



# Dynamic remote device and patch management

The Covid-19 pandemic has changed the way we work. Employees have adopted remote and more flexible working patterns, impacting the way in which organisations operate and the technology they use.

Its never been more important to ensure your devices are provisioned, managed and patched, not only for the course of this ongoing pandemic, but also for the future of the workplace.



## InTune Configuration for Device and Patch Management

InTune is Microsoft's cloud-based device management solution built-in to Azure. InTune handles remote management, complete with app deployment, conditional access policies, device configuration deployments and more to handle all device requirements from a central location.

By using InTune, you can gain a clear picture of all your mobile devices. It also provides you with a management solution which enables you to ensure all devices are meeting security and compliance standards and essential resources and policies are being delivered.

InTune encompasses many automated solutions for new and existing devices, improving security and saving your organisation both time and money on your device management journey.



## Autopilot Configuration for Dynamic Remote Device Management

Autopilot is a piece of technology embedded into InTune which configures a device with apps, policies and security at a single touch. You can send a company device directly to an intended employee, and upon login with their Azure credentials, the device will automatically set itself up, never having to pass through your IT department.

Autopilot brings many benefits to the company, including but not limited to a fully automated start-to-finish device set-up of security policies, applications and compliance policies. This technology ensures that your devices are consistently secure, compliant and ready for end-users without an interaction from an intermediary such as your IT department. This provides you with huge time and cost savings without the risk of human error.

# Configuration Manager implementation and upgrades

Configuration Manager is at the core of automation for end-user devices and servers due to its ability to rebuild and upgrade machines, deploy apps, patches and configuration baselines and more, without having to touch the end-user machine.

Configuration Manager reports can integrate with Power BI to help make management, security and ongoing maintenance a quick and easy task

We can work with your organisation to introduce Configuration Manager to your business, upgrade your instance or simply improve the way you're using it to make use of the latest security, features or more complex automations saving you both time and money.

We always advise having the latest version –1 installed (currently 1910) and if your Configuration Manager instance is at version 1806 or below, you are considered out-of-support.

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The lessons we have learnt and the benefits derived from this lockdown will continue to provide value for businesses long after it's over. Through our Microsoft Partnership we can help you create and improve your remote experience while progressing your on-premise infrastructure.

## Case study - Dynamic Remote Device Management

Due to COVID-19, many companies now face the choice of allowing employees to work from personal devices or supply new company-owned devices for them to use at home.

### The Challenge

Many organisations have found themselves unable to ensure their company data is secure on these personal devices as they do not have the infrastructure in place to manage this situation.

A leading Channel Island Fiduciary Service provider recently faced this challenge and reached out to C5 Alliance to implement a technology solution to reduce the risk of unsecure devices. With the help of C5, the Company was able to go from having a solely on-premise infrastructure for their device management to a full end-to-end cloud solution for managing devices remotely.

### Outcome

Device compliance and configuration policies significantly reduce the probability of devices being compromised. C5 implemented a full Autopilot configuration to enable the Company to fully provision their current devices with the touch of a single button.

The provisioning process is now fully automated. It means all required applications, security policies, encryption levels and configurations are ready to go on a device on first use, saving the company's in-house IT support team valuable time.

### Key Activities

C5 consultants implemented Microsoft Intune to ensure all devices which accessed company data had a suitable patching schedule, which means they never fall behind with the latest security updates.

This was completed with baselines to automate security of devices and ensure they are suitably locked down to minimise the risk of threats.

Revised firewall configurations, exploit guard & device guard as well as data protection, BitLocker encryption and Windows Hello help complete the new device management setup.



For more information about how C5 Alliance can develop your end of support strategy, please contact [enquiries@c5alliance.com](mailto:enquiries@c5alliance.com) or call **01534 633733**

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