

Managed Endpoints with Intune



Our Managed Endpoints with Intune service provides ongoing management and support for Microsoft Intune environments, and helps keep endpoints secure, compliant, and optimised, while reducing the operational burden on internal IT teams.

The service combines proactive monitoring, structured governance, and expert support to ensure Intune and Windows 365 continue to meet your organisational and user needs as Microsoft capabilities evolve.



What is managed endpoint management?

Managing security, updates, and compliance across a growing device estate can be challenging without increasing budgets or headcount. Our Managed Endpoints with Intune service helps solve this by:

- ▶ Handling day-to-day Intune configuration and policy management
- ▶ Delivering proactive monitoring and regular health checks
- ▶ Management of application deployment and security updates
- ▶ Managing compliance, configuration, and Conditional Access policies
- ▶ Includes Phoenix proprietary dashboards and reporting for device health, Intune usage and security posture
- ▶ Providing incident and problem management with root cause analysis
- ▶ Offer full Windows 365 and Windows 365 Link management
- ▶ Escalating to Microsoft support when required

Managed endpoint management frees your internal IT team to focus on strategic priorities while helping ensure your endpoints remain secure, compliant, and optimised.

Platforms in scope

- Windows
- MacOS
- iOS and iPadOS
- Android
- Windows 365 cloud PCs, including Windows 365 Link

Endpoint Strategy Sessions

As part of the service, we deliver Endpoint Strategy Sessions led by a Phoenix Intune Subject Matter Expert.

These sessions are designed for decision-makers and focus on translating Intune complexity into a clear, actionable roadmap aligned to organisational priorities and Microsoft best practice.

Each session includes:

- ▶ Practical, tailored Intune guidance
- ▶ A written report capturing discussions, next actions, and a roadmap
- ▶ Handover of in-scope actions to the Phoenix Managed Services Team

Where wholesale changes are identified, a separate professional services engagement may be recommended.

Managed service features

Our service is delivered with clear governance, named contacts, and SLA-backed support to ensure stability and transparency.

- ✔ **Service wrap**
Support hours 08:00–18:00, Monday to Friday*, with break-fix technical support, SLA-backed incident and problem management, and structured onboarding checks.
* UK local time, excludes bank holidays
- ✔ **Operational cadence**
Monthly Intune health checks and quarterly true-ups help keep your environment aligned to best practice.
- ✔ **Policy and deployment management**
Compliance and configuration management, Conditional Access policies, device enrolment, application deployment, and security updates including Windows 365 Cloud PC and Windows 365 Link management.

Why partner with Phoenix?

By partnering with Phoenix, Microsoft's 2023 Microsoft Modern Endpoint Management Partner of the Year, organisations like yours will leverage specialist support, tailored solutions, and maximise the benefits of Intune.

Phoenix is also a member of the Microsoft Security and Management Elite Partner Program.

The invite-only programme is targeted at key Microsoft partners with highly skilled practices that deliver customised solutions and services across security, management, identity, and compliance. The exclusive programme, run by Microsoft's Global Engineering Team, provides Phoenix with early access to the latest technical information across the product stack, the opportunity to participate in private previews, and direct links to key engineering resources.

Member of
**Microsoft Intelligent
Security Association**
Microsoft



Talk to our Managed Service Specialists today

Arrange a free chat with one of our Managed Service Specialists today to discuss how our Managed Endpoints with Intune Service has enabled organisations like yours to optimise endpoint management and allows internal resources to focus on other business objectives.

Get in touch with your account manager for more information.

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