Modern Device Management with Microsoft Explained

- Why it Matters
- Microsoft 365 Platform
- Modern Device Management
- Key Components
- Dell Technologies Services

Executive Summary

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First, Why It Matters Today?

NEW NORMAL

TRADITIONAL DEPLOYMENT: **THE OLD WAY**

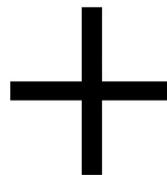SETTINGS   POLICIES

OFFICE & APPS   DRIVERS

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Time

Money
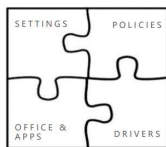
1. Build & maintain custom image, gathering everything else that's necessary to deploy

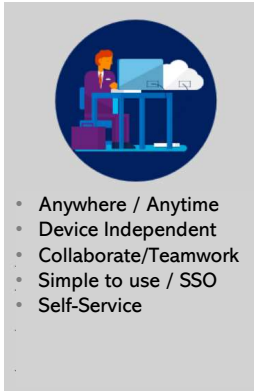2. Wipe original OEM Windows image and replace with custom image

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Modern Workplace Platform - Microsoft

What it means…

- Secure Environment
- Identity /Access
- Productivity Suite
- Collaboration Tools
- File Storage
- Device Management
- Cloud-based
 - Universally Available
  - Low / No management overhead

- Anywhere / Anytime
- Device Independent
- Collaborate/Teamwork
- Simple to use / SSO
- Self-Service

MICROSOFT 365
Windows 10 | Office 365 | Enterprise Mobility +Security

Windows 10   Office 365

Microsoft Enterprise Mobility + Security (EMS)
Azure Active Directory
Azure Information Protection
Azure Advanced Threat Protection

Microsoft Endpoint Manager
Configuration Manager
Microsoft Intune

Microsoft Cloud App Security
Microsoft Advanced Threat Analytics
Microsoft Secure Score

M365
Quick Reference
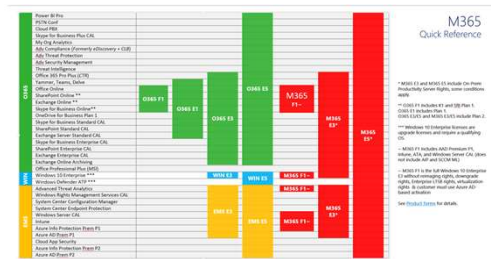
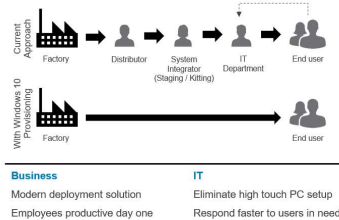**DELL**Technologies

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What is Modern Device Management / Provisioning

Modern Provisioning: Collection of the technologies used to set up and pre-configure new devices in order to get them ready for productive use with minimal touch directly to the end-user. **Only a piece of Modern Device Management / Unified Endpoint Management .**

Transform new devices into fully-configured, fully-managed devices with minimal touch.

Zero Touch Windows 10 Provisioning

Eliminate manual configuration of PCs and drop-ship straight to user

Current Approach: Factory → Distributor → System Integrator (Staging / Kitting) → IT Department → End user

With Windows 10 Provisioning: Factory → End user

Business	IT
Modern deployment solution	Eliminate high touch PC setup
Employees productive day one	Respond faster to users in need

Simpler
More secure
Lower TCO
Better experience

Think of Your Phone / Tablet

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Modern Provisioning Deployment Steps

1. **Device Registration**
   - Allows the device to be registered to a particular organization prior to leaving the factory

   Windows Autopilot

2. **Device Enrollment**
   - System enrollment in to MDM system (Intune) which provides a management tool to modify device (policies, settings, apps, etc.)

   Microsoft Intune or other MDM

3. **Device Provisioning**
   - Execution of MDM instructions based on specific user /device profile.
     - Happen at end-user side and it depends on bandwidth speeds
     - At second touch facility with Windows Autopilot White Glove Provisioning
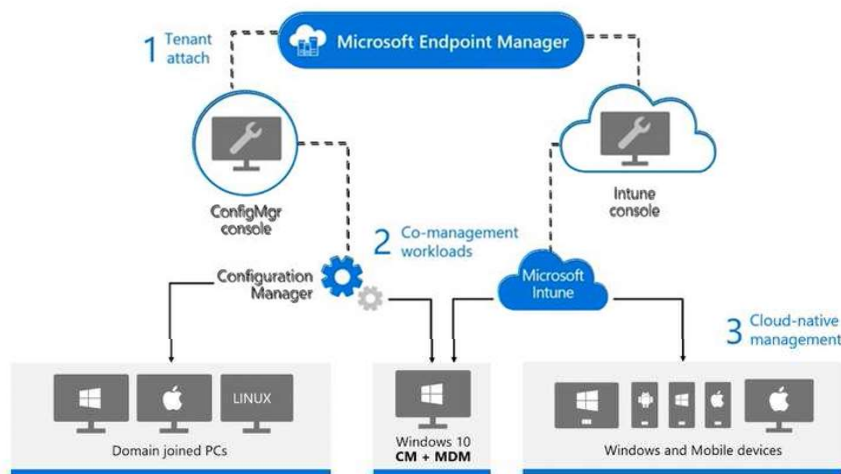
   Microsoft Endpoint Manager or other

