



Microsoft Endpoint Configuration & Management

Service Description

G Cloud 15



Contents

Introduction.....	2
Service Description.....	3
Who this service is for	3
Scope of Service	4
Benefits	4
Features	5
Deliverables	5
Service Management.....	5
Service metrics and reporting.....	6
Training and knowledge transfer.....	6
Accessibility and standards	6
Assumptions and prerequisites	6
Onboarding & Offboarding	7
Roles and responsibilities	7
Timescales	7
Change management	8
Service location.....	8
Exit plan.....	8
Data handling and security	8
Why UK Public Sector Organisations benefit when they Partner with Ekco Cloud & Security	9
Security-First Cloud Services Aligned to Government Standards.....	9
End-to-End Capabilities Mapped to G Cloud 15	9
Scalable Expertise and Sovereign Delivery	9
Tailored Solutions for Resource-Constrained Organisations	9
AI-Enhanced Security Operations.....	10
Public Sector-Focused Engagement Model.....	10
Global Recognition and Strategic partnerships.....	10

Introduction

Ekco Cloud & Security is an ideal partner for public sector organisations seeking a **secure, compliant, and scalable provider** via G Cloud 15.

We make it easier for IT teams to innovate, scale, manage, troubleshoot and secure. Across cloud, business continuity, security and workspace solutions, we enable the growth our customers want with the team they already have.

Through our security-first approach, large specialist workforce, AI-enhanced operations, and proven delivery capability, we help organisations:

- Modernise securely
- Strengthen cyber resilience
- Reduce operational risk
- Improve service continuity
- Deliver safer, more reliable digital services for our customers and their stakeholders.

Ekco's end-to-end cloud and cyber services are well matched to **G Cloud purchasing needs and public sector transformation goals**.

Service Description

This Service Description defines Ekco's Intune Deployment & Management Service, aligned to the UK Government G-Cloud 15 framework. The service delivers secure, scalable endpoint management for Windows, macOS, iOS, iPadOS and Android, supporting both corporate and BYOD estate models.

Ekco provides a fully managed Microsoft Intune deployment and configuration service enabling organisations to modernise endpoint management, strengthen device security, support hybrid working and reduce rebuild overheads.

This service includes design, configuration, app packaging, Conditional Access, AutoPilot deployment, BYOD security setup and detailed handover into support

Who this service is for

The service is designed for:

- IT teams seeking modern endpoint management.
- Organisations requiring secure BYOD enablement.
- Staff working from office, home, or hybrid.
- Regulated environments requiring data security controls.

Scope of Service

- Modern Endpoint Management
 - Full Microsoft Intune configuration for organisational and BYOD devices.
 - Dynamic, role-based configuration via Microsoft Entra ID.
 - Windows AutoPilot deployment for automated device provisioning.
 - Intune Application Packaging (.exe / .msi) for approved applications.
- Device Security & Compliance
 - Conditional Access enforcement for compliant/managed devices.
 - App Protection Policies (iOS/Android).
 - Compliance Policies (Windows/macOS).
 - Integration with SentinelOne using custom compliance scripts.
- BYOD Support
 - Secure data separation for personal devices.
 - App Protection and Conditional Access enforcement.
 - Selective wipe capabilities.
 - User enrolment and guidance.
- AutoPilot Deployment
 - Hash extraction and import.
 - AutoPilot profile creation.
 - Windows 11 rebuilds where supported.

Benefits

Buyers who partner with Ekco will realise the following benefits;

- **Reduced operational overhead:** AutoPilot and modern management significantly reduce rebuild time and reliance on manual IT processes.
- **Greater cyber resilience:** Meets cyber insurance security requirements.
- **Improved user experience:** Smoother onboarding/offboarding and simplified enrolment for both corporate and personal devices.
- **Enhanced control of data:** App Protection Policies and Conditional Access reduce data leakage risk.
- **Future-proofed IT estate:** Aligns with Microsoft's cloud-first strategy and modern endpoint management standards.

- **Consistent security posture across all devices:** Whether personal or corporate, all devices accessing organisational data meet minimum security baselines.
- **Faster deployment of applications and updates:** Reduces delays and ensures compliance by standardising essential software.

