Modern Workplace

SwissITP
Swiss IT Professional AG

Modern Workplace

Modern IT

Single Device	⇋	Multiple Devices
Business Owned	⇋	User and Business Owned
Corporate Network & Legacy Apps	⇋	Cloud Managed & SaaS Apps
Manual	⇋	Automated
Reactive	⇋	Proactive
High-touch	⇋	Self-Service

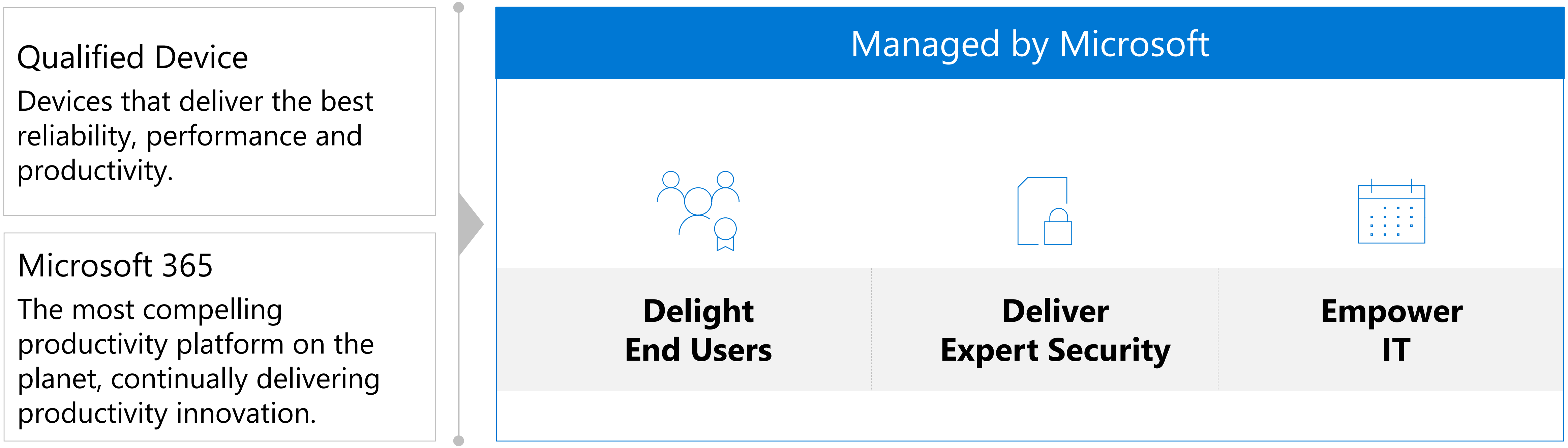
Modern Workplace – Microsoft Managed Desktop

Delight End Users

Deliver Expert Security

Empower IT

Modern Workplace – Microsoft Managed Desktop



Qualified Device

Devices that deliver the best reliability, performance and productivity.

Microsoft 365

The most compelling productivity platform on the planet, continually delivering productivity innovation.

Managed by Microsoft

Delight End Users

Deliver Expert Security

Empower IT

Modern Workplace – Microsoft Managed Desktop

Deliver Expert Security

- Security Operations team
- Health monitoring
- Evolving Security posture
- Login with your face
- ITIL Based Service interlock
- Standard User
- Built in, not bolted on

