POWERING THE MOBILE WORKFORCE OF THE FUTURE
WITH MICROSOFT ENDPOINT MANAGER (INTUNE)

Hybrid work, empowered by Microsoft 365, is here to stay, and work will no longer be restricted to concrete office premises. Enterprises are gearing up, with the help of Microsoft 365, to empower their employees to perform at their productive best using agnostic devices and locations.

95% of all organizations allow personal devices in the workplace	60% of the employees use mobile apps for work-related activity	$3.92M The global average cost of a data breach	One third of the workforce is expected to continue Work from Home post-pandemic also

Businesses worldwide, with the support of Microsoft 365, are taking steps to streamline device support to power hybrid work. Most organizations have some form of Enterprise Mobility Management (EMM) solutions, often integrated with Microsoft 365, catering to their Personal and/or Corporate mobile devices. However, many organizations are challenged by:

1. **Limited Endpoint Diversity**:
   The organizations are not able to support various devices (Windows, iOS, Android, Mac, IoT) and solutions (Mobile Device Management, Mobile Application Management, Bring/Choose Your Own Devices) to perform their operations and require multiple products.
2. **Consistent Security:**
   A unified security posture for the organization will be difficult to achieve.
3. **License and Operational Cost**:
   If devices are controlled or managed by multiple Enterprise Mobility platforms, creating a unified security posture for the organization will be difficult to achieve.
4. **Device Life Cycle Management**:
   Lifecycle management of apps and devices using a single solution including device inventory, configuration management, and remote wipe.
5. **End-User Experience**:
   Multiple mobility and endpoint management solutions can result in varied end-user experiences from different devices.

MAXIMIZING EMPLOYEE PRODUCTIVITY AND SECURITY WITH MICROSOFT ENDPOINT MANAGER (INTUNE)

Microsoft Endpoint Manager (Intune), a cloud-enabled transformative Unified endpoint management platform include as part of Microsoft 365 (M365), delivers cost-effective and comprehensive Enterprise Mobility Management capabilities to manage both Personal and Corporate mobile devices including laptops, IoT & wearables using a single management console.

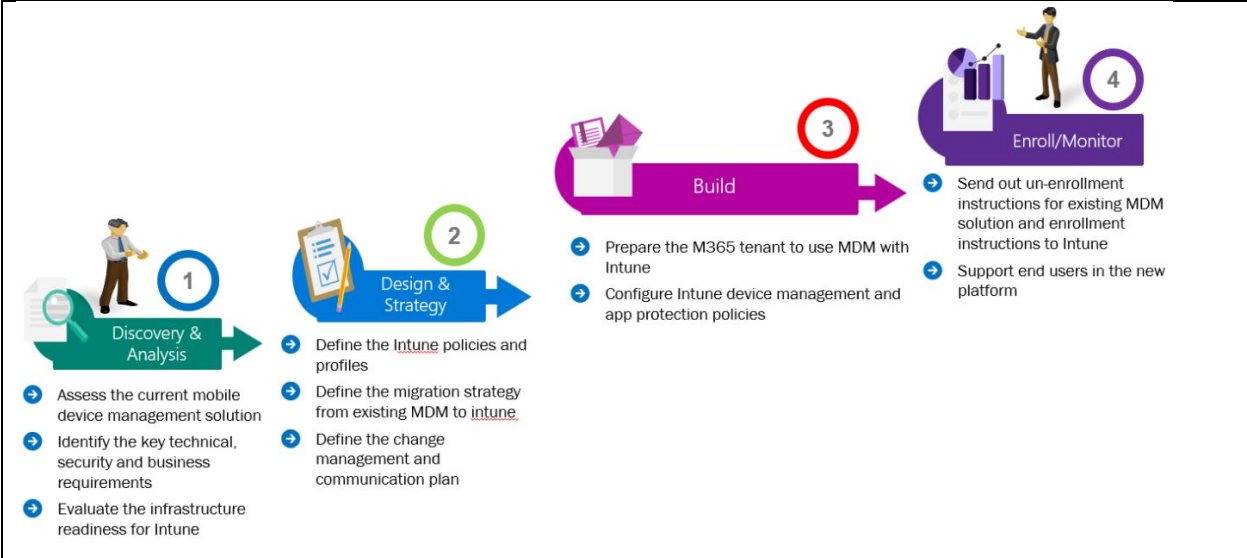| End-Point Diversity	**Mobile Device management (MDM)** across Android, iOS, Windows, and MacOS devices (from enrollment to the retirement of the device)
Application Management	**Mobile application management (MAM)** securely assigns apps and protects organization data using app protection policies
Unified Security & Compliance	Uniform protocols across devices. Security and data control. Conditional access integration, giving or denying access based on compliance level
Device Life-Cycle Management	Device lifecycle managed for entire device fleet (from enrollment, through configuration and protection, to the retiring of the device)
Secure Access to On-prem Resources	VPN gateway tunnel for Intune that enables Android and iOS devices to remotely connect to on-premises apps and resources
Seamless Integration with other Microsoft 365 Solutions	As part of the broader Microsoft 365 Suite, Microsoft Endpoint Manager (Intune) can seamlessly integrate with other services like Azure Active Directory, Microsoft 365 Defender, and Microsoft Purview Compliance Center.

