterprise Mobility Management
Silver Data Analytics

THE BODY SHOP®

TULLOW Oil plc

CO OP

East Midlands Ambulance Service NHS Trust

St.Helens Council

UNIVERSITY OF CAMBRIDGE

BRUNSWICK

Brighton and Sussex University Hospitals NHS Trust

PRINCES

PRET

ISO/IEC 27001 – Information Security Management

CERTIFIED ISO/IEC 27001 UKAS 001

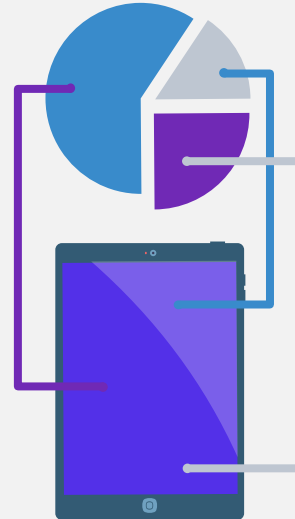ISO 9001 – IT Quality Management

CERTIFIED ISO 9001 UKAS 001

HM Government G-Cloud Supplier
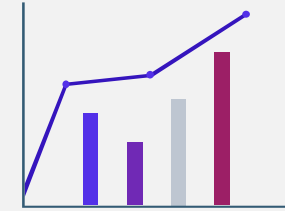
What's driving Modern Management?

PRODUCTIVITY

Access to software to perform one's duties is a must.

SECURITY

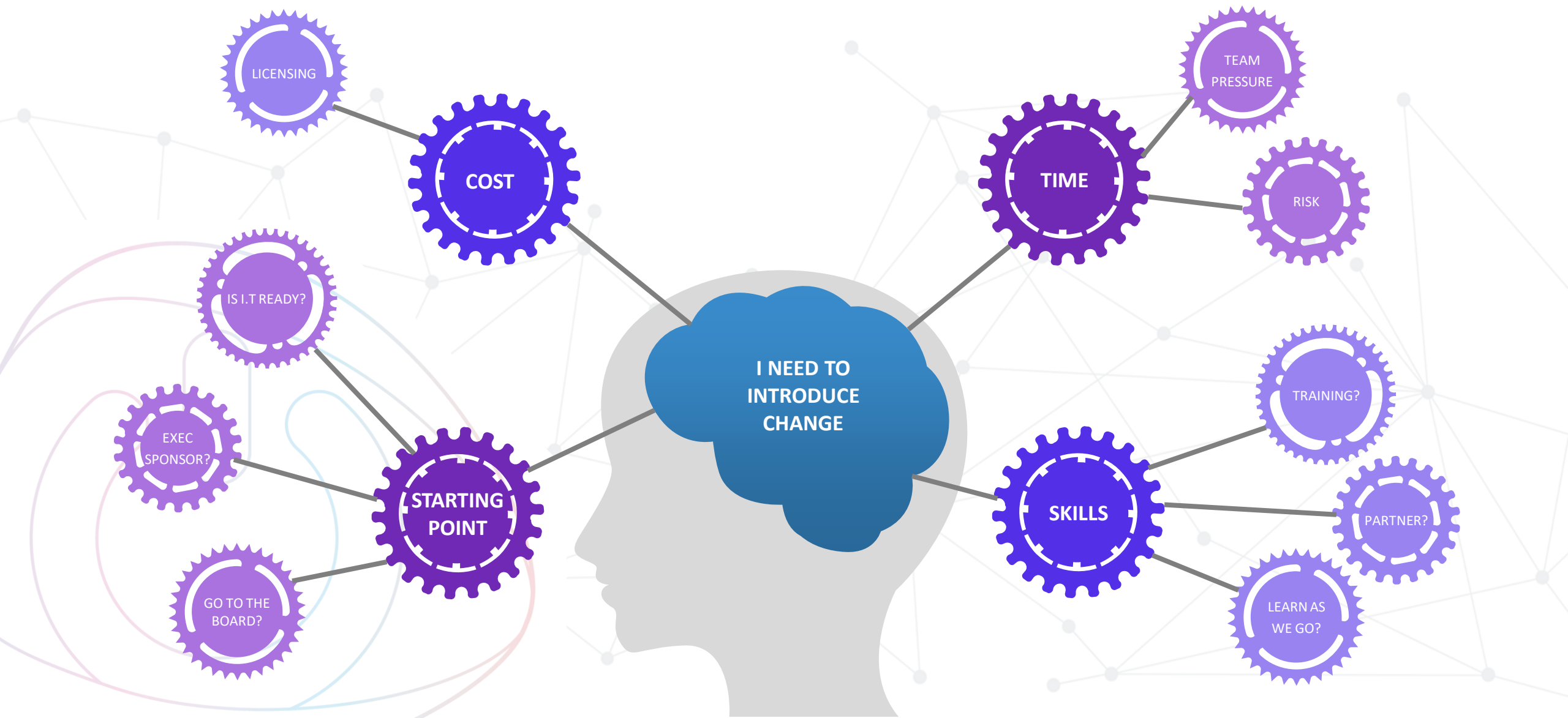Access to software means access to data. Is it safe?