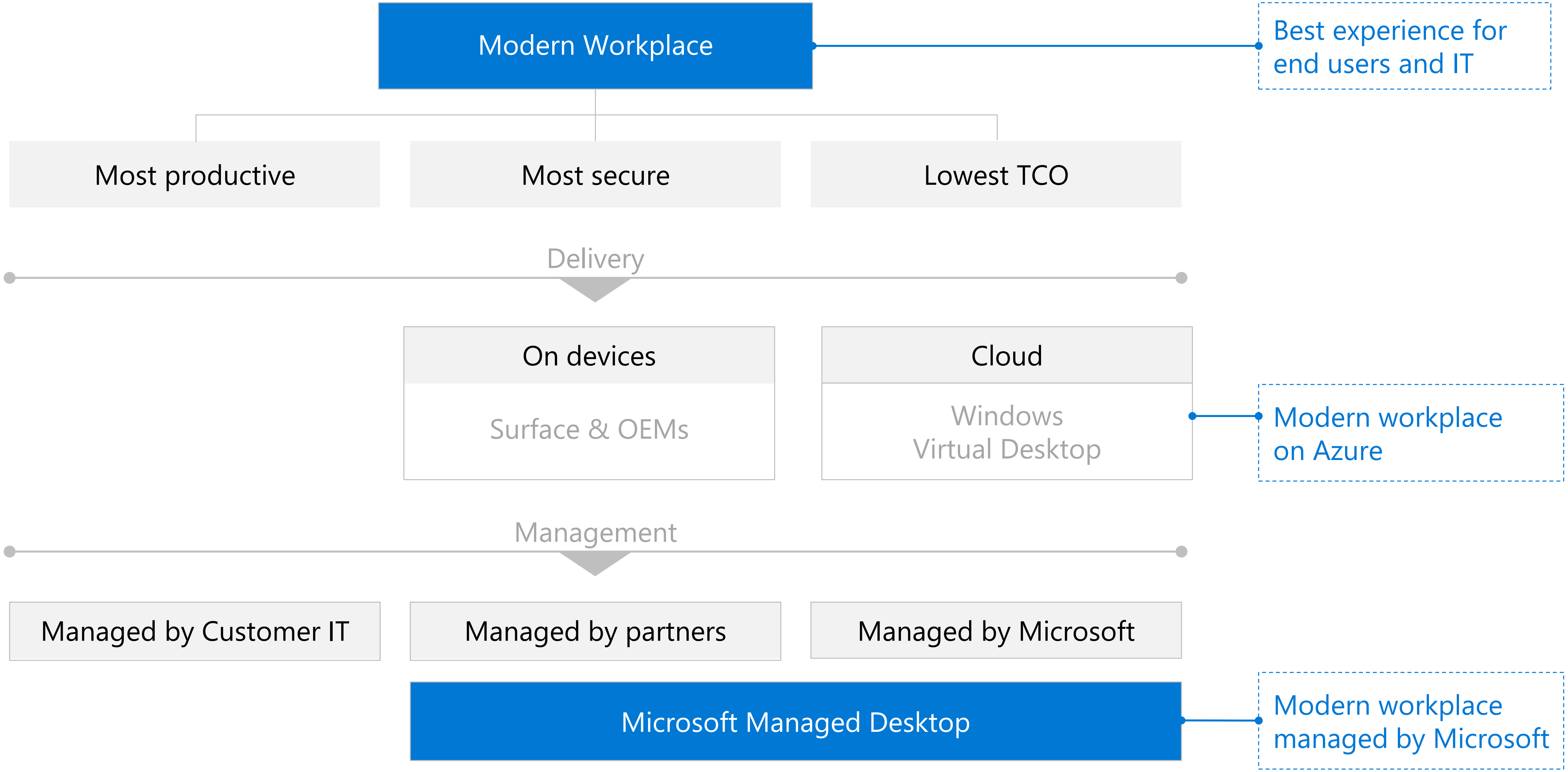
Delight End Users

Microsoft Managed Desktop		Windows 10 Commercial PCs
23s Boot Time	VS	87s
7.6 Hours Of Battery life	VS	3.2 Hours
1.5 Crashes per year	VS	6.6 Crashes

Empower IT

- Hardware qualified by Microsoft
- Actionable Insights
- Cloud configured
- Cloud backup for data
- Stateless principles
- App Compatibility guarantee
- Office and your apps onboard
- Always up to date
- End user support

Modern Workplace – Microsoft Managed Desktop



Modern Workplace

Best experience for end users and IT

Most productive

Most secure

Lowest TCO

Delivery

On devices

Surface & OEMs

Cloud

Windows Virtual Desktop

Modern workplace on Azure

Management

Managed by Customer IT

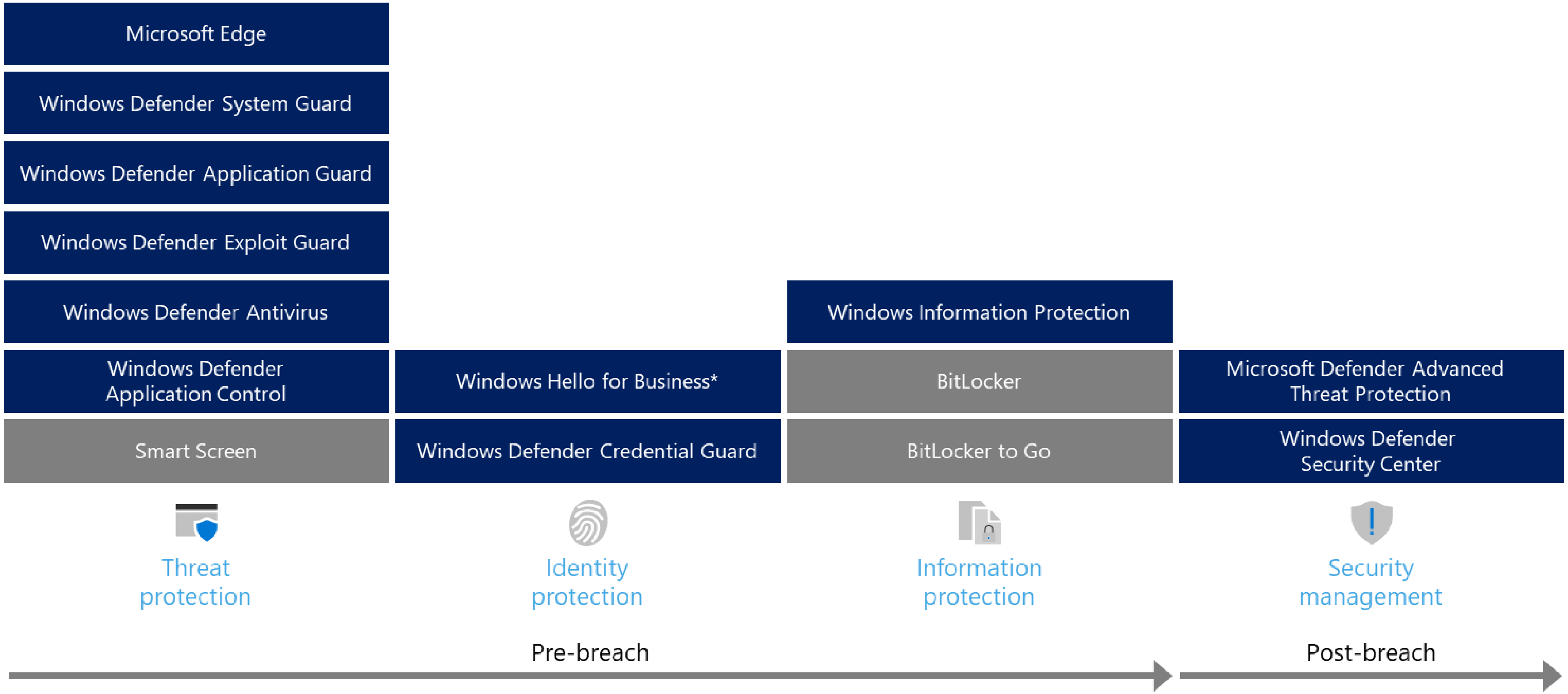
Managed by partners

Managed by Microsoft

Microsoft Managed Desktop

Modern workplace managed by Microsoft

Modern Workplace – Windows 10 Security Innovations



Microsoft Edge

Windows Defender System Guard

Windows Defender Application Guard

Windows Defender Exploit Guard

Windows Defender Antivirus

Windows Defender Application Control

Smart Screen

Threat protection

Windows Hello for Business*

Windows Defender Credential Guard

Identity protection

Windows Information Protection

BitLocker

BitLocker to Go

Information protection

Microsoft Defender Advanced Threat Protection

Windows Defender Security Center

Security management

▨ Windows 7 ■ Windows 10

* Windows Hello requires specialized hardware including a Windows Hello capable device, fingerprint reader, illuminated IR sensor, or other biometric sensors and capable device. Hardware based protection of the Windows Hello credential/keys requires TPM 1.2 or greater; if no TPM exists or is configured, credentials/keys protection will be software-based.

