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# Endpoint Manager

Helping clients manage and protect corporate and BYOD devices

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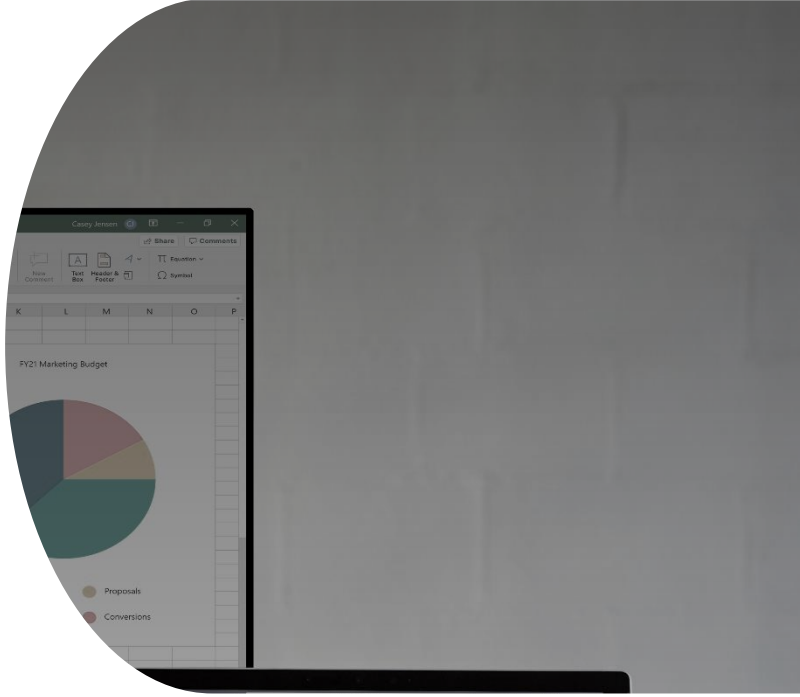
Microsoft Gold Partner | Azure Expert MSP | Cloud Adoption Framework | Cloud Centre of Excellence

# Endpoint Manager

A suite of services and tools for managing and monitoring mobile devices, desktop computers and servers




Endpoint Manager includes the following services to help secure access, protect data, respond to risk, and manage risk:

Microsoft Intune - a 100% cloud-based mobile device management (MDM) and mobile application management (MAM) provider for your apps and devices. It lets you control features and settings on Android, Android Enterprise, iOS/iPadOS, macOS, and Windows 10 devices. It integrates with other services, including Azure Active Directory (AD), mobile threat defenders, ADMX templates, Win32 and custom LOB apps, and more.

Configuration Manager - an on-premises management solution to manage desktops, servers, and laptops that are on your network or internet-based. You can cloud-enable it to integrate with Intune, Azure Active Directory (AD), Microsoft Defender for Endpoint, and other cloud services. Use Configuration Manager to deploy apps, software updates, and operating systems. You can also monitor compliance, query and act on clients in real time, and much more. As part of Endpoint Manager, continue to use Configuration Manager as you always have. If you're ready to move some tasks to the cloud, consider co-management.

Windows Autopilot - sets up and pre-configures new devices, getting them ready for use. It's designed to simplify the lifecycle of Windows devices, for both IT and end users, from initial deployment through end of life.

Azure Active Directory (AD) - used by Endpoint Manager for identity of devices, users, groups, and multi-factor authentication (MFA).

# Device lifecycle with Endpoint Manager

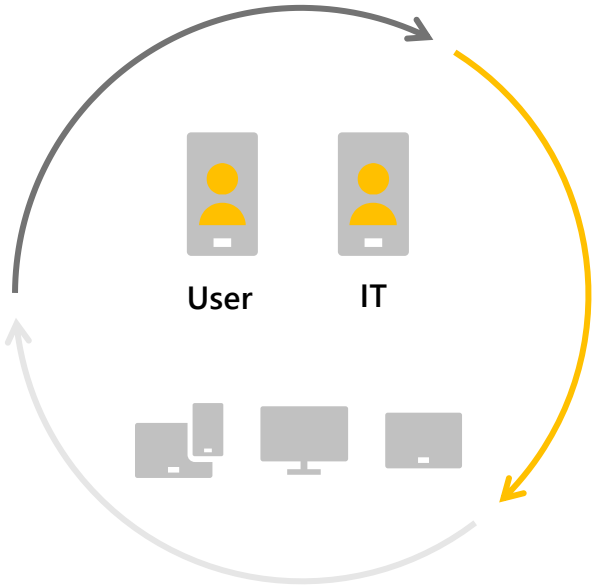
A simpler lifecycle for devices, for both IT and end users, from initial deployment through end of life.