MINDSET

The current pandemic has forced the hand of many.

Designed achieve the following outcomes

Modernise your Enterprise IT management across end user devices to achieve the following.

REDUCE EFFORT	PRODUCTIVITY	SECURE	SIMPLIFY	FUTUREPROOF
Get devices to your end users fast	Empower staff to consume self-service apps securely	Provide enterprise grade security compliance to protect people and business	Reduce infrastructure and staff overheads with a simplified topology	Delivering business goals from the cloud to provide maximum flexibility

Typical Thought Process?

PowerON Framework

Technical Readiness Framework

Phase 1 – Key business and technical decision makers and workstream leads.

Discovery & Solution Alignment

Phase 2 – Technical decision makers, workstream leads and wider technical team.

Functional Readiness

Phase 3 – Technical decision makers, workstream leads, wider technical team and pilot users.

Technical Rollout Process Pilot

Rollout and Operational Maintenance Framework

Phase 4 – Business & Tech decision makers, workstream leads, support desk and user estate.
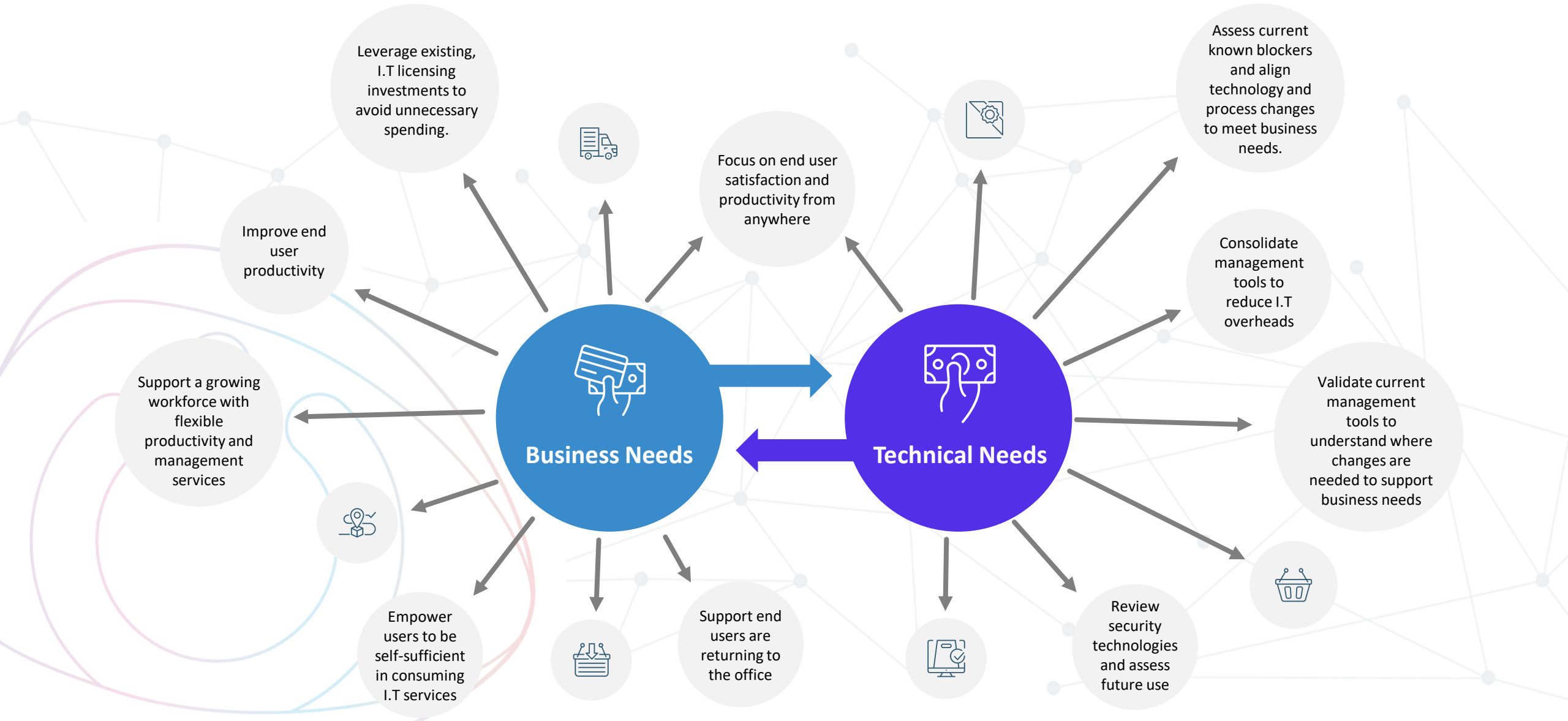
Managed Migration

Phase 5 – Key business and technical decision makers.