In essence, Microsoft Endpoint Manager (Intune) works in tandem with other Microsoft 365 solutions to provide a centralized and unified approach for managing and securing devices, applications and data across organizations digital ecosystem.

BENEFITS

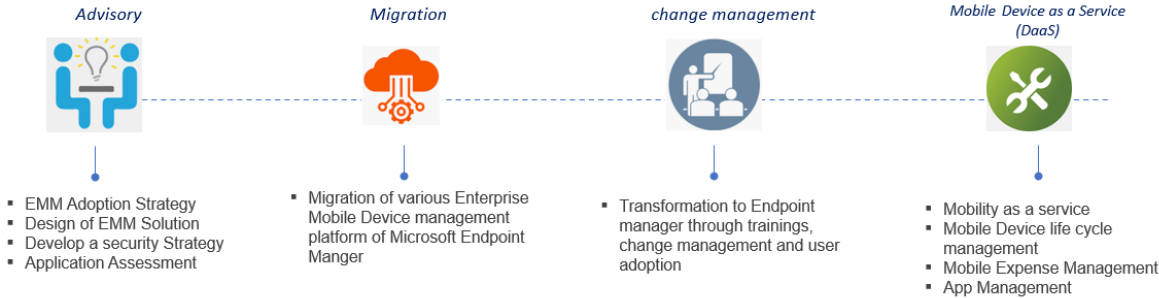| Reduced support needs	Improved security	Enhance user experience benefits	Redeployed IT time	Cost optimization
36%	30%	14%	12%	20%

MICROSOFT ENDPOINT MANAGER (INTUNE) IMPLEMENTATION APPROACH

Infosys recommends a phased approach for implementing For Microsoft Endpoint Manager, taking into consideration the enterprise needs, organization culture, local ordinance, integration requirement, and user experience.

The diagram shows a four-step process:

1. Discovery & Analysis
- Assess the current mobile device management solution
- Identify the key technical, security and business requirements
- Evaluate the infrastructure readiness for Intune

2. Design & Strategy
- Define the Intune policies and profiles
- Define the migration strategy from existing MDM to intune
- Define the change management and communication plan

3. Build
- Prepare the M365 tenant to use MDM with Intune
- Configure Intune device management and app protection policies

4. Enroll/Monitor
- Send out un-enrollment instructions for existing MDM solution and enrollment instructions to Intune
- Support end users in the new platform

INFOSYS MOBILITY-AS-A-SERVICE OFFERING WITH MICROSOFT INTUNE

Infosys, with a strong Microsoft partnership, in-house tools and accelerators, and extensive experience in large-scale engagements, offers an end-to-end solution that ensures secure mobility to enterprises' workforce. Our engagement models include Intune consulting, implementation, and managed services in a dedicated model (both on-site and offshore).

Advisory
- EMM Adoption Strategy
- Design of EMM Solution
- Develop a security Strategy
- Application Assessment

Migration
- Migration of various Enterprise Mobile Device management platform of Microsoft Endpoint Manger

change management
- Transformation to Endpoint manager through trainings, change management and user adoption

Mobile Device as a Service (DaaS)
- Mobility as a service
- Mobile Device life cycle management
- Mobile Expense Management
- App Management

MICROSOFT ENDPOINT MANAGER (INTUNE) SUCCESS STORIES		
Harnessing Intune to empower distributed workforce for a Transportation and Logistics Company	**Intune implementation as part of the Digital Transformation Program for a Leading Investment Organization**	**Greenfield Mobility Infrastructure implementation for Leading Wells Intervention Specialist Company**
✓ Integrated a user base of over 26000 employees	✓ Harmonized the digital employee experience, for over 2200 users	✓ Managing an Evergreen Intune Environment for 35000 users

across 1200 sites in 50 countries ✓ Consolidated the entire device fleet, across geographies, to a harmonized platform using Microsoft Intune ✓ Delivered secure workforce mobility, cost reduction, improved efficiency, and employee experience	✓ Migrate the mobile workload (iOS) from the Mobile Iron platform to Microsoft Intune, ✓ Enabled a Secure productive workforce, reduced costs, and enhanced employee experience.	✓ 24x7 support for their Intune Environment ✓ Support 35,000 devices (34,000 iOS and 1000 Android devices) ✓ Automation and process improvement levers optimized the cost and improved service efficiency ✓ Reduced the ticket count and bring in support efficiency

https://www.gartner.com/doc/reprints?id=1-1ZNT00BW&ct=200812&st=sb

RWCpyn (microsoft.com)

Employees Likely to Work Remotely Post COVID-19 | Gartner

[2] us-fortune-Deloitte-CEO-survey-June-2020.pdf