

INFOSYS
MODERN DEVICE
MANAGEMENT
FOR HYBRID
WORK

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The future of work is in a powerfully connected, collaborative yet fluid and borderless state. Artificial Intelligence (AI) and Cloud have steered the workplace out of the cubicle into a device-network-time agnostic omnipresence enabling infinite digital mobility for the employees and endless possibilities for the organization.

The Challenges

The challenges brought in by the digital revolution especially in endpoint management have never been greater.



Hybrid Workstyle

Elastic workforce, Multiple devices and app platforms

49 million

Remote workers report it takes days—and even weeks—to get issues fixed.



End-User Experience

Need for Easy, fast access to company resources

44 percent

Remote workers say they have access, but not to everything they need.



Secure Workplace

Protecting data and mitigating risks

65 percent

Enterprises need to ensure security and compliance across multiple access channels.

Modern Device Management with Microsoft (MS) Endpoint Manager (Intune)

The call of the hour is for Cloud and AI powered modern management solutions to address these challenges thereby ensuring simplified management, compliant devices, and holistic user-experience for employees to be productively engaged anywhere, anytime on any device. Microsoft Endpoint Manager (Intune) provides unified platform for device management, which is end-to-end, Zero-Trust based cloud management solution supporting hybrid work.

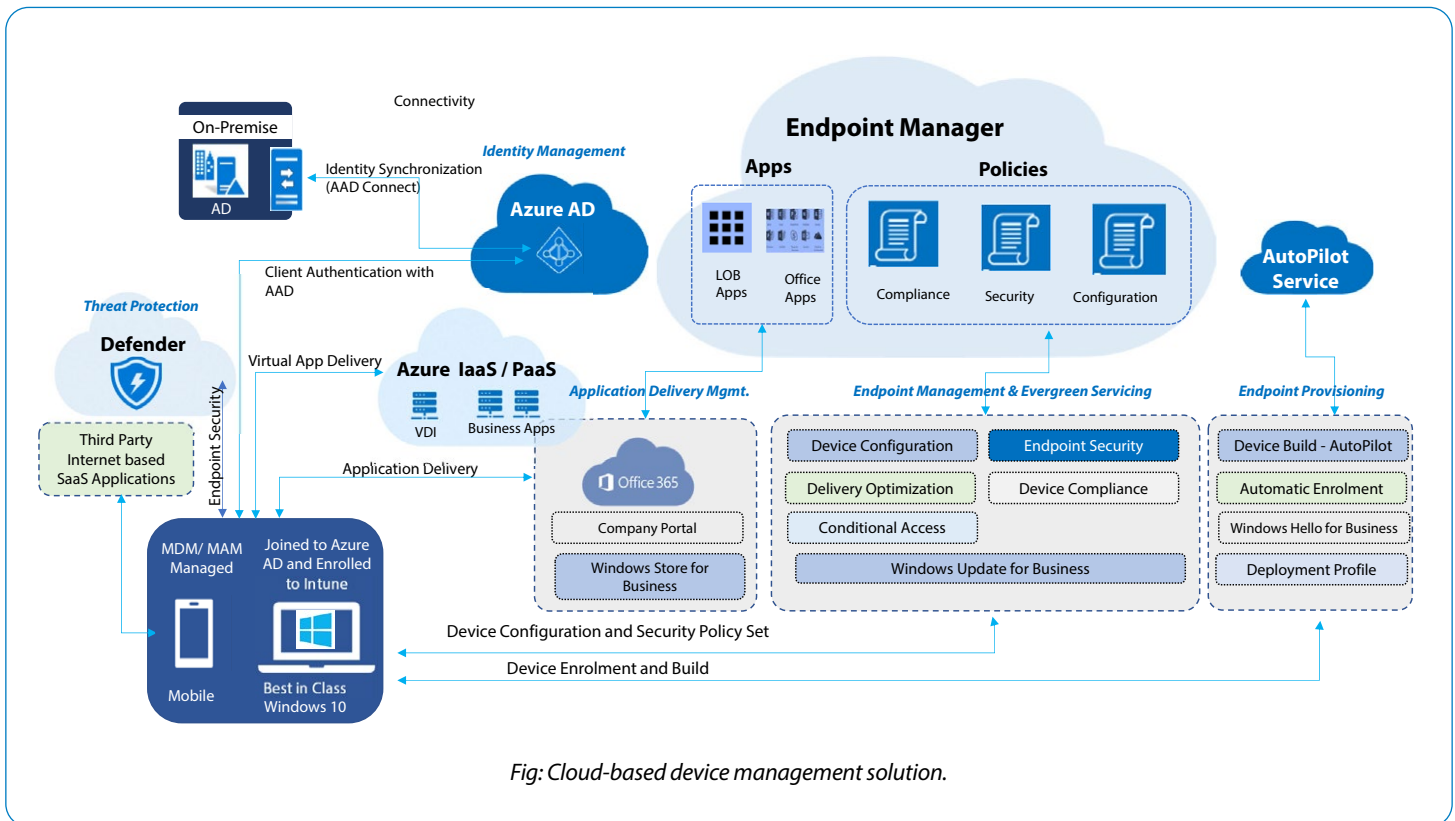
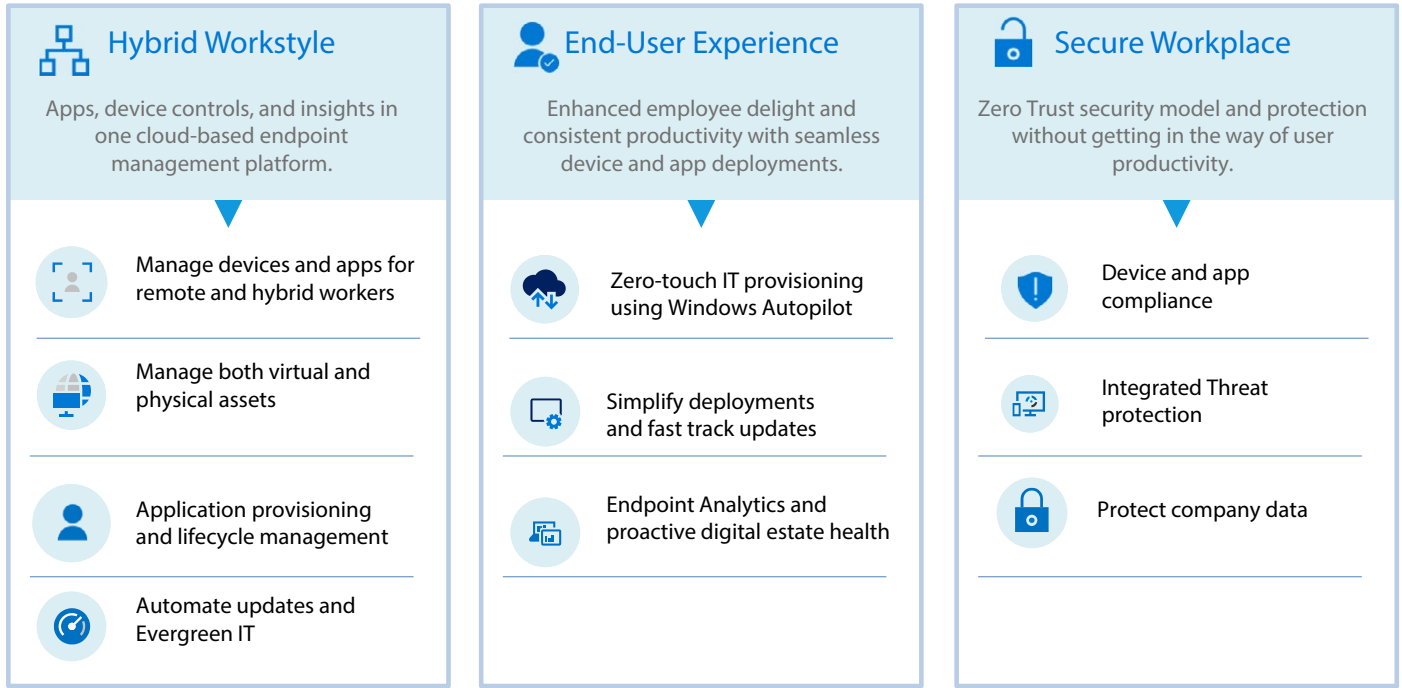


Fig: Cloud-based device management solution.

