



**BRENNAN**

People first – secure always

# BRENNAN MANAGED ENDPOINT BUNDLE



# BRENNAN MANAGED ENDPOINT BUNDLE

As organisations across Australia adjust to the increase in remote workers, most are now facing challenges when it comes to managing and deploying equipment, software updates, and providing IT support for their people. With some clients indicating that this new way of working will remain even after the pandemic - IT departments and senior business leaders are under pressure to deliver a secure and seamless user experience for everyone across the organisation, regardless of where they are.

Our Managed Endpoint Bundle creates a common, easy to manage business environment, combining managed endpoint for workstations, managed applications for business software and end user support. Let's take a closer look at what's included.

## Managed Endpoint:

We provision devices for your business along with on-going hardware and operating system management service support. You can easily configure any new hardware device and rebuild existing endpoints to create a common business environment for your people. Our Managed Endpoint policy maintains a common endpoint configuration that includes Windows settings, printers, file shares and security baseline, as well as asset management compliance reporting and regular hardware driver updates for easy visibility across your hardware fleet, warranty information and compliance policies.

## Managed Applications:

Ensuring your people have access to the right applications they need is important, which is why we automate all your line of business applications, packaged, and deployed into every Windows 10 device. Microsoft Intune or

SCCM software Centre is also utilised so each user can self-serve via the app store for any pre-approved applications, avoiding the requirement for administrative access or lodging tickets with IT.

## User Support:

We understand that not all businesses operate the same way, however ensuring your people have the right IT support when they need it, is a universal requirement - that's why we provide tailored end user support options to fit the type of workforce you have; in office, shift workers, mobile or remote workers. Each user support service has its own range of inclusions that are aligned specifically to the needs of your people, ensuring the best quality experience is provided - allowing them to focus on conquering their day.

# FEATURES AND BENEFITS

Our Managed Endpoint Bundle comes with a variety of features and benefits for your people and business.



**Work from anywhere**



**Warranty Information**



**Employee Self-Service**



**End-user Service Desk**



**Asset Management**



**Compliance Reporting**



**Custom Application Support**



**Included Business Applications**

Depending on the role your people play in your business will depend on the benefits they will receive with our Managed Endpoint Bundle, below you can see the benefits of the Admin user versus the benefits of the rest of your people.

## ADMIN:

- Easy asset reporting with purchase date, warranty information and assigned staff member.
- Compliance reporting with endpoint policy and Windows update status
- Select Pilot Group devices to catch incompatibilities
- Visibility of entitled Endpoints under contract
- Remotely wipe Endpoint devices\*
- Simplified Application portfolio in a self-service portal
- Endpoint devices are provisioned with included applications

## STAFF

- Same work experience and productivity no matter your working location.
- Self-service rebuilding an existing or new device without requiring on-site engineers.
- Ability to install business apps on demand using an app store.

\*Some capabilities are use-case specific and may have additional requirements

# BUSINESS CONFIGURATIONS

## MANAGED ENDPOINT

### INTUNE MANAGED ENDPOINT

Using the latest platforms and technologies this endpoint management is modern, feature rich with a strong focus on mobility

### CO-MANAGED ENDPOINT

Client SCCM coupled with intune provides secure SOE image-based endpoint provisioning and Windows updates

## MANAGED APPLICATIONS

### FULL SUPPORT

User support, self-service, deployment, updates, and external escalations are all included

### LIMITED SUPPORT

Support for self-service, deployment, updates, and external escalations are all included

### 3RD PARTY SUPPORT

SAAS and vendor supported applications and escalations are included

## USER SUPPORT

### STANDARD WORKER

Standard office worker, requiring full user support at a standard office location during business hours

### SHIFT WORKER

Requires less support than a standard office worker. User support coverage for shift workers is 24 x 7 to cater for unusual working hours

### MOBILE USER

User supported for workers out in the field, requires an agreed location for support during standard business hours

# OPTIONS FOR YOU

We understand that every business is different, that's why we've outlined below the requirements and details of each type of use case to determine which solution is best for your people.

	INTUNE MANAGED ENDPOINT	CO-MANAGED ENDPOINT
<b>REQUIRES INFRASTRUCTURE</b>	No - Uses Azure	Yes - Client SCCM
<b>INTUNE MDM</b>	Yes	Yes - Co-Managed
<b>BUILD ENDPOINTS</b>	Anywhere	Anywhere* Requires an onsite engineer if SOE
<b>HARDWARE DRIVER PACKAGING</b>	Included	Included
<b>WINDOWS UPDATES</b>	Anywhere	Anywhere*
<b>INSTALL/UPDATE WINDOWS APPLICATIONS</b>	Anywhere	Anywhere*
<b>REMOTE LOCK, RESET OR WIPE DEVICES</b>	Yes	Yes

# WHY ARE WE DIFFERENT?

We are uniquely positioned to design, manage, and optimise your complete IT environment, or just the parts you need help with, so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving world class NPS ratings of 80+.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, UC & telephony, IT security, hardware & software procurement, pre-paid support & project services, as well as bespoke business application development, such as CRM, intranets, and automation.

## SPEAK TO US TODAY

[www.brennanit.com.au](http://www.brennanit.com.au)

1300 500 000

[sayhello@brennanit.com.au](mailto:sayhello@brennanit.com.au)

FIND US HERE



**BRENNAN**

People first – secure always