

CUSTOMER SUCCESS: SERVICES

Compucom guides a major utility corporation through their ongoing digital transformation.

Solution: Endpoint Management, Professional Services

Challenge

Our customer wanted to outsource the work of their Endpoint Management (EPM) team and their deskside support and service desk. Their reasons included:

- A new vice president spearheaded an initiative to reduce costs, gain capabilities, and set best practices.
- Their small internal team faced some upcoming retirement plans, which would mean a loss of critical expertise. They were also worried about their team not having enough redundancy.
- They hoped to outsource the work to an IT provider who could update their technology and provide a breadth of knowledgeable resources.
- The end user environment and experience were outdated, and they did not have the in-house expertise to modernize.

Action

Our customer used Altiris (now Symantec Client Management Suite) for their IT Asset Management software. Altiris is an outdated tool, so we transitioned them to Microsoft's System Center Configuration Manager (SCCM). Compucom took over some responsibilities from their seasoned employees. We worked closely with the customer to ensure legacy internal knowledge was preserved and to improve their level of best practices while also reducing costs.

Our Professional Services team modernized their endpoint management using Microsoft Intune, Microsoft Autopilot, and Patch My PC:table to assess, design, build, and begin the operation of a contact center that could handle up to 10,000 concurrent calls daily.

- **Intune** is a cloud-based endpoint management solution that enables mobile device and mobile application management. It simplifies the management of mobile devices, desktop computers, and virtual endpoints, allowing administrators to enforce security policies and control applications.



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- **Autopilot** is a service that manages the deployment, setup, and configuration of new Windows devices in organizations.
- **Patch My PC** is a third-party patching program that covers applications that Microsoft won't normally patch. It will go out to those vendors to get patches so they can be deployed. This has ensured a much more secure environment for them.

Results

Enhanced Security

Implementing SCCM into the customer's environment allowed them to have more streamlined patching and application deployment and, most importantly, more visibility into the endpoints in their environment. Combining SCCM with Intune, Autopilot, and Patch My PC creates benefits from an efficient co-management scenario that means devices are properly enrolled, managed, and provisioned, which are all vital to security.

Modernization of end-user experience

Updating how applications were packaged has completely modernized the process and increased efficiency. They were relying on very old technology. Before, the end user would have to wait several hours to have their laptop serviced or reimaged, often stretching into a day or even two without their laptop. By modernizing their imaging, the downtime is reduced to a couple of hours. And now they can have all the applications they need within two hours.

Cost savings and improved IT metrics

When we started the account, the patch rate, which is the percentage of platforms, services, applications, or components that are patched to the current recommended level, sat around 80%. For the past two years, it's consistently around 97% to 98%.

Endpoint analytics, governance, and furthering the transformation journey

We introduced the use of endpoint analytics and governance. These allow our customer to understand where they are in a specific process, such as packaging up a new application.

Currently, we've set them up to use Microsoft Analytics, which focuses on data analytics across Microsoft services, but moving forward, we're proposing furthering their transformation journey by moving to SysTrack, which is a more comprehensive digital experience monitoring solution. SysTrack will help our customer further lower costs and optimize operations by reducing helpdesk tickets, identifying over- and under-provisioning, shrinking resolution time, and measuring rollout performance.

