

Alive Hospice embraces Zero-Touch Provisioning



"This is a huge breakthrough for us, we are thrilled and will now migrate 1,000 devices to Modern Management with Intune."

Kyle Rucker
Director of Information Technology

Streamlining IT Operations

As a not-for-profit entity relying on donations, Alive Hospice need to be highly efficient with a lean IT team. Until recently, the IT team used one system to set-up laptops / desktops and a different system to set-up iPads and mobile devices. Each device required over 60 minutes of manual work.

Solution - Plan and execute Zero Touch Provisioning

Mobile Mentor assisted Alive to deploy Microsoft Enterprise Mobility + Security. One of the first steps in the action plan was Zero-Touch Provisioning – the ability to configure a new device without anyone from IT having to touch it before the user takes it out of the box. Once configured Alive placed an order for 30 new Surface laptops running Windows 10 to test the new process.

Unboxing Experience for a new Surface Laptop

"I invited Joe our COO in to test the process outside of IT. He unboxed a new Windows 10 machine and turned it on. Connected it to WiFi, entered his Active Directory credentials and watched in awe as the laptop started to self-configure – automatically. It downloaded Windows and Office 365 updates, installed 3rd party applications and after about thirty minutes was fully configured."- Kyle Rucker

About Alive

Alive Hospice operates 5 care facilities in the vicinity of Nashville, Tennessee. As a not-for-profit entity relying on donations, they need to be highly efficient with a lean IT team. Alive has a tech-savvy workforce with staff and volunteers using a mix of Windows desktops and laptops, iPads and iPhones for care delivery and care co-ordination. They have also pioneered the use of iPads for daily video-calls with all patients regardless of their location.

Working with Mobile Mentor has been terrific and we are excited to move forward to the next step of our journey"

Kyle Rucker