Microsoft Endpoint Manager

A unified endpoint management platform

Microsoft Intune

Microsoft Intune is a cloud-based mobile device management (MDM) and mobile application management (MAM) provider for your apps and on Android, Android Enterprise, iOS/iPadOS, macOS, and Windows 10 devices

- Manage Devices
- Manage Applications
- Compliance and Conditional Access

- Licensed as
  - Stand alone license
  - EM+S
  - Microsoft 365

✓ Set and Manage security policies

✓ Distribute software

✓ Proactive monitoring and alerts

✓ Inventory hardware and software

✓ Remote Managed Devices

✓ Reporting & Monitoring

✓ And much more!

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Dell Windows Autopilot Offerings

OEM Image + Windows Autopilot Registration

Dell Generic Image + Windows Autopilot Registration

Windows Autopilot White Glove Provisioning = Dell Generic Image + Windows Autopilot Registration + Second Touch Services + Customer's Azure/Intune

Burn rack with secure Internet, Techs
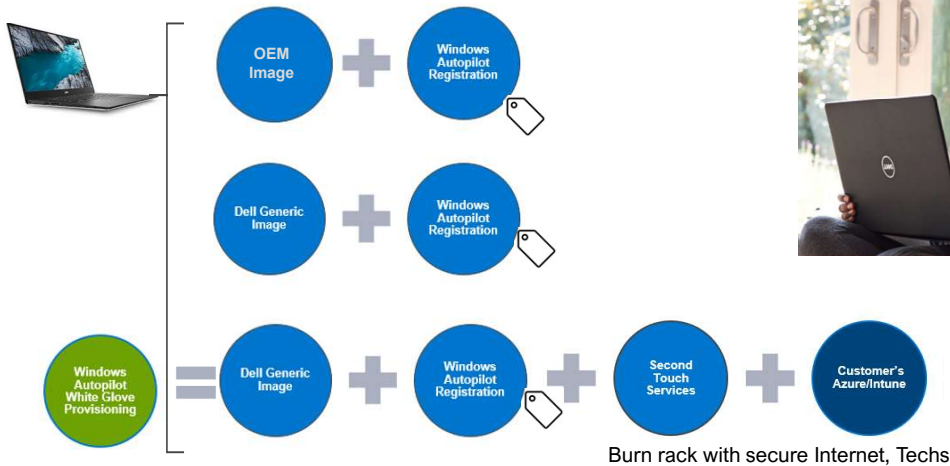
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Moving to Modern Management - Considerations

All of us need to switch "our current thinking" of how devices are deployed and managed.

- **Cloud-based**
- **Identity on the Cloud**
- **Impacts on Network**
- **Images No more**
- **Data is not only stored locally**
- **Applications delivery and updates**
- **Break away from Device Dependency**
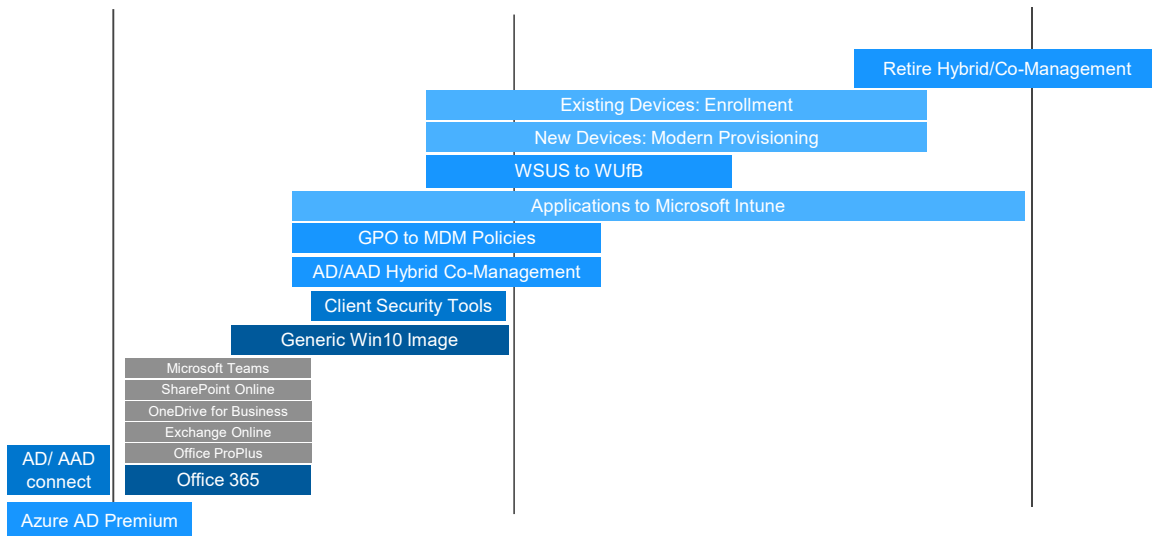
[Link to Dell Infocus Blog Post](#)