Internal Operational Management

Shared Operational Management

Managed Service Operational Management

Business vs Technical Needs

Leverage existing, I.T licensing investments to avoid unnecessary spending.

Focus on end user satisfaction and productivity from anywhere

Assess current known blockers and align technology and process changes to meet business needs.

Improve end user productivity

Consolidate management tools to reduce I.T overheads

Business Needs

Technical Needs

Support a growing workforce with flexible productivity and management services

Validate current management tools to understand where changes are needed to support business needs

Empower users to be self-sufficient in consuming I.T services

Support end users are returning to the office

Review security technologies and assess future use

Modern Management Adoption Framework

Solution Alignment

Analytics Tooling Deployment	Data Analysis	Technical Solution Architecture	GPO Assessment	Functional Delivery Plan

Service Definition

User Scenario Mapping	Intune Win10 Service Config Planning	Azure AD Premium Service Config Planning (CA, MFA)	Migration Process Planning	Security Planning
Windows 10 Service Config Planning	Intune Mobile Service Config Planning	Reporting	WaaS Service Planning	Quality Update Mgmt.
AutoPilot Service Config	Application Packaging Requirements		Service Design Documentation	Application Delivery

Functional Readiness and Technical Pilot

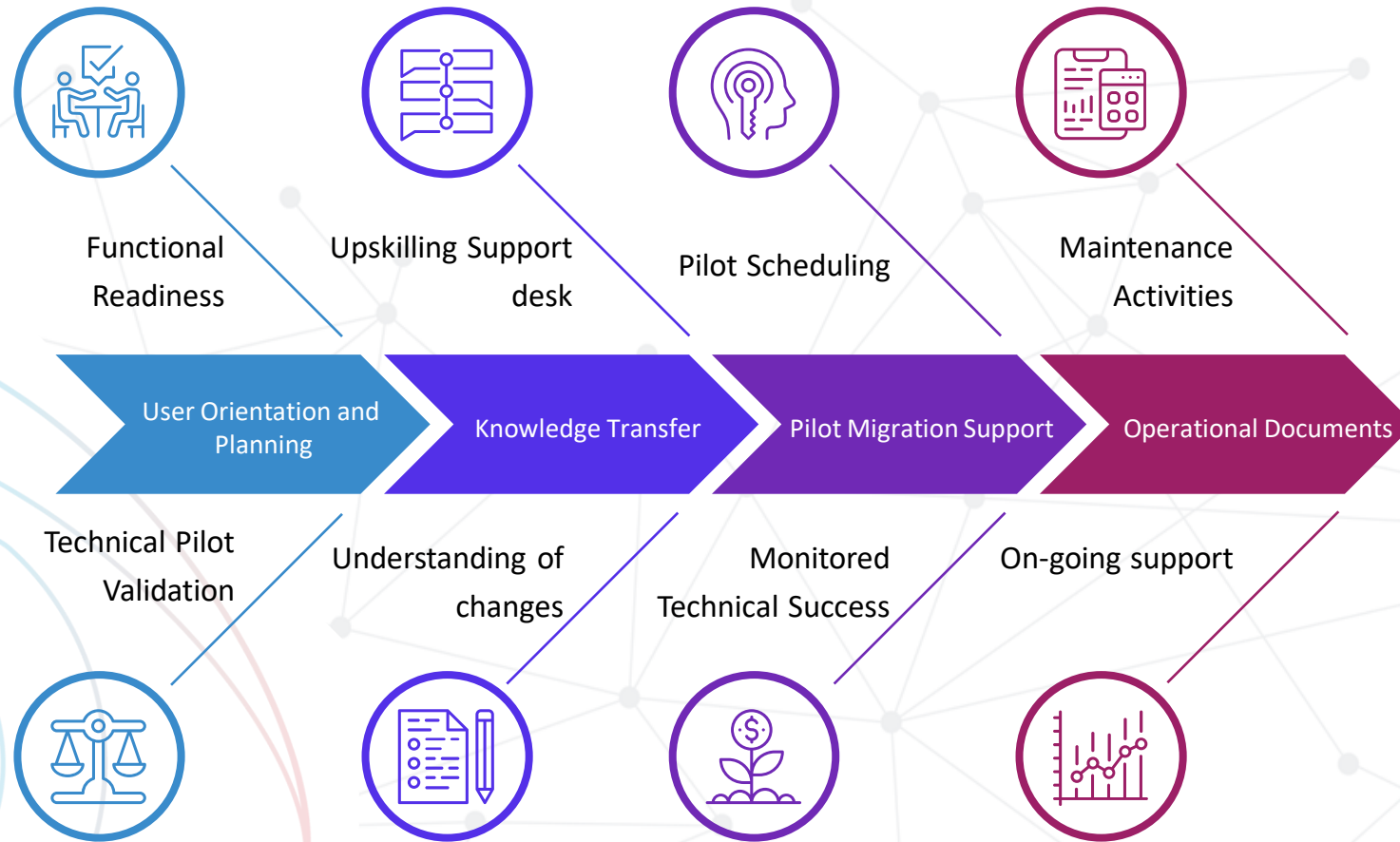| Intune Service Configuration	Win10 Testing and Remediation	AutoPilot Config and Testing	Toast Notification Setup	Migration Process Validation
Windows 10 Build Configuration	Mobile Service Config	Endpoint Analytics Config	Extend Intune with 3rd Party Patching	WaaS Compatibility Package
Intune Win10 Package	Intune Mobile Config Package	PowerBI Intune Reporting Pack	Configure EBF onboarded to support migration of MDM provider	WaaS Extended Config and Testing
	Mobile Testing and Remediation	Azure AD Configuration and Testing		

