

Modernizing Your Device Approach With Endpoint Management

A modern strategy for streamlining device management with cost-effective implementation, administration and support for endpoint management platforms

Modern work demands more.

As today's workers continue to demand the latest and greatest in consumer technologies, enterprise organizations are faced with the reality that their traditional, monolithic approach to managing, provisioning, securing and supporting devices in their environment is not well-equipped to handle a diversified device ecosystem.

It's costly and inefficient to implement device-specific solutions to manage and provision a combination of Windows®, Mac®, iOS®, Android, Azure® Virtual Desktop and mixed reality devices in your ecosystem. Doing so only adds strain on IT departments and resources, driving redundancy and inefficiency, and increasing support costs.

The more practical and cost-effective route to device management lies with Unified Endpoint Management (UEM). UEM solutions converge traditional Windows desktops, Mac and enterprise mobility tools into a single interface. While the adoption of UEM may play a role on the path to modernization, there is more you can do to improve how endpoints are deployed, secured and managed.

When modernization is too much to manage

Modernization is essential, but that doesn't make it easy. Many organizations have faltered or stalled due to a host of common workplace device management challenges.



Endpoint management solutions are increasingly complex.

As technology platforms scale to meet the demands of today's modern application workflows and diverse device requirements, many organizations are struggling to manage complexity and looking for the proper expertise to keep up with this acceleration.



Keeping up with device security and use cases is challenging.

Developing a meaningful and secure strategy around application management requires understanding the mobile and OS applications used, the evolving threat landscape and individual deployment situations. The IT organization does not always know which devices or applications to deploy. This can lead to a greater risk of shadow IT, unmanaged and unsupported devices on the corporate network, an overall increase in security risk and an impact on productivity.



The existing environment is intractable.

For many organizations, existing legacy Microsoft® System Center Configuration Manager (SCCM) and Active Directory® (AD) environments used to manage Windows devices have become incredibly complicated and no longer represent the upgrade path for modern management. There are thousands of applications, dozens of images and task sequences, and hundreds of Group Policy Objects (GPOs). The situation can seem intractable, particularly when considering the requirements and costs of migrating to a modern platform.



Endpoint management licenses are underutilized.

Even the most experienced IT organizations can be challenged to ensure their administrators are properly trained and certified on the company's endpoint management solution. For this reason, it's not uncommon to see low utilization rates across newer features of your endpoint management solution. Many organizations also have trouble with license management, especially when it comes to reclaiming and deploying licenses after employees leave the company. As such, most organizations fail to realize the full potential of their IT investments and may fall short of desired business outcomes.



Finding and retaining skilled resources is difficult.

Given the dynamic nature of today's technology workforce, finding, recruiting and retaining skilled resources to administer and manage endpoint management solutions is a challenge. As endpoint management solutions continue to evolve, the demand for skilled IT resources is increasing dramatically. This can put tremendous strain on the organization's ability to provide consistently high levels of service and performance and may even hinder attempts at ongoing modernization.



Administrative and support processes are inefficient.

While many organizations have efficient and service-oriented processes for their Level 1 end-user support, that's not always the case for administration. As incidences, requests and tasks escalate to Levels 2 and 3 administrative teams, those efficient and timely processes typically begin to falter. Depending on the endpoint or management system, these processes may be fragmented, confusing and/or ineffective outside of business hours.

Managed Endpoint delivers high-value, low-hassle modernization.

Experienced IT and business leaders are recognizing the need to modernize their endpoint management environments. Managed Endpoint services offer a modern and cost-effective approach to the administration and support of new and existing endpoint management solutions, making it the ideal choice for organizations looking to reduce cost complexity, modernize existing endpoint ecosystems, adapt to new device use cases and workflows, maximize return on infrastructure and licensing investments, and optimize performance.

What to expect: Managed Endpoint outcomes

Leveraging Managed Endpoint solutions to unify the device management landscape and improve visibility enables organizations to benefit from several or all of the following outcomes.



A reduction in cost complexity

The Total Cost of Ownership (TCO) of your endpoint management environment may be split between licensing, infrastructure, cloud tenancy, administration costs, training, talent acquisition, support and more. Managed Endpoint lets you select the appropriate level of service that scales to fit your organization's needs. You can scale these services up or down as needs grow and change. The service comes at a fixed cost — per device, per month — and is inclusive of infrastructure, licensing, administration and support.



A clear path to modernization

As we mentioned earlier, endpoint management solutions are increasingly complex — it can be difficult to get a clear picture of your current state and plan for modernization. Managed Endpoint addresses this challenge by assessing your current state and configuring a modern, cloud-based endpoint management solution to fit your needs. Having your Managed Endpoint service provider handle day-to-day activities, as well as migration activities from existing on-premises SCCMs, frees up your internal IT team so they can plan and execute other IT motions that drive value for the business.



Optimize performance and maximize the ROI of your technology investments

Managed Endpoint helps you establish a modern environment and ensures your environment is operating effectively, with diligent alerting and 24/7 incident response. It can also enable roadmap development to help your organization take advantage of all the features available to you. Your endpoint management licenses come with numerous features that you likely aren't aware of and haven't yet implemented. Expert endpoint management service providers can work with you to assess these advanced capabilities, determine the benefit to your organization, and implement new and advanced use cases to maximize your Return on Investment (ROI).



