



Managed Endpoint

Comprehensive administration services



Business challenge

Employees today require the ability to work from any device, anywhere, anytime. The challenge for businesses is providing such capabilities while being mindful of costs and resources. It isn't easy to secure the upfront capital and resources needed to implement an endpoint management solution. Recruiting and maintaining a knowledgeable staff to administer and support increasingly complex environments is also difficult, particularly as an organization scales.

Our solution

Insight's Managed Endpoint service offers a modern and cost-effective approach to the administration and support of your new or existing endpoint management solution.

Regardless if your device is Windows®, Windows 365 virtual PC, Mac®, iOS® or Android, Insight has the expertise to administer and support your endpoint management environment to help you optimize IT resources, maximize performance and ensure employee satisfaction. Insight's Managed Endpoint service allows you to refocus your internal resources on critical business needs while Insight ensures the performance of your endpoint management solution against specific and measurable targets.

Insight's Managed Endpoint provides:



Evaluation of your existing endpoint management solution environment



Configuration of a cloud-based endpoint management instance



Optional implementation, configuration and ongoing administration of Windows 365 virtual PC with Microsoft® Endpoint Manager



Migration from legacy on-premises SCCM infrastructure



Expert ongoing administration of the endpoint management environment



24/7 admin-to-admin support for Microsoft Endpoint Manager, VMware Workspace ONE® and Jamf® Pro



Regular **reporting**, service reviews and roadmap development

Benefits

- Modernize and maintain your endpoint management solution.
- Maximize the Return on Investment (ROI) of your licenses and infrastructure.
- Reduce cost complexity with per-device monthly billing.
- Optimize performance with 24/7 administration and alerting.
- Refocus your IT team on strategic business objectives.

Our partners



Related services

Lifecycle Services

Workplace Services

Service details

Organizations will be provided with a robust set of service features along with add-ons that can be leveraged based on their environment and needs.

| | | Description |
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|  <p>Included service features</p> | Tenant management | <ul style="list-style-type: none"> Expert configuration and ongoing maintenance of your new or existing endpoint management solution Inclusive of cloud-identity integration and recurring task execution, including zero-use device analysis |
| | Endpoint, update and security management | <ul style="list-style-type: none"> Managing the complex, frequent and time-consuming tasks related to your users, groups and endpoints, with a particular emphasis on security Includes management of profiles, policies and automated enrollment Includes OS update management, as well as comprehensive scripting |
| | Software deployment | <ul style="list-style-type: none"> Effectively enable your workforce with corporate applications through the setup and design of enterprise app stores Enable the management of volume app licenses and configuration, scripting and deployment of applications |
| | Reporting and roadmap development | <ul style="list-style-type: none"> Gain visibility into your workforce through comprehensive inventory, device and user reporting Windows® application deployment update failure reporting and remediation Quarterly business reviews and semi-annual technology roadmaps will ensure you evolve your solution, maximize your investment and get the most out of the program |
| | Enterprise-grade service levels | <ul style="list-style-type: none"> Robust service levels that match the importance of your environment and use cases Tracking and reporting against response time, time to resolution, incident status updates and change notifications |
|  <p>Add-ons</p> | Advanced application services | <ul style="list-style-type: none"> Comprehensive services that go beyond software deployment Add-ons are available for application project deployment management, application packaging or application testing |
| | Modern on-premises integration | <ul style="list-style-type: none"> Configure, maintain and update your modern on-premises integration infrastructure Enable value-added gateway capabilities with directory, identity, certificates, internal apps and more |
| | Legacy Windows infrastructure and migration | <ul style="list-style-type: none"> Maintain legacy Windows management software while also accelerating migration to a cloud platform Built-in engineering effort toward assessment, configuration, migration and documentation Drive down managed service costs in real time as individual devices migrate from legacy to modern |
| | Administration of Windows 365 virtual PCs | <ul style="list-style-type: none"> Enables your remote and hybrid workforce to securely access their personalized virtual desktop, applications, content and settings from any device. Provides end-to-end management and administration of your Windows 365 virtual PCs |

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

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| Global scale & coverage | Operational excellence & systems | Software DNA | Services solutions | Data center transformation | Next-generation tech skills | App dev & IoT expertise | Digital platform | Partner alignment |

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.