Workplace Management

SwissITP

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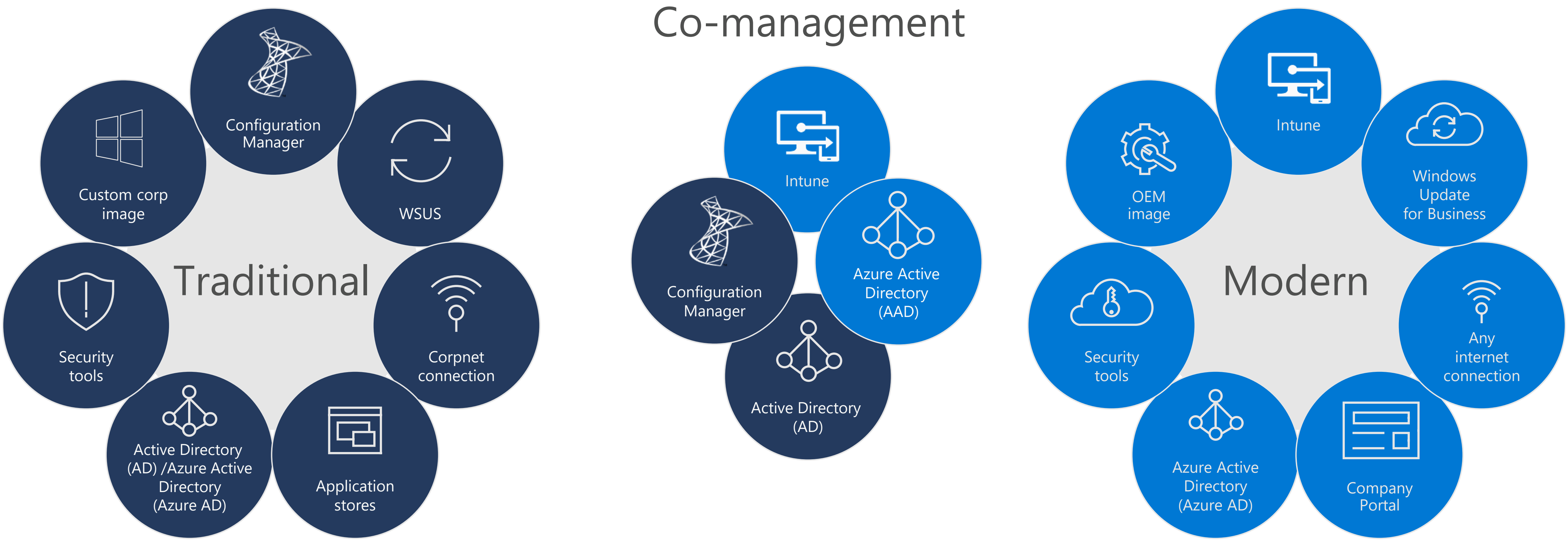
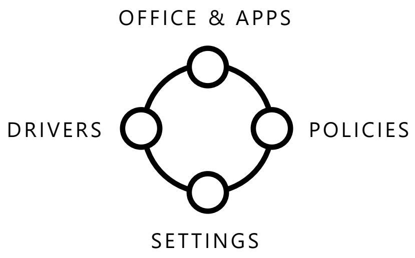
Workplace Management – Modern Management



Workplace Management – Traditional Windows Deployment



OFFICE & APPS

DRIVERS

POLICIES

SETTINGS

Build a custom image, gathering everything else that's necessary to deploy

+

Deploy image to a new computer, overwriting what was originally on it

=

Time means money, making this an expensive proposition

Workplace Management – Modern Windows Deployment

Un-box and turn on
off-the-shelf Windows PC

+

Transform with minimal
user interaction

=

Device is ready
for productive use

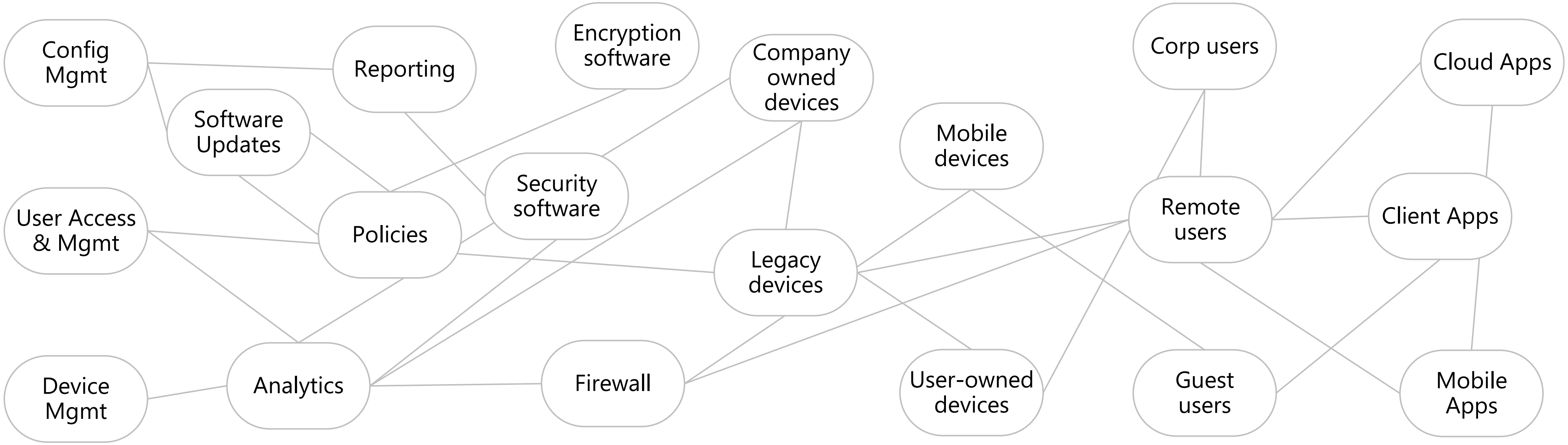
Deploying a Windows device should be as simple as getting a new phone.