Features

- **End-to-end Intune deployment** covering design, build, testing, deployment and handover.
- Modern device provisioning using Windows AutoPilot for **faster, automated rebuilds**.
- **Cross-platform BYOD management** for Windows, macOS, iOS, iPadOS and Android.
- **Advanced security controls** including Conditional Access, App Protection and Compliance Policies.
- Application packaging and automated software deployment across corporate devices.
- **Dynamic management** using Microsoft Entra ID groups for role-based configuration.
- Full documentation suite including LLDs, JML process updates and user enrolment guides.

Deliverables

Service Management

After project completion Ekco can provide an ongoing managed service. This allows customers IT teams to focus on organisational critical projects and for us to take care of the day-to-day activities such as enrolling a joiner's IT kit.

As part of the project, we would agree the scope of the managed service and define a clear RACI to ensure that both teams are working harmoniously for the benefit of the organisation.

With the managed service, customers will have access to:

- **Account Manager** – they support the commercial relationship between both organisations. It is their responsibility to ensure that the Buyer is aware of any changes to commercials, including those made by third parties, i.e. Microsoft, and of any special offers/discounts available.
- **Ekco Service Desk** – staffed by Microsoft experts to help resolve issues promptly. Tickets can be raised, and escalated, via phone, email and our ITSM. The service desk is available 24 x 7 with response times aligned to our service level agreements which are ITIL aligned and correspond to P1-P4 issues.
- **Agreed SLAs and escalation paths** – mutually agreed service level agreements to ensure both parties can work efficiently and effectively to resolve any issues that might arise. We have clear escalation paths defined to ensure prompt escalation if needed. The Buyer may also request a Service Delivery Manager and/or Technical Account Manager to further support the delivery of the day-to-day service.
- **CMDB updates and change control** – ITIL aligned change management, problem management and incident management processes. These will be managed in a structured way to ensure clear

communication, risks are identified, managed and mitigated and any commercial implications are detailed and shared with the appropriate stakeholders.

- Access to knowledge articles and support materials – gain access to our resources to help support your end users.

Service metrics and reporting

- Project (Configuration)
 - Project plan progress (% complete, critical path)
 - RAID logs
 - Intune deployment pilot success criteria
 - Deployment status summaries
 - Migration cutover outcomes (success/fallbacks)
 - Security baseline conformance (policy compliance overview)
- Management (typically can include)
 - JML list (monthly/quarterly)
 - Adherence to agreed KPIs
 - Adherence to agreed SLAs
 - Issue/Resolution Summary
 - Security risks/issues Summary
 - Microsoft Update

Training and knowledge transfer

- Enrolment guides for all platforms.
- Updated JML processes.
- Knowledge articles.
- Optional end-user training sessions.

Accessibility and standards

Documentation is provided in accessible formats upon request. We align to Microsoft's Well-Architected Framework and Azure CAF and follow public sector accessibility guidance for published materials where applicable.

Assumptions and prerequisites

- Global admin access to Microsoft 365 tenant.
- Intune-enabled licensing (e.g., M365 Business Premium/E3/E5).
- Supported OS versions.
- N-Able N-Central installed for hash extraction.

Onboarding & Offboarding

Our projects are delivered by accredited PRINCE2 Project Managers, we use proven methodologies and tools to ensure that we deliver on time, to budget and with minimised risk for our customers so that they can realise the benefits of their migration immediately.

Onboarding activities typically include:

1. Kick off & discovery – requirements review and project initiation.
2. Design phase – production of LLDs; approvals required.
3. Build phase – configuration of Intune environment.
4. Application packaging – packaging and testing.
5. Deployment & enrolment – staff enrolment and BYOD onboarding.
6. Early-life support – stabilisation period.

Offboarding/exit support includes:

1. Removal of Intune Configuration from devices upon request
2. Corporate data removal from BYOD devices using selective wipe
3. Decommissioning of unused profiles, apps and groups
4. Transfer of documentation and access.

