

Microsoft Intune Endpoint Management by Nasstar

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Microsoft Intune Endpoint Management Service provides organisations with a fully managed, modern device management capability designed to keep endpoints secure, compliant and up to date. As end-user devices become increasingly central to productivity—and with remote and hybrid working now the norm - businesses need robust, scalable and cloud-first endpoint management to protect users while minimising operational overhead.

By leveraging Microsoft Intune and related cloud technologies, Nasstar ensures that Windows and enrolled mobile devices remain healthy, patched, protected and aligned with organisational configuration and security standards. Nasstar's specialists take responsibility for policy administration, update deployments, application packaging, anti-malware hygiene, device provisioning and ongoing monitoring - ensuring the endpoint estate is consistently maintained without placing additional strain on internal IT teams.

The service is delivered by Nasstar's experienced endpoint engineers and cloud operations specialists, providing 24x7 oversight, proactive remediation of systemic issues, and structured governance through scheduled reporting. This enables organisations to reduce risk, prevent drift from intended configurations and maintain strong endpoint posture across distributed teams.

By complementing and integrating with existing IT support models, Nasstar ensures customers can focus on supporting users and business operations while endpoint reliability, compliance and security are handled as part of a managed, repeatable service. The result is a modern, resilient and cost-effective endpoint management experience that improves user productivity and reduces operational complexity.



2 What Does the Service Include?

2.1 Managed Microsoft Intune Endpoint Management Overview

Nasstar's Microsoft Intune Endpoint Management Service delivers end-to-end management of modern Windows desktops and enrolled mobile devices using Microsoft Intune and cloud-based automation. The service provides 24x7 enterprise-grade monitoring, policy administration, update deployment, compliance reporting and application lifecycle management - ensuring that endpoints remain secure, current and aligned to best practice.

Many organisations struggle with fragmented toolsets, inconsistent device configuration, or resource constraints that limit their ability to keep endpoints fully patched and compliant. Nasstar addresses these challenges by providing a unified managed service that encompasses device health, OS patching, Defender for Endpoint hygiene, Intune platform operations, MDM configuration and optional application packaging.

Key service elements include:

- **Endpoint Agent Health**
Monitoring and remediation of systemic agent issues affecting Windows Updates, Intune management, inventory reporting, anti-malware and software deployments.
- **Endpoint OS Patching**
14-day deployment of critical and security updates, monthly feature updates, Intune update rule configuration, cumulative Software Update Group (SUG) management and compliance reporting.
- **Microsoft Defender for Endpoint Hygiene**
Anti-malware policy deployment, definition updates, threat scan initiation, remote remediation, unhealthy agent reporting and daily malware detection reporting.
- **Application Packaging & Maintenance (optional)**
Packaging of Win32/MSI applications, deployment testing, version updates (including Winget/Microsoft Store sources), dependency handling and scheduled deployment reporting.
- **Intune Platform Management**
Administration of Intune, Autopilot and Windows Store for Business; monitoring of Intune service health; remediation of platform issues; and policy update recommendations.
- **Mobile Device Management & Security**
Management of MDM configuration policies, mobile application policies, device enrolment procedures, remote lock/wipe actions, mobile compliance reporting and security policy enforcement.
- **Compliance & Operational Reporting**
Monthly reporting covering agent health, OS patching compliance, anti-malware status, deployment compliance, device health trends, support case summaries and policy insights.

Underpinned by structured service operations - including incident, request, change and problem management—Nasstar ensures the entire endpoint ecosystem is proactively maintained and aligned to organisational requirements. The service integrates seamlessly with wider Nasstar cloud and security services, enabling customers to benefit from centralised governance, consistent device posture and reduced operational effort.



With deep Microsoft expertise and extensive experience managing modern endpoint estates, Nasstar provides organisations with a secure, scalable and efficient device management mode - ensuring endpoints remain compliant, healthy and ready to support users across the modern workplace.

With proven expertise in large-scale VDI deployments, Azure operations and Microsoft cloud services, Nasstar offers customers a reliable, cost-effective and scalable managed service that enables consistent virtual desktop performance and improved user experience - supporting hybrid working, operational resilience and modern digital workplace strategies.