The key elements of our Modern Endpoint Management solution are:



Endpoint Provisioning –Zero IT touch, self-service device provisioning with Windows 10 Autopilot enables enterprises to transition from their traditional custom image-based provisioning approach to an agile out of the box Windows 10 (Win10) configuration secured and managed by Azure Active Directory (Azure AD) and Intune. This enables an easy and simpler onboarding experience for employees and new joiners receiving new devices, a capability crucial in the current work-from-home (WFH) and remote-work situation.



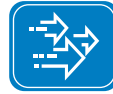
Evergreen Windows Servicing –This solution enables enterprises leverage the modern servicing tools like Desktop Analytics and Windows Update for Business to simplify the operational complexity and dependencies to update Windows 10 and Office apps. Third party updates can be also managed using an automated application provisioning approach.



Endpoint Threat Protection –Modern Device Management provides an Integrated Threat protection across devices, identities, apps, email, and data. Windows Defender for Endpoint and Advanced Threat Analytics (ATA) makes extensive use of our cloud-based detection, advanced real-time heuristics, and integrated reputation-based identification of files, Uniform Resource Locators (URLs), and emails. It is a core part of Windows 10 protection capabilities and operates alongside Windows Firewall, and other security technologies in Windows 10 like Bitlocker, Windows Hello, MS Information Protection (MIP), Data Loss Prevention (DLP), Azure Information Protection (AIP), Cloud App Security (CAS), and Exploit/Credential/Application/System Guard.



