

littlefish GROUP

Digital Employee Experience

Microsoft Intune Endpoint Analytics

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Service Overview

Digital Employee Experience – Microsoft Intune Endpoint Analytics

Empower your organisation with the insight, scalability and reliability of Microsoft Endpoint Analytics through our managed services. As part of our EUC management, we will utilise Microsoft Endpoint Analytics to understand and proactively improve the user experience of your estate.

Our team of experienced architects, engineers and subject matter experts are dedicated to crafting tailored End Use Compute solutions that align perfectly with your business objectives, ensuring seamless migration, optimal performance and ongoing management of your EUC environment.

The Littlefish Approach

Our modular approach allows you to choose the right level of service for your specific needs. In the instance of Endpoint Analytics, this can mean leveraging the basic analytics set available as a feature of the core Microsoft Intune license, or where you're licensed for it, making use of the additional capabilities available as part of Intune Advanced Analytics.

Key Features

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by the specific customer requirements.

- **Configuration:** We can configure the tooling to collect all relevant metrics associated with the digital experience monitoring. Where you have licenses for Advanced Analytics we will configure these to reflect the agreed user groups.
- **Reporting:** As part of our monthly service reporting, we will bring high-level metrics from end-point analytics to report on the estate and quality of user experience. This will include trending of the scores to provide a view of estate performance over time.
- **Insights and recommendations** are reviewed by our architects and subject matter experts, with all recommendations being presented to the key stakeholders before implementation via an ITIL-aligned change management process.
- **Trending and Continual Service Improvement:** We frequently review the reporting within Endpoint Analytics, this feeds into our continual service improvement process to incrementally improve the endpoint user experience, or the information will be picked up by our problem management team and acted upon as part of proactive problem management.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance evaluation against agreed baselines.
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SDM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Productivity Gains:** By leveraging the data within Endpoint Analytics we can better drive improvements to the EUC estate, which ultimately results in enhanced productivity for the end users and greater effectiveness

- **User Experience:** With an enhanced device performance, user experience will also have improved leading to better satisfaction with IT.

- **Extended Refresh Cycles:** With performance data from across your estate, it's possible to migrate from a rigid time-based refresh of devices to a performance based one, extending device lifecycles and lowering total cost of ownership.

- **Expert Guidance and Support:** Rely on our team of Microsoft professionals for expert guidance, proactive support and personalised assistance throughout your EUC journey. From initial consultation to ongoing management, we're committed to helping you maximise the value of Endpoint Analytics for your organisation.

- **Focus on Core Business:** By offloading the complexities of device performance to our experienced team, you can redirect your time, resources and energy towards driving innovation, serving customers and achieving strategic business objectives.

- **Partnership for Success:** We view our relationship with clients as a partnership built on trust, collaboration, and mutual success. Count on us as your trusted advisor and ally in realising the full potential of End User Computing for your organisation's growth and success.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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Get in touch:
0344 848 4440
sales@littlefish.co.uk

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