Workplace Management – Modern Endpoint Challanges

Existing investments

Security

Mobility



Config Mgmt

Reporting

Encryption software

Company owned devices

Corp users

Cloud Apps

Software Updates

Mobile devices

Security software

Remote users

Client Apps

User Access & Mgmt

Policies

Legacy devices

Device Mgmt

Analytics

Firewall

User-owned devices

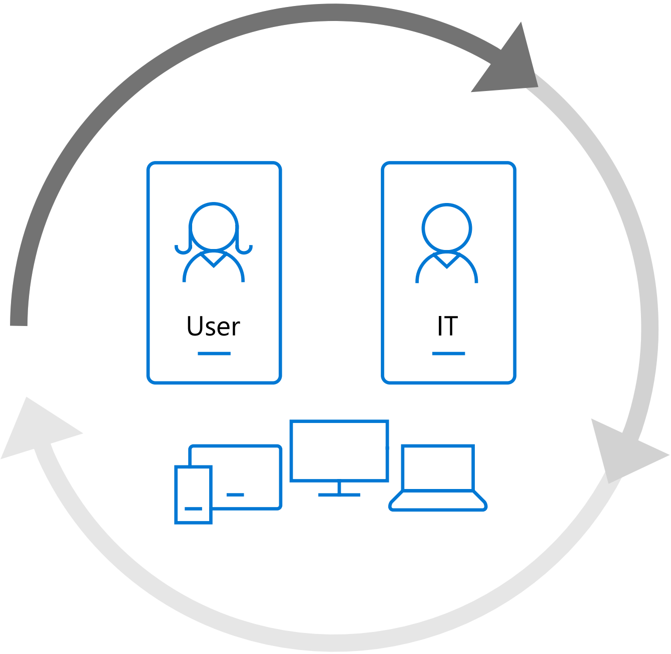
Guest users

Mobile Apps

Workplace Management – Device Lifecycle

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

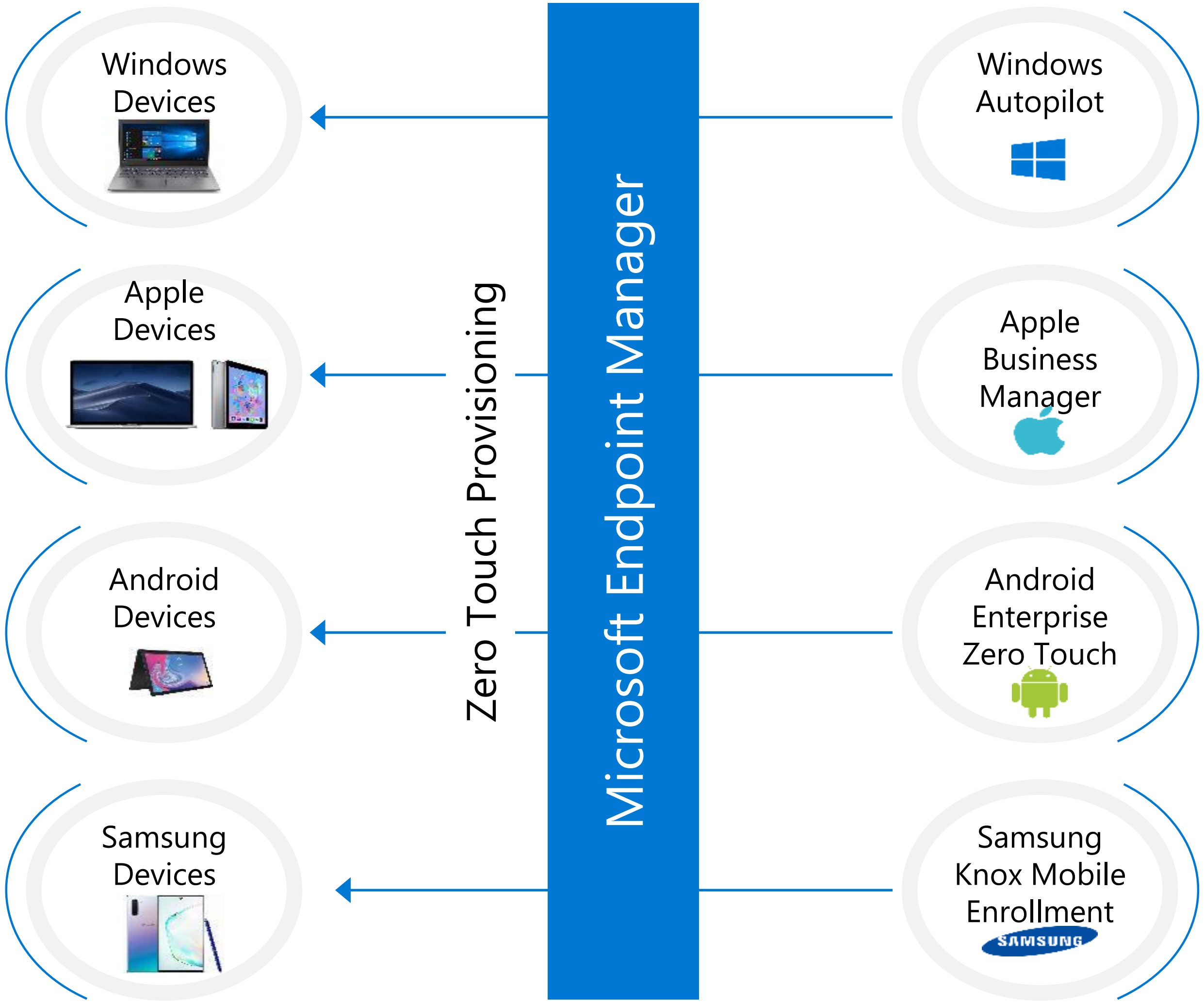
Protect

- ✓ 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

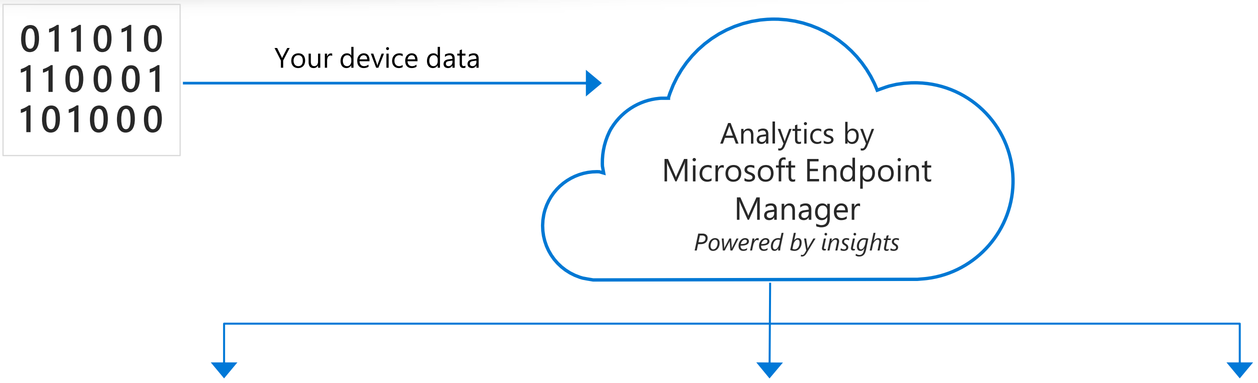
Support & Retire

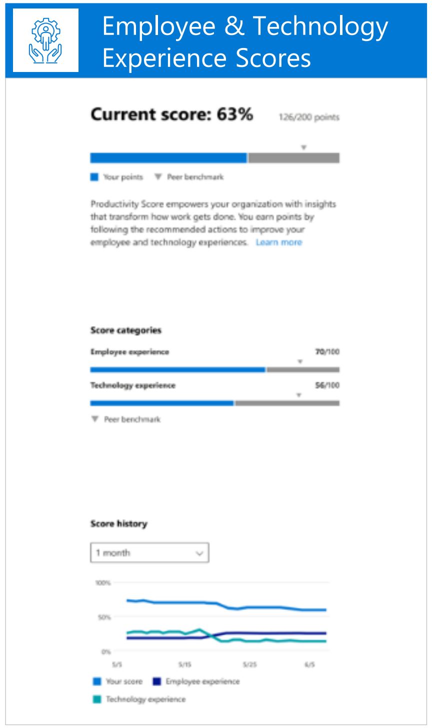
- ✓ Revoke access to corporate resources
- ✓ Perform selective wipe
- ✓ Audit lost and stolen devices
- ✓ Retire device
- ✓ Provide Remote Assistance