Modern Management Migration

User Pilot Orientation and Planning	Supporting Operational Documentation	User Win10 Pilot Migration Support	User Mobile Pilot Migration Support	Standard Operating Procedures
Operational Awareness and Knowledge Transfer Sessions	User Communication Support	User Win10 Pilot Migration Troubleshooting	User Mobile Pilot Migration Troubleshooting	Support Contracts

TEAM / METHOD / PROCESS

Supporting the Modern Management Migration

Functional Readiness

Upskilling Support desk

Pilot Scheduling

Maintenance Activities

User Orientation and Planning

Knowledge Transfer

Pilot Migration Support

Operational Documents

Technical Pilot Validation

Understanding of changes

Monitored Technical Success

On-going support

Potential I.T Goals

Provide an Effective I.T Service

Deliver a streamlined and modern EUC service to meet business needs and provide a secure and robust desktop experience with minimal impact on end users productivity.
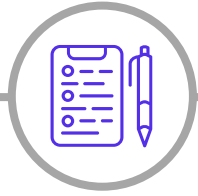
Windows 10 Secure Desktop

Adoption of O365 to address productivity, security and compliancy needs and better enhance business continuity.

Enhance End User Productivity

Provide end users with stable, fit for purpose flexible services to perform their duties form any location.

Improve I.T Efficiency

Deliver an efficient I.T Support function by using existing technology investments to deliver cloud-based services to meet the goal of maintaining and providing end user productivity services.

Reduce Complexity

Transition current legacy/traditional services to a modern management platform to support business requirements and reduce tool and functional disparity.

PowerON Recommended Approach

PowerON Recommendation

PowerON recommends a **Phased Service Led Approach** to meet business goals and provide an on-going consistent end user experience. The service lead approach can be complimented by addressing the immediate **Technical Only Changes** whilst the planning and definition phases occur to alleviate current overheads.
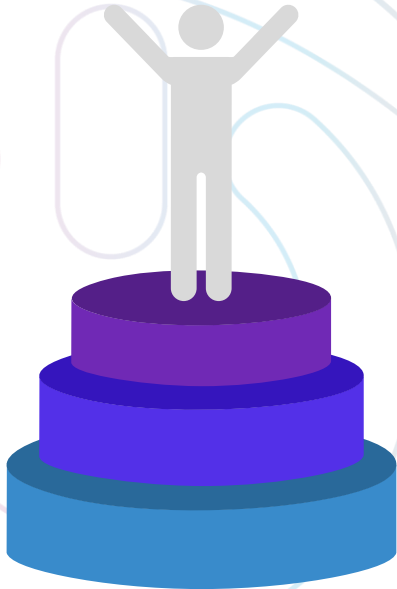
Note: Implementing only the technology recommendations withing this document will not meet all business requirements.

Customer Wins

Reckitt

18month global Pharma customer (26,000) modern Intune, Autopilot, WaaS & Endpoint transformation.

Royal Voluntary Service

Series of Modern Management workshops and support across Endpoint Manager.

AutoTrader

Detailed Business and Technical workshop series/docs to support 12-24 month Modern Microsoft Desktop, Endpoint & Security journey.