The ability to continually adapt to new device use cases and security threats

With Managed Endpoint, you can easily add supported device types, provision and deploy a wide spectrum of applications, and adapt to new security threats with up-to-date configuration efforts around profiles and compliance policies. An application intake process can be established through a robust administration service, which allows lines of business to innovate and engage with IT in a collaborative fashion. Providing end users with a choice of device and application workflow, enables you to achieve a superior end-user experience, thus improving overall productivity and driving desired business outcomes.



The opportunity to refocus internal resources

Every IT organization has a prioritized list of strategic initiatives and projects to drive operational agility and efficiency. However, finding the available resources and time to research, plan, test and implement these projects can be challenging. IT teams are faced with the difficult task of balancing long-term initiatives with a steady flow of tactical and time-consuming administrative tasks. With Managed Endpoint, IT can refocus on more strategic projects and initiatives, maximizing organizational efficiency.



Insight Managed Endpoint — A viable path to modernization

Insight’s Managed Endpoint is a comprehensive managed service that provides a modern and cost-effective approach to the implementation, administration and support of your new or existing endpoint management solution.

The service provides:

- Current state evaluation
- Future state roadmap development
- Implementation and configuration of a cloud-based endpoint management instance
- Migration from legacy on-premises infrastructure
- Ongoing expert administration of the environment
- Advanced application services (packaging, project management and testing)
- 24/7 admin-to-admin support
- Reporting

The program scales to meet your business needs with a turnkey approach to modern endpoint management, no matter the number of devices in your fleet today or your current state of readiness. We’ll provide your team with a robust set of service features along with add-ons that can be leveraged based on your environment and needs.

	Description
 <p>Included service features</p>	<p>Tenant management</p> <ul style="list-style-type: none"> • Expert configuration and ongoing maintenance of your new or existing endpoint management solution • Inclusive of cloud-identity integration and recurring task execution, including zero-use device analysis
	<p>Endpoint, update and security management</p> <ul style="list-style-type: none"> • Managing the complex, frequent and time-consuming tasks related to your users, groups and endpoints, with a particular emphasis on security • Includes management of profiles, policies and automated enrollment • Includes OS update management, as well as comprehensive scripting
	<p>Software deployment</p> <ul style="list-style-type: none"> • Effectively enable your workforce with corporate applications through the setup and design of enterprise app stores • Enable the management of volume app licenses and configuration, scripting and deployment of applications
	<p>Reporting and roadmap development</p> <ul style="list-style-type: none"> • Gain visibility into your workforce through comprehensive inventory, device and user reporting • Windows application deployment update failure reporting and remediation • Quarterly business reviews and semi-annual technology roadmaps will ensure you evolve your solution, maximize your investment and get the most out of the program
	<p>Enterprise-grade service levels</p> <ul style="list-style-type: none"> • Robust service levels that match the importance of your environment and use cases • Tracking and reporting against response time, time to resolution, incident status updates and change notifications
 <p>Add-ons</p>	<p>Advanced application services</p> <ul style="list-style-type: none"> • Comprehensive services that go beyond software deployment • Add-ons are available for application project deployment management, application packaging or application testing
	<p>Modern on-premises integration</p> <ul style="list-style-type: none"> • Configure, maintain and update your modern on-premises integration infrastructure • Enable value-added gateway capabilities with directory, identity, certificates, internal apps and more
	<p>Legacy Windows infrastructure and migration</p> <ul style="list-style-type: none"> • Maintain legacy Windows management software while also accelerating migration to a cloud platform • Built-in engineering effort toward assessment, configuration, migration and documentation • Drive down managed service costs in real time as individual devices migrate from legacy to modern
	<p>Administration of Windows 365 virtual PCs</p> <ul style="list-style-type: none"> • Enables your remote and hybrid workforce to securely access their personalized virtual desktop, applications, content and settings from any device. • Provides end-to-end management and administration of your Windows 365 virtual PCs

Why Insight for Managed Endpoint?

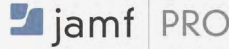
Partnership

Microsoft Gold Partner



VMware Premier Partner

Jamf Value Added Partner



Apple Value Added Corporate Reseller



Apple Authorized Service Provider

Resources

Microsoft Endpoint Manager

- 60 certified technicians
- 18 Gold and Silver competencies

VMware Workspace ONE

- 10 certified technicians
- Deploy and Manage accreditation

Jamf Pro

- 10 certified technicians
- Level 100, 200 and 300 accreditations

Best in class



Deep knowledge and experience helping organizations with modernization



End-to-end turnkey delivery of professional and managed services



Track record of success in government, enterprise and education



Committed to working closely with our technology partners

Start from anywhere, anytime.

Technology is changing and so is your workforce. Employee experience, modern management and agility are in high demand across the enterprise.

Find out how your organization can stay ahead of the curve with the Managed Endpoint services from Insight — talk with our teams about taking a customized approach to device management and modernization.

Visit: solutions.insight.com

Driving innovation with digital transformation

At Insight, we help clients enable innovation with an approach that spans people, processes and technologies. We believe the best path to digital transformation is integrative, responsive and proactively aligned to industry demands. Our client-focused approach delivers best-fit solutions across a scope of services, including the modern workplace, modern applications, modern infrastructures, the intelligent edge, cybersecurity, and data and AI.

Learn more at:

solutions.insight.com | insight.com

©2022, Insight Direct USA, Inc. All rights reserved. All other trademarks are the property of their respective owners.
MW-ME-WP-1.0.08.22