Service delivery, during the project, is performed by certified Microsoft engineers and project managers. A project plan, RAID and regular progress reporting are provided. Post go-live hyper-care can include on-site assistance for end users and IT staff. Ongoing managed service (if required) can be purchased separately.

Roles and responsibilities

- Supplier: Project management, design, build, migration execution, documentation, knowledge transfer.
- Buyer: Access to environments and stakeholders; timely approvals; provision of application installers, configuration details and vendor contacts; pilot user participation.

Timescales

Scope and duration are dependent on delivery type and complexity. Our experience ranges from small implementations to large multinational deployments for large enterprise customers.

Change management

We deliver projects that are ITIL aligned. Changes are managed through a formal change control process agreed in the project initiation phase. Impacted scope, time and cost are documented and approved prior to implementation.

Service location

The service can be delivered onsite and/or remotely.

Exit plan

A documented exit plan will be agreed during delivery, covering knowledge transfer, artefact handover, and safe hand back of access. Data extraction and sanitisation activities will follow Buyer policy and the Call-Off Contract schedules. Please note that Exit services would be a separate professional services package and chargeable.

Data handling and security

- All data remains within the customer's Microsoft 365 tenant.
- Authentication enforced via Conditional Access and Multi-Factor Authentication (MFA).
- Policies align to industry best practice baselines.
- Ekco engineers follow secure access protocols.

Why UK Public Sector Organisations benefit when they Partner with Ekco Cloud & Security

Security-First Cloud Services Aligned to Government Standards

Ekco Cloud & Security is a leading UK and European **security-first managed cloud provider**, delivering deep expertise across cyber security, identity, and cloud. Our services align with **NCSC guidance, the Cyber Assessment Framework (CAF), NHS DSPT**, and wider public sector assurance requirements. Our proven **Assess → Protect → Detect → Respond** model supports secure-by-design digital transformation across hybrid and distributed environments—directly addressing public sector risk and resilience priorities.

End-to-End Capabilities Mapped to G Cloud 15

Public sector buyers need suppliers that can deliver migration, protection, management, and optimisation through a single, accountable partner. We provide a **fully integrated cloud and security portfolio**, including:

- Cloud migration and managed cloud operations
- Security and infrastructure management
- Identity security and privileged access management
- Secure modern architecture design
- Real-time threat detection and incident response

These services align directly with **G Cloud 15 lots and purchasing criteria**, enabling organisations to modernise securely while managing complex legacy estates.

Scalable Expertise and Sovereign Delivery

With **1,000+ cloud and security specialists across the UK and Europe**, we offer the scale, depth, and resilience required to support mission-critical public services. A dedicated **identity security practice** provides mature capability for access control and Zero Trust adoption—an increasingly critical requirement across government organisations.

Tailored Solutions for Resource-Constrained Organisations

Recognising the challenges faced by councils, NHS trusts, education, and blue-light services, we offer **cost-effective, scalable cloud and cyber security solutions** designed for organisations with limited internal capacity.

These services protect against phishing, ransomware, and social engineering while meeting G Cloud's expectations for solutions that are secure by default, rapidly deployable, and low overhead.

AI-Enhanced Security Operations

We embed **AI into daily security operations**, improving analyst productivity and response effectiveness. AI-assisted services accelerate:

- Incident triage and prioritisation
- Threat analysis and vulnerability summarisation
- Reporting accuracy and audit readiness

This enables faster outcomes and stronger protection for public bodies operating with limited staffing.

Public Sector-Focused Engagement Model

Our partnership-led approach aligns with government procurement expectations, offering:

- Dedicated, accountable delivery teams
- Transparent SLAs and service reporting
- 24/7 support with local expertise
- Predictable commercial and contract models

This ensures we act as a **strategic long-term partner**, not a transactional supplier.

Global Recognition and Strategic partnerships

These global accreditations partnerships show our commitment to customer satisfaction, data safety, security and overall quality. We're independently audited every year to give our customers confidence in our approach.



From agile managed cloud platforms to next-gen security services that supercharge defences, our local team of specialists provide proactive, round-the-clock management. With one Ekco Cloud & Security team delivering a combination of services, our customers quickly gain control and visibility over their technology.