



Service Description

Implement

Microsoft

Intune and

Defender



Infrastructure
Azure

Why you need this?

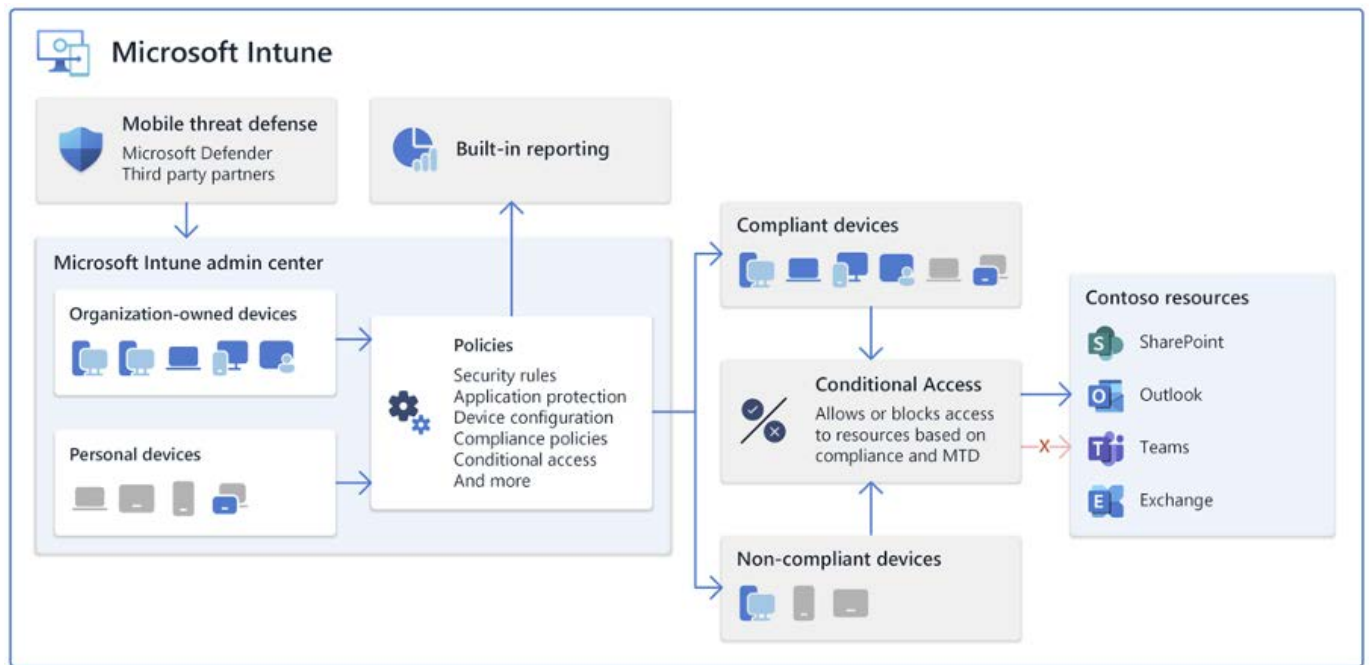
If you are using Microsoft 365, either Business Professional or E3, E5 (or N3, A3, A5 and F3/5) you have rights and licences for both MS End Point Manager/Intune and one or a number of MS Defender applications as part of your subscription. Both these tools are immensely useful, and can allow you to retire and save the licensing costs of other products you may be using, or will give you better capabilities to manage and secure your end user devices, such as PCs, Macs, tablets and smartphones running all major operating systems including Windows, MacOS, iOS, Linux and Android.

Fordway's Intune and Defender implementation service provides the quickest and most cost effective way for your organisation to gain value from these tools. Fordway have set up and configured over 50,000 PCs for management under Intune in the last 3 years, and actively manage and secure over 15,000 PCs every day under our managed services. We have defined templates and processes to make this process as quick, simple and seamless as possible.

A simple outline of Intune's device management capabilities is on the next page:

Contents

01	Why you need this?	01-02
02	Service Overview	02-03
03	Key Benefits	04
04	Key Features of Fordway's Approach	04
05	About Fordway	05
06	Service Terms	05-07
07	Ordering	07



02 Brief overview of the service:

1. Setup Intune
2. Add, configure and protect apps
3. Use compliance and Conditional Access
4. Configure device features and settings
5. Enroll your devices

Fordway's Intune and Defender implementation service provides the following:

