



littlefish
GROUP

Microsoft Intune

Endpoint management services

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Service Overview

Microsoft Intune is a cloud-based endpoint management solution. It manages user access to organisational resources and simplifies application and device management across your devices, including mobile devices, desktop computers, and virtual endpoints.

Utilising Intune, organisations can boost productivity and streamline operations while ensuring the security of corporate data. To unlock the full value of Microsoft Intune, Littlefish provides an end-to-end service from design and deployment to in-life management and maintenance. By partnering with Littlefish you will see tangible benefits and business value, quickly.

Service Features

Our three-phase approach has been designed to deliver the maximum value of Microsoft Intune and covers the following:

Microsoft Intune Service Design and Set-up

- **Client Assessment:** We conduct a thorough assessment of your needs, considering factors like device types, compliance requirements and security protocols.
- **Subscription Procurement:** We handle the acquisition of the appropriate Microsoft Intune subscription tailored to your organisation's size and requirements.
- **IAM Integration:** Native integration with Entra ID ensures secure user authentication and access control, safeguarding your digital assets.
- **Network Configuration:** Our experts implement network policies and controls to facilitate smooth communication between devices and the Intune service, prioritising security without sacrificing accessibility.
- **Policy Tailoring:** Customised policy creation addresses our client's unique security and compliance needs, providing a robust framework for device and application management.

Microsoft Intune Deployment

- **Efficient Enrolment Options:** We streamline device enrolment processes, offering user self-service options (Autopilot), bulk enrolment for corporate devices and integration with enrolment programs like Microsoft Autopilot, Apple Business Manager (ABM) and Android Enterprise Enrolment.
- **Application Deployment:** From essential company apps to specialised tools, we handle the deployment of all required applications to managed devices, ensuring a seamless user experience.
- **Profile Customisation:** Device profiles are meticulously configured to enforce security protocols and compliance standards, safeguarding your digital ecosystem.
- **Conditional Access Implementation:** Through carefully crafted conditional access policies, we fortify access control to corporate resources, leveraging device compliance and user context to enhance security.

Microsoft Intune In-life Management and Maintenance

- **Proactive Monitoring and Reporting:** Our proactive monitoring systems keep a vigilant eye on device health, compliance and performance swiftly addressing any anomalies to maintain a secure environment. Proactive monitoring can be further enhanced if additional Intune licensing for Advanced Analytics (Intune Suite) subscriptions are available.
- **Responsive Support:** End-user support is at the forefront of our services, offering swift resolution to device management and application deployment issues through our dedicated support channels.
- **OS and Third-Party application patching:** We will manage the monthly cycle of patching across the estate via Intune. Subject to client licensing we can utilise either additional functionality in Intune or third-party software (such as Patch My PC) for automated third-party application patching.
- **Policy Optimisation:** Regular policy reviews and updates ensure your device management strategies remain agile and effective, adapting to evolving security threats and organisational needs. Where required we can carry out build assessments against external standards such as CIS.

- **Comprehensive Training and Documentation:** We provide comprehensive training for your IT administrators, equipping them with the knowledge and tools necessary to leverage Intune effectively. Additionally, our extensive documentation assists users in navigating common tasks and troubleshooting challenges.

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 SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SAM 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

- **Cost Efficiency:** By outsourcing device and application management to our experienced team, clients benefit from cost savings associated with reduced in-house staffing requirements, infrastructure investments, training expenses and recruitment costs.
- **Expertise and Guidance:** Our team of seasoned professionals brings extensive expertise in Microsoft Intune and device management best practices. Clients can leverage our guidance to optimize their device management strategies and achieve greater efficiency.
- **Enhanced Security:** With our tailored security policies and proactive monitoring systems, clients gain enhanced protection against security threats and compliance risks. Intune's robust security features coupled with our vigilant oversight ensure a secure digital environment.
- **Scalability and Flexibility:** Our managed Intune service is designed to scale alongside our client's business growth. Whether they're expanding their device fleet or introducing new applications, our flexible solutions adapt to meet evolving needs seamlessly.
- **Streamlined Operations:** By entrusting device and application management to our team, clients can focus on their core business objectives without the distraction of day-to-day management tasks. This streamlines operations and boosts overall productivity.
- **Responsive Support:** Our dedicated support team is readily available to address any device management or application deployment issues, providing prompt resolutions and minimizing disruptions to business operations.
- **Compliance Assurance:** Clients can rest assured that their device management practices align with industry regulations and internal compliance standards. Our meticulous adherence to compliance requirements mitigates risks and instills confidence in regulatory adherence.
- **User Empowerment:** Through user-friendly interfaces and comprehensive training resources, we empower client IT administrators and end-users alike to maximize the benefits of Microsoft Intune, fostering a collaborative and efficient digital workspace.

In summary, our managed Microsoft Intune service delivers a multitude of benefits, ranging from cost savings and security enhancements to scalability and compliance assurance. With our expertise and proactive approach, clients can achieve optimal device and application management outcomes while focusing on driving their business forward.

About Littlefish

- Littlefish is an award-winning Cloud based Managed 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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 Microsoft Solutions Partner Digital & App Innovation Azure Specialist AI Platform on Microsoft Azure Low Code Application Development Intelligent Automation	 Microsoft Solutions Partner Modern Work Specialist Modernize Endpoints Copilot Adoption and Change Management	 Microsoft Solutions Partner Security Specialist Cloud Security Threat Protection Copilot
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