Workplace Management – Microsoft Endpoint Manager



Workplace Management – Microsoft Endpoint Manager





Employee & Technology Experience Scores

Current score: 63% 126/200 points

■ Your points ▼ Peer benchmark

Productivity Score empowers your organization with insights that transform how work gets done. You earn points by following the recommended actions to improve your employee and technology experiences. Learn more

Score categories

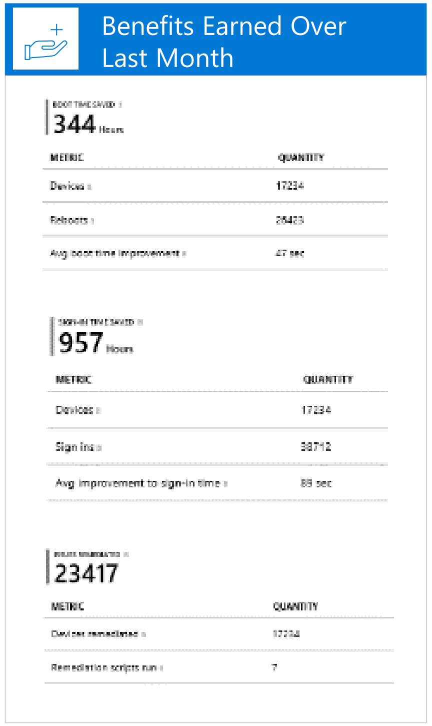
Employee experience 70/100

Technology experience 56/100

▼ Peer benchmark

Score history

1 month



Benefits Earned Over Last Month

BOOT TIME SAVED
344 Hours

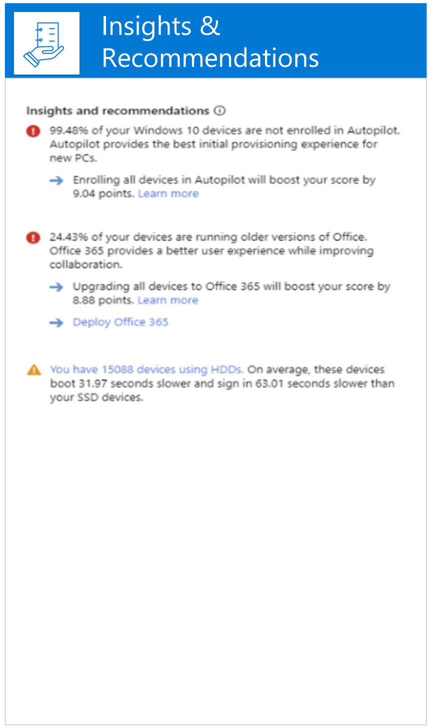
METRIC	QUANTITY
Devices	17234
Reboots	28423
Avg boot time improvement	47 sec

SIGN-IN TIME SAVED
957 Hours

METRIC	QUANTITY
Devices	17234
Sign ins	38712
Avg improvement to sign-in time	89 sec

