

MODERNISED MANAGEMENT OF MICROSOFT SERVICES STREAMLINES IT DEPLOYMENT AT HOUSING ASSOCIATION.



BACKGROUND

- This housing association was aiming to simplify and streamline the deployment, and management of Microsoft services for end-users.
- CDW worked with Microsoft to implement the Microsoft Modern Management approach.
- This has reduced the burden on the internal IT team and given employees faster access to the latest tools and technologies they need.

ABOUT THE HOUSING ASSOCIATION

- One of the largest housing associations in the UK, with **58,000** homes in the South of England.
- Delivering one of the largest development plans for new affordable homes in the country.
- Also runs community projects and provides support services that help people into work.

PROJECT TEAM

- **Karen Soriano** – Account Director at CDW.
- **Kyle Davies** – Practice Lead, Integrated Technology Solutions at CDW.

CHALLENGE

Growth and modernisation at this housing association required the roll-out of new devices and platforms for employees. However, the delivery, configuration, asset-tagging and management of devices was placing pressure on internal IT resources.

The organisation was seeking a more efficient methodology for the deployment of new devices and associated Microsoft services.

The aim was to consolidate and streamline processes and ultimately help manage and secure the environment.

Among the key considerations that needed to be addressed were management of Microsoft upgrades and updates, operational changes, methods for packaging and testing applications, plus building and managing the device portfolio.

SOLUTION

As the long-term technology solutions partner of the housing association, CDW was asked to design and implement a new approach to end-user deployment and IT management in the workplace.

CDW put forward a proposal to introduce the Microsoft Modern Management programme as part of a migration to Windows 10.

This approach covers important steps in the configuration process that were previously handled internally or by the specialist configuration team at CDW, thus relieving the burden on the housing association's IT resources and streamlining delivery of devices and services.

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SOLUTION CONT.

Key elements of the solution included active directory connect configuration, integration with Key Microsoft 365 and Azure services, Intune configuration for Windows 10 management, Autopilot, Windows analytics and custom PowerShell scripts for functionality not yet available within the native Modern Management Stack.

The advantages of the modern management solution has enabled the housing association to manage devices both on and off the corporate network, with anywhere authentication and integration with key on-premises services. The solution has also streamlined device onboarding and enrolment via Microsoft Autopilot, which removes time-consuming management steps. With the addition of Intune and Azure AD services, this housing association can simplify operations and move towards Microsoft's best practice approach to management.

Seamless remote access, Windows Analytics services, endpoint encryption and integration with SharePoint and OneDrive were also important elements of the solution that CDW orchestrated to provide a more seamless experience for the Sovereign IT consumers.

Kyle Davies, Practice Lead - Integrated Technology Solutions at CDW, said: "One of the biggest challenges associated with a Windows 10 migration is knowing where to start. The traditional approach is to test the deployment with subsets of user groups, which can take months to complete. CDW helped this housing association overcome that with a layered approach, which prioritised the most important business applications for

the largest proportion of users. On top of this, the move away from traditional group policy managed environment to Intune based management is just a couple of ways in which we have helped streamline processes to remove management overheads."

The combination of the Microsoft Modern Management programme, running in parallel with value-adding services from CDW's dedication configuration teams, helped the housing association achieve its objectives over a relatively short timescale.

OUTCOME

Karen Soriano, Account Director at CDW said: "This was a big change for the housing association in terms of how they administer IT services and one of our most important tasks was to keep highlighting to them the art of the possible. Having managed these processes in a traditional way for such a long time, there's always a tendency to revert back but we instilled a new mindset that has helped the workforce gain access to the productivity tools that they need more quickly and smoothly than ever before."