



## Managed Endpoint: A Modern Approach to Device Management

Insight's Managed Endpoint service offers a modern and cost-effective approach to the implementation, administration and support of your new or existing endpoint management solution.

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Employees today require the ability to securely work from any device, anywhere, anytime. The challenge for businesses is to provide such capabilities while being mindful of costs and resources. It's not easy to secure the upfront capital and resources needed to implement an endpoint management solution. Recruiting and maintaining a knowledgeable staff to administer and support increasingly complex environments is also difficult, particularly as an organization scales.

Insight's Managed Endpoint service can assist with these and other challenges IT leaders face in today's anywhere, anytime workplace. Read on how to discover how this solution can help transform and modernize your existing endpoint management environment to deliver a superior end-user experience. We'll also cover how to simplify and optimize your IT costs while unifying processes and services across all your devices.

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## The need for modernization

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 diverse mix 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 much else to do to transform the way endpoints are deployed, secured and managed.



## Challenges to modernization

For some organizations, their efforts may have faltered or stalled due to a number of challenges on the road to modernization.

- **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.
- **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.
- **Keeping up with device security and use cases is challenging.**  
Developing a meaningful and secure strategy around application management and requires understanding the mobile and OS applications used, the evolving threat landscape and taking into consideration 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.



- **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 not very effective outside of business hours.

Experienced IT and business leaders are recognizing the need to modernize their endpoint management environments. Insight's Managed Endpoint service offers 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.





## Outcomes of Insight's Managed Endpoint service

With Insight's Managed Endpoint service, organizations can achieve 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. Insight's Managed Endpoint service gives you the ability to 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. Insight's Managed Endpoint solution addresses this challenge by assessing your current state and configuring a modern, cloud-based endpoint management solution to fit your needs. We expertly manage day-to-day tactical activities to free up your internal IT team so they can plan and execute other IT motions that drive value for the business. Our experts can also handle any migration activity from an existing on-premises SCCM environment.



### Optimize performance and maximize the ROI of your technology investments

Insight's Managed Endpoint solution helps you establish a modern environment and ensures your environment is operating effectively, with diligent alerting and 24/7 incident response. Through this service, we'll also develop a roadmap 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. By leveraging Insight's expert services, we can work together 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 organizations 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 organizations 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 Insight's Managed Endpoint service, IT teams can leave the administration of ongoing daily tasks to us and refocus on more strategic projects and initiatives, maximizing organizational efficiency.




## A viable pathway

Insight’s Managed Endpoint service 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.

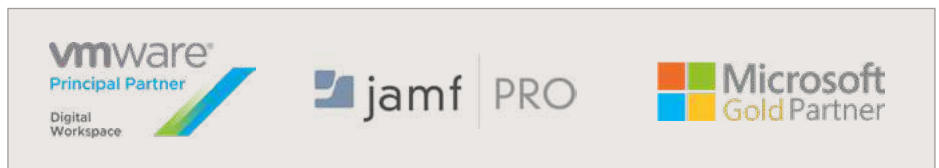
	Description
 <p>Included service features</p>	<b>Tenant management</b> <ul style="list-style-type: none"> <li>• Expert configuration and ongoing maintenance of your new or existing endpoint management solution</li> <li>• Inclusive of cloud-identity integration and recurring task execution, including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



## 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

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| <ul style="list-style-type: none"><li>• Microsoft Endpoint Manager<ul style="list-style-type: none"><li>• 60 certified technicians</li><li>• 18 Gold and Silver competencies</li></ul></li></ul> | <ul style="list-style-type: none"><li>• VMware Workspace ONE<ul style="list-style-type: none"><li>• 10 certified technicians</li><li>• Deploy and Manage accreditation</li></ul></li></ul> | <ul style="list-style-type: none"><li>• Jamf Pro<ul style="list-style-type: none"><li>• 10 certified technicians</li><li>• Level 100, 200 and 300 accreditations</li></ul></li></ul> |
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### 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.

[Speak with an expert Insight representative](#) about what Insight's Managed Endpoint can offer your business. We can discuss your organizational needs and determine an approach that is right for you. No matter the scope or complexity of your device and application requirements, Insight's Managed Endpoint can scale to meet your needs.

Let us help you reduce cost complexity, modernize your existing environment, adapt to new device use cases and workflows, maximize return on your technology infrastructure and licensing investment and optimize performance.