POWERING THE MOBILE WORKFORCE OF THE FUTURE WITH MICROSOFT ENDPOINT MANAGER (INTUNE)
Hybrid work is here to stay and work will no longer be restricted to concrete office premises. Enterprises are gearing up to empower their employees to perform at their productive best using agnostic devices, locations, etc.

95% of all organizations allow personal devices in the workplace

60% of the employees use mobile apps for work-related activity

$3.92M is the global average cost of a data breach

1/3rd of the workforce is expected to continue WFH in the new normal

Businesses worldwide are taking steps to streamline device support to power hybrid work. Most organizations have some form of Enterprise Mobility Management (EMM) solutions catering to their BYOD and/or corporate mobile devices. However, many organizations are challenged by:

**Limited Endpoint Diversity:**
The organizations are not able to support various devices (Windows, iOS, Android, Mac, IoT) and solutions (MDM, MAM, BYOD, CYOD) to perform their operations and require multiple products

**Consistent Security:**
A unified security posture for the organization will be difficult to achieve

**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

**Device Life Cycle Management:**
Lifecycle management of apps and devices using a single solution including device inventory, configuration management and remote wipe

**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 included as part of Microsoft 365 (M365), delivers cost-effective and comprehensive EMM capabilities to manage BYOD and corporate mobile devices including laptops, IoT and wearables using a single management console.

**BENEFITS**

- **Reduced support needs**: 36%
- **Improved security**: 30%
- **Enhance user experience benefits**: 14%
- **Redeployed IT time**: 12%
- **Cost optimization**: 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.

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

**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 AND COMPLIANCE**

- Uniform protocols across devices, security and data control and 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
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 Manager

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
- Application management

MICROSOFT ENDPOINT MANAGER (INTUNE) SUCCESS STORIES

<table>
<thead>
<tr>
<th>Harnessing Intune to Empower Distributed Workforce for a Transportation and Logistics Company</th>
<th>Intune Implementation as Part of the Digital Transformation Program for a Leading Investment Organization</th>
<th>Greenfield Mobility Infrastructure Implementation for Leading Wells Intervention Specialist Company</th>
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| • Integrated a user base of over 26000 employees 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 | • Harmonized the digital employee experience, for over 2200 users  
• Migrate the mobile workload (iOS) from the Mobile Iron platform to Microsoft Intune  
• Enabled a secure productive workforce, reduced costs, and enhanced employee experience | • Managing an evergreen Intune environment for 35000 users  
• 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 |

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

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 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.

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