ISSUES REMEDIATED
23417

METRIC	QUANTITY
Devices remediated	17234
Remediation scripts run	7

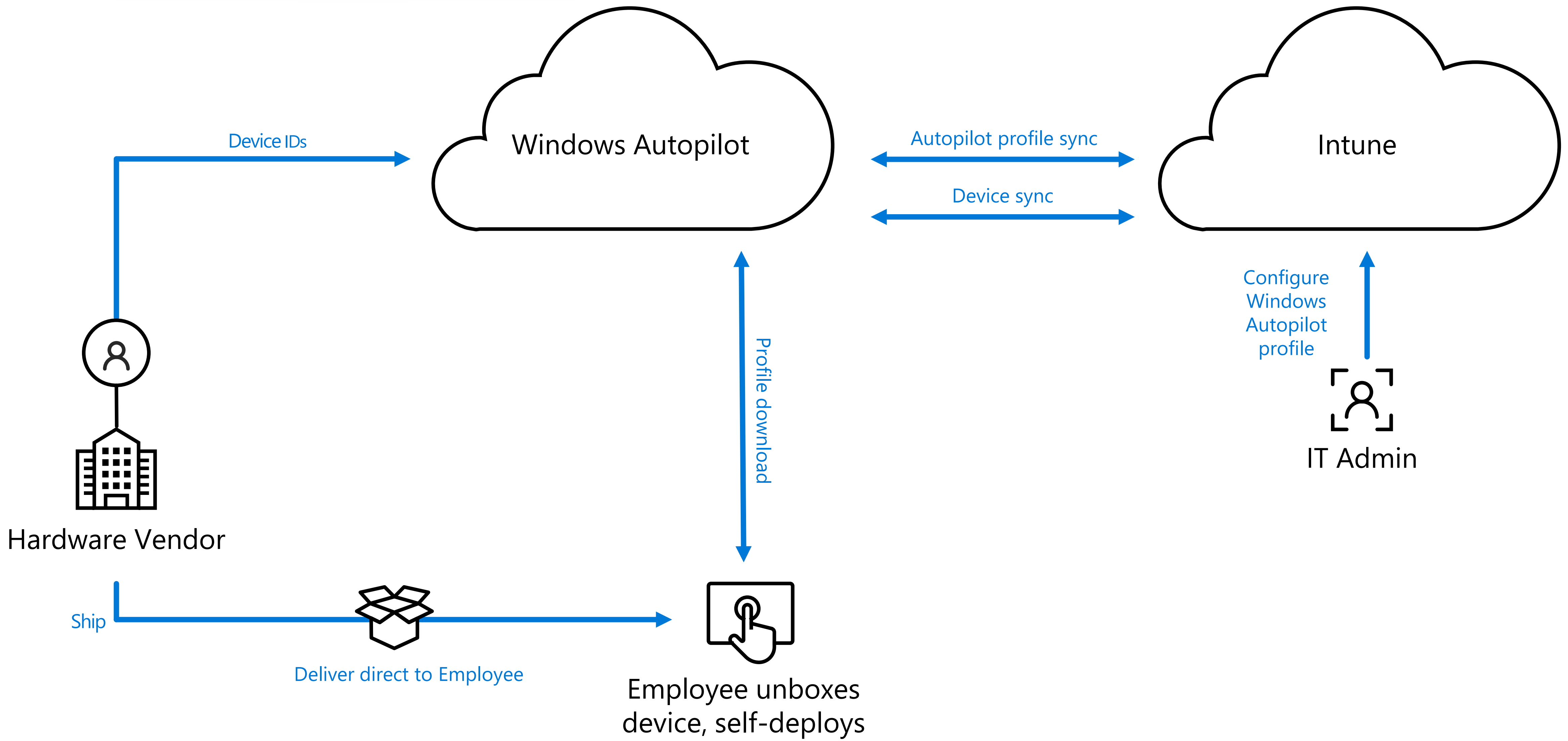


Insights & Recommendations

Insights and recommendations ⓘ

- 99.48% of your Windows 10 devices are not enrolled in Autopilot. Autopilot provides the best initial provisioning experience for new PCs.
  - → Enrolling all devices in Autopilot will boost your score by 9.04 points. Learn more
- 24.43% of your devices are running older versions of Office. Office 365 provides a better user experience while improving collaboration.
  - → Upgrading all devices to Office 365 will boost your score by 8.88 points. Learn more
  - → Deploy Office 365
- ⚠ You have 15088 devices using HDDs. On average, these devices boot 31.97 seconds slower and sign in 63.01 seconds slower than your SSD devices.

