



MDM Solution Design and
Support - Workspace ONE /
Airwatch, Intune or Meraki
Service Definition

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1 About The Service

Lineal are a VMware Enterprise Partner, Microsoft Gold Partner and a Cisco Partner with a specialism in cloud solutions. We are also a Microsoft CSP Direct reseller, able to deliver Microsoft CSP licensing alongside our in-house professional services to both customers and other partners. Lineal have been a Mobile Device Management (MDM) specialist for many years now and we have designed and supplied Cisco Meraki, VMware Workspace ONE and Microsoft Intune MDM solutions for many commercial and public sector organisations. Each of these solutions are designed for enterprise-level end-user device management and can scale from just a few devices to thousands, with a cloud management interface providing single pane of glass visibility and control. Assets are monitored with alerting available to identify issues, and managed devices are able to receive policy updates as they change with near real time compliance reporting built in to the solutions. Deploying applications or configuration settings such as new wireless profiles becomes far simpler than in the past with an easy to use web-based control panel. Multiple device profiles are supported and can be assigned at the device or user level depending on individual requirements. Policies can be assigned based on group membership and different policies can be applied to different types of devices. A key feature of most MDM platforms is the capability to remote wipe a device to mitigate the risk associated with lost or stolen devices. Remote wipe, combined with location tracking, can be instrumental in managing risk when it comes to more a more mobile workforce with increased working from home practices here in the UK.

This service is designed for customers who might want to have a managed service provider look after one or more aspects of their Mobile Device Management solution. It is also suitable for customers who wish to know more about what is possible when using Cisco Meraki, Workspace One or Intune and who want to work with an experienced partner to support their MDM solution. Our services help to improve the end user experience while reducing complexity, enhancing reporting, lessening monitoring overhead and improving efficiency for in-house IT staff.

2 Onboarding Process

When purchasing services from Lineal, we offer a full onboarding process which begins with a relatively short discovery exercise to advise or confirm the services requested will meet the requirements of the project and identify any constraints that we will both need to be aware of. Our onboarding is then agreed with the customer but typically includes a fully managed implementation with project management from Lineal, ongoing and post-sales support and everything you would expect from an experienced managed services provider such as Lineal. Delivered during the project and built upon post-implementation if required is a programme of training for technical staff and/or end users as required to ensure the selected solution meets the agreed requirements and is easy to use.

3 Implementation Plan

We begin engagements with a short discovery exercise which then leads to an agreed project scope with a timeline and milestones to be agreed as appropriate. For MDM solutions, the first stage following discovery, licensing design and scope agreement is the configuration of the chosen product. Configuration will depend on the products selected. Configuration will be required for device types and profiles for any groups of devices as a minimum. There will be some baseline settings that apply to all devices of a certain type with additional settings being configured for more specific cases. Once the baseline policy configuration is complete, test devices can be enrolled for technical testing to ensure the solution meets the design requirements.

Following installation and technical testing, the solution is configured for live use and training is provided if required. When going live, the solution is monitored carefully and any anomalies identified and resolved. At this point, the service transitions to ongoing support either in a fully managed or self-managed capacity as agreed.

4 How to order and how you will be billed

Ordering is based on the number of licenses required plus the support option chosen. Professional services are ordered based on the number of days required, or as an annual commitment monthly subscription in the case of support services. Please get in touch with us and we will work with you to create a solution to meet your requirements and budget. Cisco Meraki and VMware Workspace ONE licensing is usually annual with multi-year prepay available for additional savings. Microsoft Intune can be licensed monthly with a minimum 12-month term, being billed monthly in advance. All solutions have a degree of flexibility to increase the licensed quantity during the term, so deployments can begin small and then scale up, although discounts are less likely to apply for smaller volume orders.

5 Data Protection

Aside from billing and support contact details, and solution configuration notes which are stored securely in Microsoft 365 (GDPR compliant) we do not store any of your data on Lineal owned systems. Compliance reporting, settings and configuration details are stored securely in the MDM platform which is a cloud control panel for your MDM products and services. MDM solutions are able to identify device location for certain device types, if required, so additional care will be required when considering the data protection and security implications of this feature.

6 Pricing Overview

Onboarding and configuration is charged per day when purchased as a one-off service. A typical configuration for a 300 device MDM environment split into four device types

would usually require five day's professional services at £600+VAT per day. However, if Lineal are the reseller and also delivering ongoing support, both technical training and onboarding will be discounted in order to support our goal to develop a long term support relationship with you. Licensing is priced at RRP for low volume with discounts available for larger orders when purchased with ongoing support. Please contact us with your requirements for more details including any vendor promotions that may be available at the time.

7 Support

Lineal has a full support team trained in Microsoft Intune, VMware Workspace ONE and Cisco Meraki MDM solutions and their supporting technologies, including Microsoft cloud services such as Azure. We operate a service desk for support queries available via email or over the phone. Our support agreements include industry SLAs for responsiveness and you will find our staff both friendly and helpful as we want your experience with our MDM solutions to be as simple and pain free as possible. We are incredibly proud of our team and we think you will love working with us.

8 Technical Requirements

MDM products are extremely flexible. Depending on the solution you are considering, we will be able to advise on technical constraints. For example, some MDM solutions will have varying support for emerging operating system features when compared to alternative solutions. We can advise on any differences and how this might impact the project's requirements. Compatible devices will also be required, which can vary based on the MDM solution selected, the type of hardware and the operating system version of that hardware. We can advise on any such requirements during the discovery phase.

9 Previous Experience

Lineal has many customers using MDM products and we regularly advise public sector clients on the importance of enhancing visibility and ease of management for complex device estates as it is not always considered when moving to modern platforms which typically have multiple methods and potential end-user device types used to access cloud services. Our existing clients include both commercial and public sector organisations such as councils and housing associations, in addition to schools. Please contact us for more details of customer use cases.

10 Ongoing Service Considerations

MDM products and services are customer-owned solutions which can be customised to suit changing needs or requirements. For managed service customers, we ask that a change request is submitted that can be agreed and approved at both ends prior to any

changes being made to live environments in all but emergency situations. We want you to enjoy using and owning these solutions so are always ready to hear what can be done to improve the service.

11 Service Levels

Service levels are dependent on the product chosen but are typically 24x7x365 for MDM products with any agreed maintenance windows for updates being completed at a time of the customer's choosing. Updating MDM services usually has no impact on users and is completed overnight at an agreed date following the release of the updates. The update process is largely automatic and fully monitored via the MDM platform.

12 How to stop using the service

If you have purchased support from us as part of the service, there is usually a minimum 12-month term, although you may have chosen to prepay for this or a longer term, e.g. on a 36-month agreement. You may give us two months' notice at any time to cease or reduce the services you are using once the initial term has completed. You may vary licensed quantities either by adding licenses to the solution or, on monthly payment plans, reducing licensing provided the total licensing does not drop below the initial order during the term. We contact you before each renewal period to advise of future costs and to check whether any changes are required. For customers not entering into an ongoing service agreement, you may terminate our professional services at any time, with any professional services fees then becoming due from you.

13 Offboarding Process

We want you to be successful and have a pain free experience when it comes to cloud services. So if you decide it's time to implement a different solution or move to a different provider, or if your budget means a change is needed, we are here to discuss any concerns and assist with that transition. Your MDM environments are yours so you have the option of shifting the support or billing to another partner or taking on the commitment to manage and support the solution yourself. Please talk to us early if you encounter any problems – we are here to help.



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