## Enroll

- Provide specific enrollment methods for iOS/iPadOS, Android, Windows, and macOS
- Provide a self-service company portal for users to enroll BYOD devices
- Deliver custom terms and conditions at enrollment
- Zero-touch provisioning with automated enrollment options for corporate devices

## Configure

- Deploy certificates, email, VPN, and Wi-Fi profiles
- Deploy device security policy settings
- Install mandatory apps
- Deploy device restriction policies
- Deploy device feature settings




## Support and retire

- Revoke access to corporate resources
- Perform selective wipe
- Audit lost and stolen devices
- Retire device
- Provide remote assistance

## Protect

- Restrict access to corporate resources if policies are violated (e.g., jailbroken device)
- Protect corporate data by restricting actions such as copy/cut/paste/save outside of managed app ecosystem
- Report on device and app compliance

# Endpoint Manager Workshop - Overview

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Enable your organisation to design and plan secure and productive desktop experiences from anywhere

Designed as a three-day engagement, in this workshop we will show you how Microsoft Endpoint Manager supports managing the entire device lifecycle and we will work with you on showcasing cloud-based endpoint management in your production environment.

The workshop will help you improve your knowledge of cloud-based device management practices & solutions and accelerate your endpoint management and identity protection journey.

At the end of the engagement we will leave you with an actionable plan based on your needs and objectives

## Discover & Assess

Evaluate your estate and define the scope by gathering key information

## Plan

Plan the optimal EUC management model for your organisation

## Envision

Understand the options and re-think your approach to EUC management

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# Endpoint Manager Workshop - Scope & Structure

A structured approach based on Microsoft best on practises and a well-defined methodology

## Audience

**Customers**
Execs, IT Security, IT Operations, Architects/Engineers

**Cluster Participants**
Consultants/Architects/Engineers

## Workshop

### Discover and Assess
Pre-Engagement Activities

Gain visibility into the clients' endpoint management goals and objectives

### Envision
Art of the Possible

Present Microsoft Endpoint Manager features related to managing the entire device lifecycle and enable these features in the customer environment focusing on cloud-only management for selected users and devices.

### Design & Plan
Outline a Strategy

Provide the client with the results of all activities included in the Endpoint Management Workshop and agree on the next steps that will help the customer to move to a modern management solution.

**Out of scope**

- Configuration of Azure Active Directory and Microsoft Endpoint Manager beyond what's required for showcasing capabilities
- Design and planning sessions for any topics
- Custom configurations in the production environment
- Low-level designs or implementations
- Proof of concepts or lab deployments

# The Cluster Advantage

Cluster Reply is a multi-award winning technology consultancy specialising in Azure

## Credentials

Gold Microsoft Partner | Azure Expert MSP

- **Microsoft Gold Competencies** – Gold competency is awarded to companies that have demonstrated the top level of expertise on a particular technology or service area. We hold 14 Microsoft Gold competencies, including Gold Windows and Devices, Gold Datacentre, Gold Security and Gold Cloud Platform.

- **Azure Expert MSP** – this accreditation assures clients that they are connecting with one of Microsoft's most capable and high-fidelity Azure Managed Service Providers. Whether you are working on mission-critical apps, entire datacentre footprints, or hybrid environments, Cluster Reply have proven their capabilities to be able to help you

## Technical Expertise & Experience

Our architects and engineers have extensive experience in:

- Formulating EUC strategies and roadmaps helping organisations deliver flexible, secure and productive user experiences
- Deploying end configuring enterprise endpoint management solutions such as SCCM, Intune
- Helping clients adapt their EUC solutions while leveraging tools such as Azure AD, Autopilot etc.
- Assessing and optimising large-scale and complex EUC environments covering multiple VDI solutions, device types and operating systems across different geographies
- Designing and implementing cloud identity technologies including AAD, Azure ADDS, AAD Connect, and 3rd party IDPs (Ping, Okta etc), as well more established technologies including AD, GPOs and Certificate Authorities etc.

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# Making the most of cloud

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