- **Cultural Change**
  - **Users & IT**
  - **Self Service**

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AI/IOT/ANALYTICS   APPLICATIONS/DEVOPS   DELL IT   LEARNING   MULTI-CLOUD

↗ WORKFORCE

Empower Your Organization by Moving to Modern Device Management

By Jorge Pereira
EUC Solutions Principal, Dell Technologies Services
May 13, 2019

SHARE

Today, many companies are moving to Modern Device Management (MDM) as the next step on their Digital Transformation journey. Most considering the move have already completed their Windows 10 migration and are looking to maximize efficiencies in their deployment workflows.

There are several factors and approaches to keep in mind when a company is planning a move from traditional IT to a Modern Management environment. MDM not only manages, secures and delivers modern applications, it provides a rich user experience across multiple devices and platforms. Success of the shift to the MDM paradigm, however, lies in something other than the deployment of the technology.

Putting "People" in the Forefront of Process and Technology

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A Typical Roadmap to Modern Workplace

Retire Hybrid/Co-Management

Existing Devices: Enrollment

New Devices: Modern Provisioning

WSUS to WUfB

Applications to Microsoft Intune

GPO to MDM Policies

AD/AAD Hybrid Co-Management

Client Security Tools

Generic Win10 Image

Microsoft Teams
SharePoint Online
OneDrive for Business
Exchange Online
Office ProPlus
Office 365

AD/ AAD connect

Azure AD Premium

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Helping with the Journey Service Offering

- Customers who are not sure where or how to start now having a clear starting point
- Customers who have started but are not getting the expected value from their solution now have a way to "fix" their gaps and get back on track
- Customers who have fully implemented the tools and processes but now are having issues managing the environment can either get help fixing those tool and process management issues or offload those tasks and re-allocate their IT staff to other projects on their "to do list".

Journey to a Modern Provisioning Environment

Security — Get Secure & Stay Secure

Manage → Your people, process, and tools are in place but now your having productivity and service delivery challenges

Optimizing → Your projects have started but your not getting the value, benefit, or outcomes planned as originally architected.

Getting Started → You like the idea of a Modern Provisioning environment but your not sure how or where to get started.

Modern Provisioning – EUC Services

Customer Challenge	Identity	Applications	Data	Devices
Get Started	User Personas & Digital ID	Persona Mapping (app profiling)	Cloudy User Data	Apply IT Standards
Optimizing	Rationalize Policy and Integrate with MDM	Content Distribution & App Catalog	Adoption & Best Practices	First Boot Experience & Persona Integration
Managing	Modern Provisioning Groups	Evergreen App Catalog Management	Controls & Policies	Stay Current with OS Patching & Security Updates
Security	ID Monitoring	SaaS Application Controls	Data at Rest & Motion	Pre & Post Breach Device Security

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Dell Quick Start Service For Microsoft Intune

Dell Quick Start service helps your customers configure their environment and prepare it for Dell provisioning.

Experts
- Review of your environment
- Microsoft Intune configuration or optimization
- Management console introduction
- Set up of key applications, device assignment and profiles*

Insights
- Introduction to Windows Autopilot deployment types
- Azure Active Directory (AD) review
- Device enrollment pilot and Autopilot validation**

Ease
- Knowledge transfer for customer's administrators & help desk
- Dell in-house, certified experts who are trained in Provisioning for Intune implementation.

Benefits — Microsoft Intune

- Customers can quickly get started in their journey to modern deployment with Microsoft technologies
- Confidence that your IT environment is fully ready for device provisioning with **Windows Autopilot** and **Microsoft Intune**
- Simplified transition to modern deployment and management with support from Dell

1. Quick Start with Windows Autopilot deployment
2. Dell registers device on behalf of customer
3. Dell ships device directly to user or IT
4. User is ready to work on first boot of device

Post Quick Start

Service:
- **Implementation of Provisioning for Microsoft Intune with Autopilot Quick Start (2 weeks)**
  Service Description can be found here

Custom engagements are also available

(*) Up to 10 applications. Customer must package applications for unattended installs prior to service commencement.
(**) Pilot assistance with enrollment up to 100 or 10% of devices in a customer's environment (whichever is smaller).