Endpoint Management – The MS Endpoint Manager is leveraged for a unified solution to manage endpoints of multiple platforms and form factors. The solution is capable of 'cloud only' endpoint management with MS Intune and Azure AD. It also enables leveraging existing on premises investments by combining the capabilities of the configuration manager with the cloud solution.













Application Delivery and Management –This critical element enables enterprises to modernize their app delivery through containerised package, incremental updates, and enhanced security, forms the foundation of a stable endpoint. MSIX (Windows app package format) based application packaging plays an important role in bringing in all these capabilities. The package can also be made available on the enterprise app store and deployed using Intune or on premises configuration manager. Application delivery via Windows Virtual Desktops (WVD) has enabled anywhere, anytime, any device, application publishing possible leveraging the MSIX apps to virtualized application delivery.



Endpoint Analytics –Endpoint analytics form a part of the MS Productivity Score which provides insights into how device hardware and software issues and performance issues impact end-user's productivity. Analytics (Device, App) enables baselining the endpoint performance and plan for monitoring, remediation and continuous improvement addressing the user experience, thereby increasing productivity. Analytics also helps identify Windows 10 app and update compatibility issues and provides mitigation suggestions.



Benefits of Modern Endpoint Management

 <p>Cost Optimization</p> <p>Harmonization of services, synergies, and optimized license utilization.</p>	 <p>Drive Digital Culture Shifts</p> <p>Driving digital mindset and culture adoption through self-service and analytics.</p>	 <p>Secure and Evergreen</p> <p>Latest updates & features offering enhanced productivity securely and deployed seamlessly.</p>	 <p>End User Empowerment</p> <p>Freedom of choice for user devices, apps, and work location.</p>	 <p>Cloud First</p> <p>Devices wholly managed using cloud services, giving greater flexibility and better time utilization.</p>
 <p>Cost Take-out through Operational efficiencies 36% of total benefits</p>	 <p>Enhanced end-user experience 14% of total benefits</p>	 <p>Improved security 8% of total benefits</p>	 <p>Unified Endpoint Mgmt 8% of total benefits</p>	 <p>Redeployed IT time 12% of total benefit</p>





Our Offerings for Modern Device Management Services

Infosys Digital Workplace Services, with leadership in modernizing and digitizing enterprise workplaces, rich experience in large scale design, implementation, and support engagements, bolstered by strong partner relationships and inhouse accelerators, is the right ally to help navigate enterprises through their transformation journeys. We offer..



Consulting Services

1. Maturity Assessment
2. Roadmap Definition
3. BYOD Strategies
4. Endpoint Security Assessment
5. Change Management



Implementation Services

1. Modern Management
2. Windows Evergreen
3. Cloud Desktops
4. Security Solutions
5. Endpoint Analytics



Managed Services

1. Endpoint Management
2. Evergreen lifecycle
3. Mobile Management
4. Threat Management
5. Cloud Desktop Management
6. Windows-as-a-Service

OUR DIFFERENTIATORS

Modern Workplace
Blueprint


Packaging Factory

Device-As-A-Service
(DaaS)

Analytics driven
proactive remediation

Use Cases

Some successful stories from our Modern Endpoint Management projects.

 Client	 Our Transformation Story
<div style="border: 1px solid #0070C0; border-radius: 15px; padding: 10px; background-color: #ADD8E6; display: flex; align-items: center;">  <div> <p>European electric utility company based in Germany</p> </div> </div>	<div style="border: 1px solid #0070C0; border-radius: 15px; padding: 10px; background-color: #ADD8E6;"> <p>Digital Workplace Transformation, leveraging M365 Cloud enabled Modern Management to smoothly onboard their users across multiple subsidiaries and newly acquired companies to a new Best-in-class intelligent and intuitive digital platform. The solution enabled more seamless and secure hybrid workstyle, improved user experience and reduced operational complexity.</p> </div>
<div style="border: 1px solid #0070C0; border-radius: 15px; padding: 10px; background-color: #ADD8E6; display: flex; align-items: center;">  <div> <p>Leading Australian bank and financial service provider</p> </div> </div>	<div style="border: 1px solid #0070C0; border-radius: 15px; padding: 10px; background-color: #ADD8E6;"> <p>Implementation of Windows Evergreen Operating Environment (EOE) to service 65,000+ end-user devices to stay productive, secure through well-established rollout approach that using established tools and automation. The approach helped to significantly improve their end user satisfaction and minimize their business disruptions</p> </div>

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com



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