Workplace Management – Windows Autopilot Overview



Windows Autopilot

Intune

Device IDs

Autopilot profile sync

Device sync

Profile download

Configure Windows Autopilot profile

IT Admin

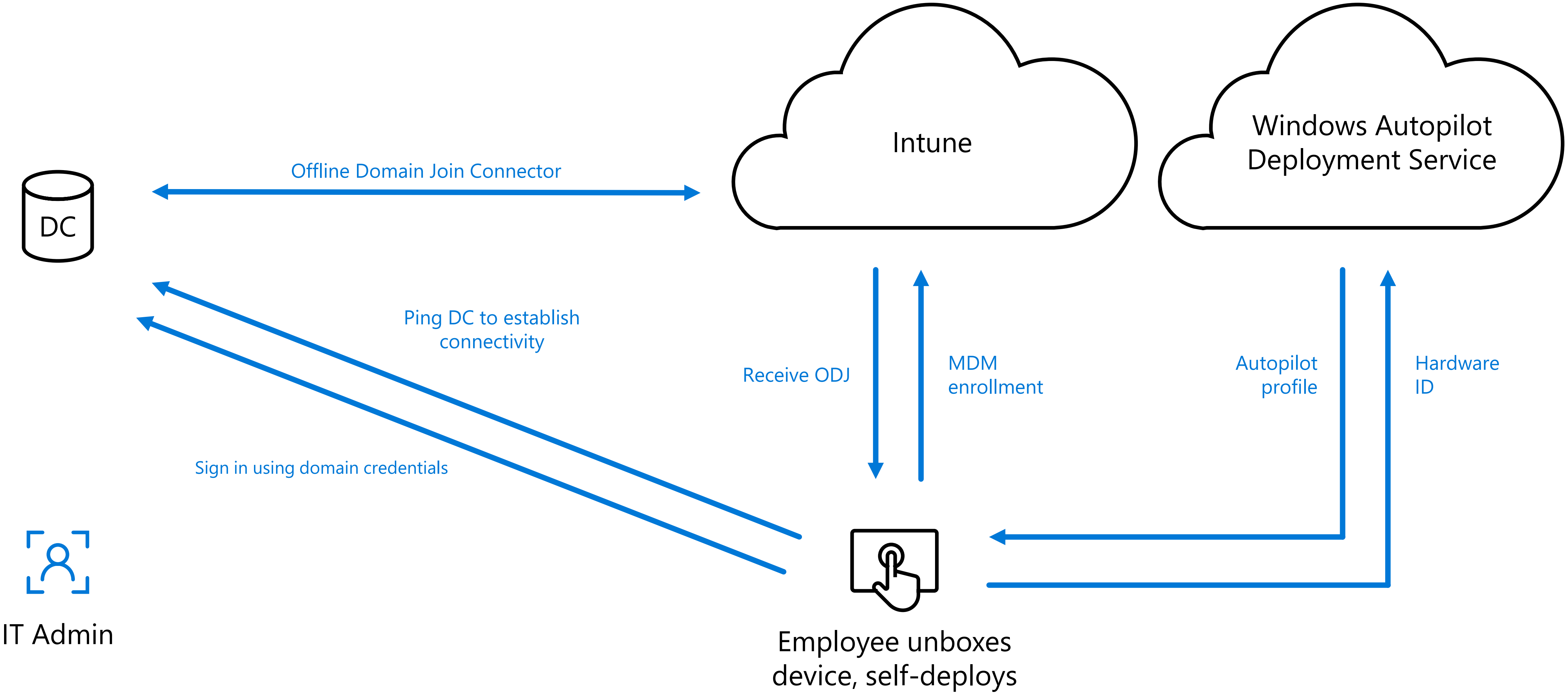
Hardware Vendor

Ship

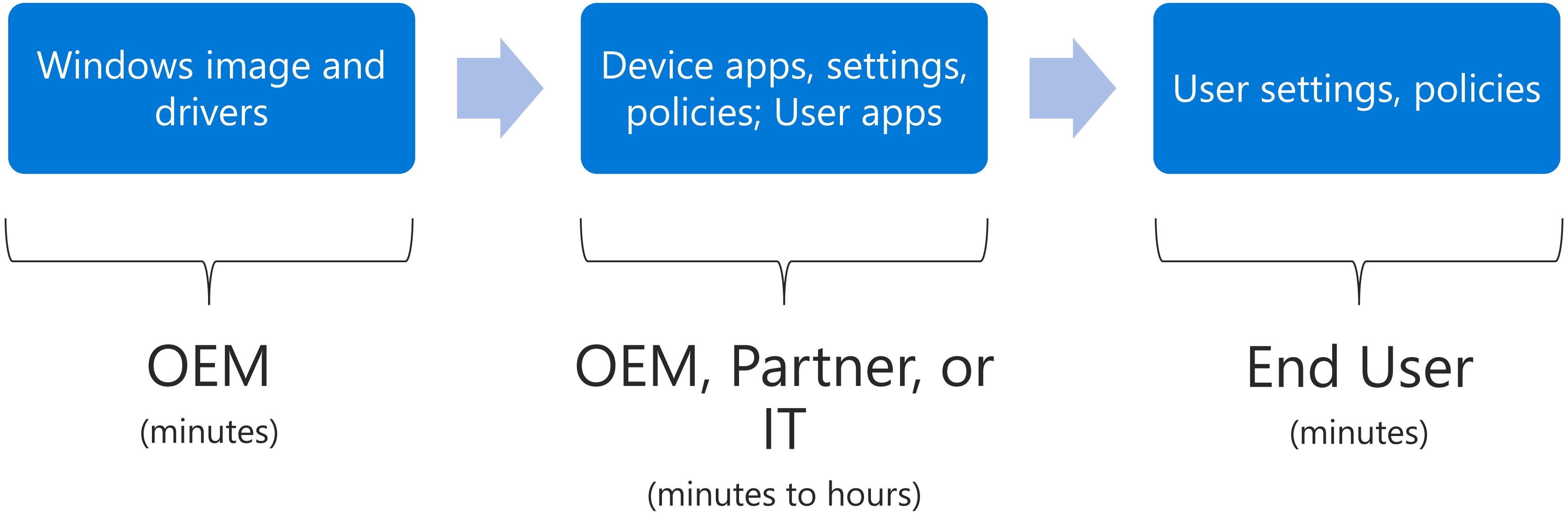
Deliver direct to Employee

Employee unboxes device, self-deploys

Workplace Management – Windows Autopilot (Hybrid, AAD)


Intune
Windows Autopilot Deployment Service
DC
Offline Domain Join Connector
Ping DC to establish connectivity
Sign in using domain credentials
Receive ODJ
MDM enrollment
Autopilot profile
Hardware ID
IT Admin
Employee unboxes device, self-deploys

Workplace Management – Windows Autopilot



Windows image and drivers

Device apps, settings, policies; User apps

User settings, policies

OEM

(minutes)

OEM, Partner, or IT

(minutes to hours)

End User

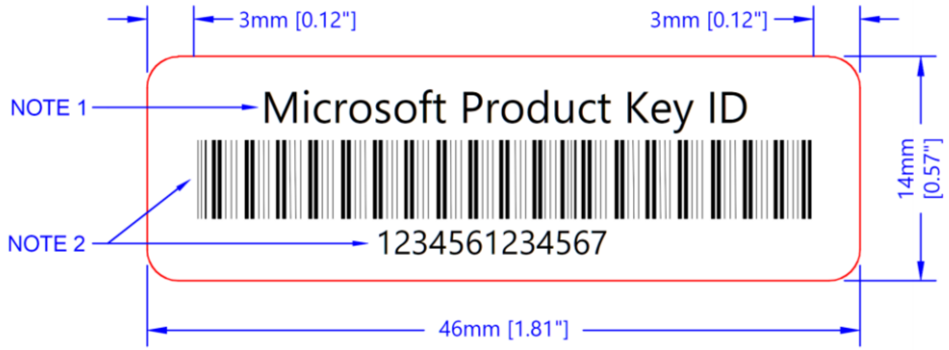
(minutes)

<u>Optimized for:</u>

Network speed (caching)

Multitasking

Workplace Management – Windows Autopilot (Product-ID)



Workplace Management – Windows Autopilot (Prep-Tasks)