- Review of current Active Directory/Entra configuration and policies to plan for Intune configuration
- Review of existing device management, anti-malware and security tools implemented
- Review of current device patching services and how these could be migrated to Microsoft Endpoint Manager for Intune deployment
- Review current desktop and managed device images and deployed applications
- Performance and capacity management of the underlying Azure infrastructure
- 24 x 7 service monitoring and service support
- Fordway configure the following: desktop provisioning, device and user profiles, base applications to be installed, application protection policies, security settings and enrolment restrictions
- Desktop security configured through Windows Information Protection and Defender for Endpoint
- Configuration of Defender console and results analysis using Microsoft Secure Score
- Malware protection enabled through Microsoft Defender for Endpoint Plan 1 (or Plan 2 if licensed for M365 E5, A5, F5 or E5 Security add-on)
- Exchange Online Protection configuration
- Set up and manage Multi Factor Authentication for secure login using Microsoft's MFA solution using MS Authenticator
- Optional Defender security event forwarding and analytics into MS Sentinel via organisation specific MS Log Analytics workspace
- Assigned Customer Success Manager providing Account Management
- Azure AD Conditional Access configuration and management to support the service
- Optional automated 3rd Party Application deployment, management and patching using PatchMyPC add-on service for Intune
- CSP Billing Management for Azure and M365 where Fordway provide the licensing subscription
- Microsoft 365 and Azure Tenancy Management including a monthly review of the Secure Score for the Microsoft 365 tenant

App Management Capability	Android/ Android Enterprise	iOS/iPadOS	macOS	Windows 10/11
Add and assign apps to devices and users	Yes	Yes	Yes	Yes
Assign apps to devices not enrolled with Intune	Yes	Yes	No	No
Use app configuration policies to control the	Yes	Yes	No	Yes
Use mobile app provisioning policies to renew expired apps	No	Yes	No	No
Protect company data in apps with app protection policies	Yes	Yes	No	Yes ¹
Remove only corporate data from an installed app (app selective wipe)	Yes	Yes	No	Yes
Monitor app assignments	Yes	Yes	Yes	Yes
Assign and track volume-purchased apps from an app store	No	Yes	No	Yes
Mandatory install of apps on devices (required) ²	Yes	Yes	Yes	Yes
Optional installation on devices from the Company Portal (available installation)	Yes ³	Yes	Yes	Yes
Install shortcut to an app on the web (web link)	Yes ⁴	Yes	Yes	Yes
In-house (line-of-business) apps	Yes ⁵	Yes	Yes	Yes
Apps from a store	Yes	Yes	No	Yes
Update apps	Yes	Yes	No	Yes

02

Why Fordway

Fordway have been hosting, managing, optimising and migrating customers to managed desktop solutions for over 25 years across a multitude of platforms, and using and deploying Intune, Autopilot and Defender as the primary tools for the last 5 years.

Fordway understand the real-world requirements of delivering a DaaS system and the impact on the end-user, the supporting IT and business functions. Along with the project management experience to deliver a successful migration working alongside the business staff. Combining our strategic, business and technical expertise ensure that Fordway will deliver a solution that is right of the organisation, with all the nuances and applications needed.

03

Benefits

- **Get the most out of Azure** – Provide the latest capabilities and enhancements. Fordway will enable the full cost benefits of using the entire suite of products available.
- **Independent** – Fordway will provide independent feedback on the benefits and limitations of the Azure platform and work with you to optimise utility for each customer
- **Experienced personnel** – From business, project management and technical viewpoint, Fordway have 30 years of experience of real-world deployments and meeting operational requirements
- **Comprehensive Azure assessment** – at the start of any engagement Fordway will perform a detailed analysis against the current configuration to identify where real benefits can be gained
- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary to ensure the desired outcome
- **Detailed knowledge of management tools** – Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation.
- **Understand legacy** – Fordway understand companies need to maintain and use legacy systems and are well used to working with in house teams and third parties to ensure they are successfully migrated
- **Clear recommendations** – Fordway will produce a set of costed recommendations on how to get the best out of the Azure tenants and how to migrate any systems over.

04

Key Features of Fordway's Approach

Fordway's approach, is ultimately flexible but the generic steps taken for every engagement are:

- Create and sign off Project Initiation Document
- Review existing virtual desktop environment
- Confirm cloud, licence and toolset information
- Agree on operational management requirements and SLA's
- Install and configure management agents/tools
- Migrate from any existing tools
- Monitor and analyse new capabilities
- Create dashboards and reporting
- Provide agreed reporting against SLAs

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

05

About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

06

Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources. The customers Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

08

Ordering

Fordway services can be ordered by contacting your Fordway account manager or other members of our team on [01483 528200](tel:01483528200), emailing sales@fordway.com or using the contact form on www.fordway.com.

Public Sector customers can order Fordway Cloud services through the G-Cloud Framework, please go to www.digitalmarketplace.service.gov.uk, search on Fordway and browse the catalogue.

Our Accreditations

ISO 9001
ISO 14001
ISO 27017
ISO 27018
ISO 20000
ISO 27001



Fordway Solutions Ltd
Charterhouse Suite
Ground Floor
Mill Pool House, Mill Ln
Godalming, Surrey
GU7 1EY

Confidentiality Notice: This document is confidential and contains proprietary information and intellectual property of Fordway Solutions Ltd. Neither this document nor any of the information contained herein may be reproduced or disclosed under any circumstances without the express written permission of Fordway Solutions Ltd. Please be aware that disclosure, copying, distribution or use of this document and the information contained therein is strictly prohibited.