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Rapidly adopt Microsoft Teams to enable remote work

Dell Technologies Services for Office 365 – packaged for fast onboarding

Dell Technologies Service Bundle for Office 365

Accelerate remote work capabilities with Office 365.

- Benefit from Azure Active Directory to unlock seamless access to Office 365
- Easily enable key Office 365 workloads to facilitate remote work
- Ongoing guidance for seamless operations
- Migrate important file data to the cloud for anywhere, anytime access (optional)

	Cloud Productivity with Office 365
Cloud Identity	Azure Active Directory
Primary Office 365 Services Enabled (Supporting Services)	Microsoft Teams OneDrive for Business (Exchange & SharePoint Online)
Productivity Applications[1]	Office ProPlus
Adoption Content Templates	Included
Available Migration Services[2]	FastTrack + ProConsult Migration
Office 365 Management Services	90 Days Duration (Effort 24 hours/week)

[1] *Office 365 E3 licensing required for Office ProPlus*
[2] *FastTrack benefits for eligible customers who register Dell Tech as FastTrack provider*

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Resources

Dell Technologies InFocus Blog
- Unified Endpoint Management: One Tool to Rule Them All? (Feb 2019)
- Modern Provisioning: Shift Left vs Shift Right (June 2018)
- How to Modernize Your PC Management Approach (December 2017)

Modern EUC Blog (Follow on Twitter @moderneuc)
- Unified Endpoint Management Field (Dec 2018)
- Managing Windows 10 Updates (Nov 2018)
- Office ProPlus vs Office 365 ProPlus (Oct 2018)
- Microsoft Platform: Workspace Transformation (August 2018)
- **Windows Autopilot Related blogs (Modern EUC)**
  - Windows Autopilot Basics (2/11/2017)
  - Latest Windows Autopilot Deployment Workflows (11/6/2019)
  - How to Try Windows Autopilot (1/5/2019)
  - Updating Windows 10 Edition with Autopilot / Intune (6/24/2019)
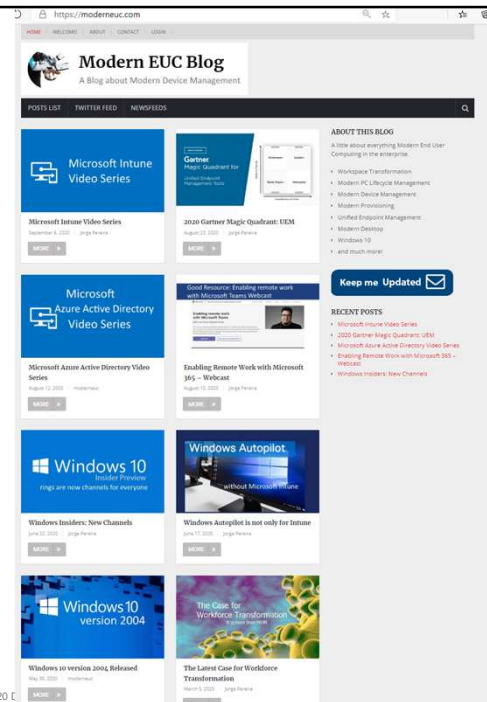 - Gathering Existing Devices Windows Autopilot Device IDs (7/9/2019)

Microsoft Documentation
Step by Step How to Guide:
Microsoft: step-by-step guide to add Autopilot devices and profile
- Implementing Windows Autopilot – the future of device deployment

Let me know if you have any questions!

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Microsoft Published Stories

PREMERA | ✚
BLUE CROSS

Premera was well prepared for the move to remote work with a five-year mobile work plan that it rolled out a little sooner than intended. **Premera deployed Microsoft Intune with Azure Active Directory Conditional Access policies to control access and secure work files** inside encrypted containers on employees' personal phones so that they can use their own devices for work while reducing the risk of leaking data.

Fannie Mae
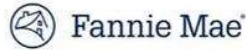
"Digital Workplace has always supported 'anytime, anywhere' access to resources...Using Microsoft Intune to enable access to Microsoft 365 apps was key. We introduced Outlook and OneNote on mobile devices first, and **employees started to see that having access to their data from anywhere drives greater productivity**. The introduction of Office 365 and business apps to mobile transformed the way we work now."

KOMATSU

"With Microsoft Information Protection, we better safeguard all files, whether they're being accessed internally or sent externally. **We can prevent unprotected files from being downloaded and viewed anywhere.**"

AtoS

"We have a lot of people who work from home, remotely, or from client sites. Before Autopilot and Intune, they would have had to spend an entire workday coming to the office just to set up their devices. Today, **they can tackle that same setup in under two hours, from home.**"

For these and other customer stories, please visit: aka.ms/MEMStories

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