Azure Active Directory

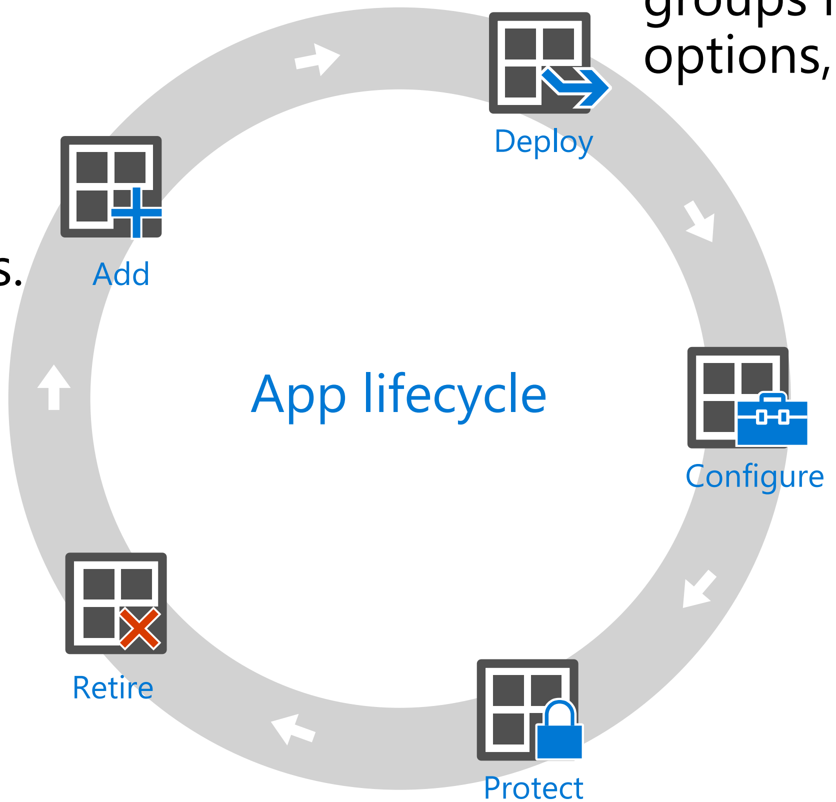
- ✓ Configure automatic MDM enrollment.
- ✓ Configure company branding.
- ✓ Enable Windows Subscription Activation if desired.
- ✓ Ensure users can join devices to Azure AD (for user-driven mode)

Intune:

- ✓ Enable the enrollment status page
- ✓ Ensure users can enroll devices in Intune
- ✓ Assign licenses to users
- ✓ (Optional) Set up enrollment restrictions so only Autopilot-registered devices can enroll

See https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/windows-autopilot-requirements for more information

Workplace Management – Application Lifecycle in Intune



Many application types are available including Store-, Web- or LOB (in-house) apps.

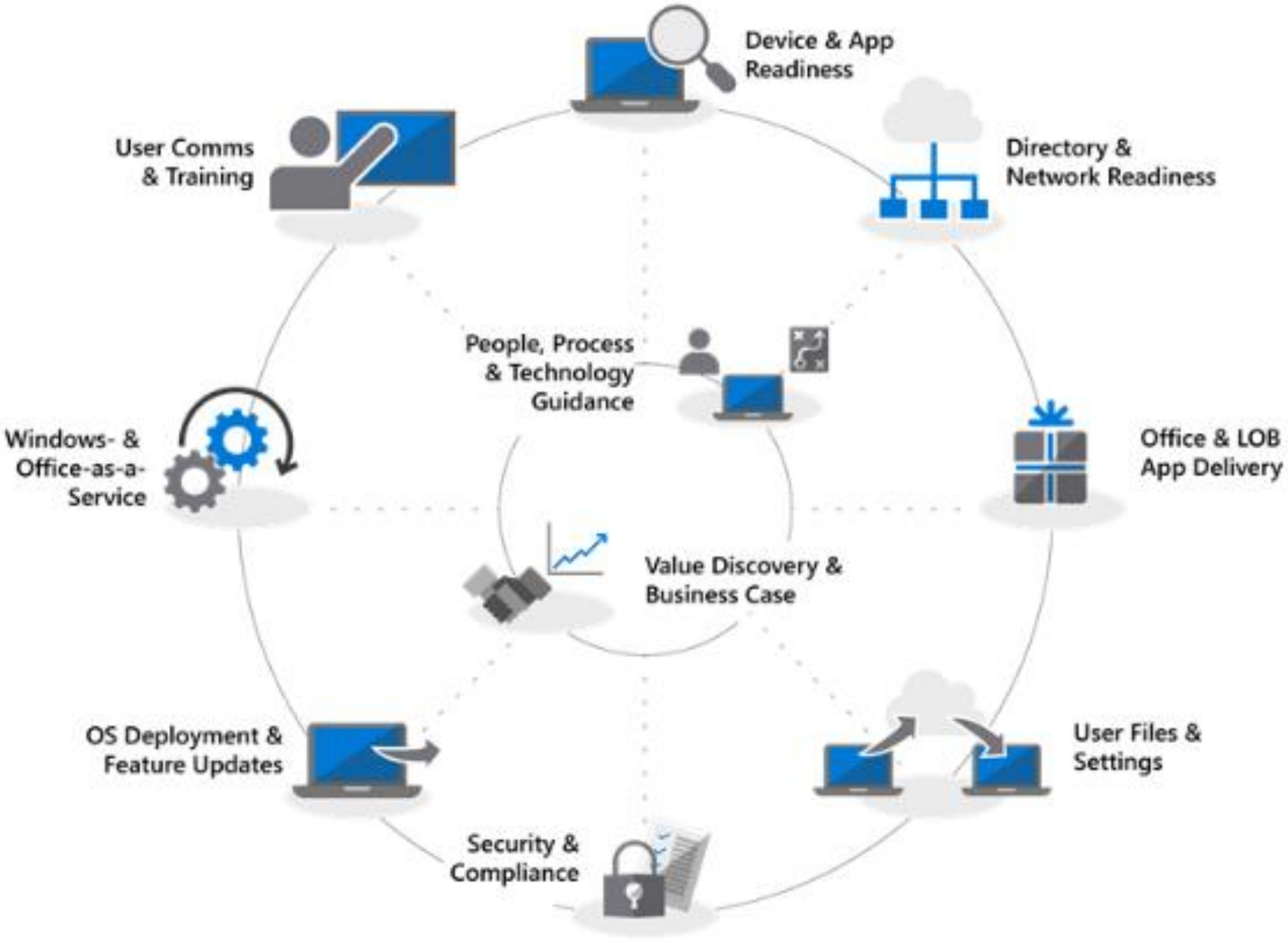
Easy deployment through groups having include/exclude options, Monitoring is available

Configuring application settings and updating new versions

Protection behavior, conditional access, compliance policies

Intune provides easy steps to remove assignments or retire devices and their apps**

Workplace Management – Modern Deployment Center


Device & App Readiness
Directory & Network Readiness
Office & LOB App Delivery
User Files & Settings
Security & Compliance
OS Deployment & Feature Updates
Windows- & Office-as-a-Service
User Comms & Training
People, Process & Technology Guidance
Value Discovery & Business Case

Questions / Answers

THANK YOU!