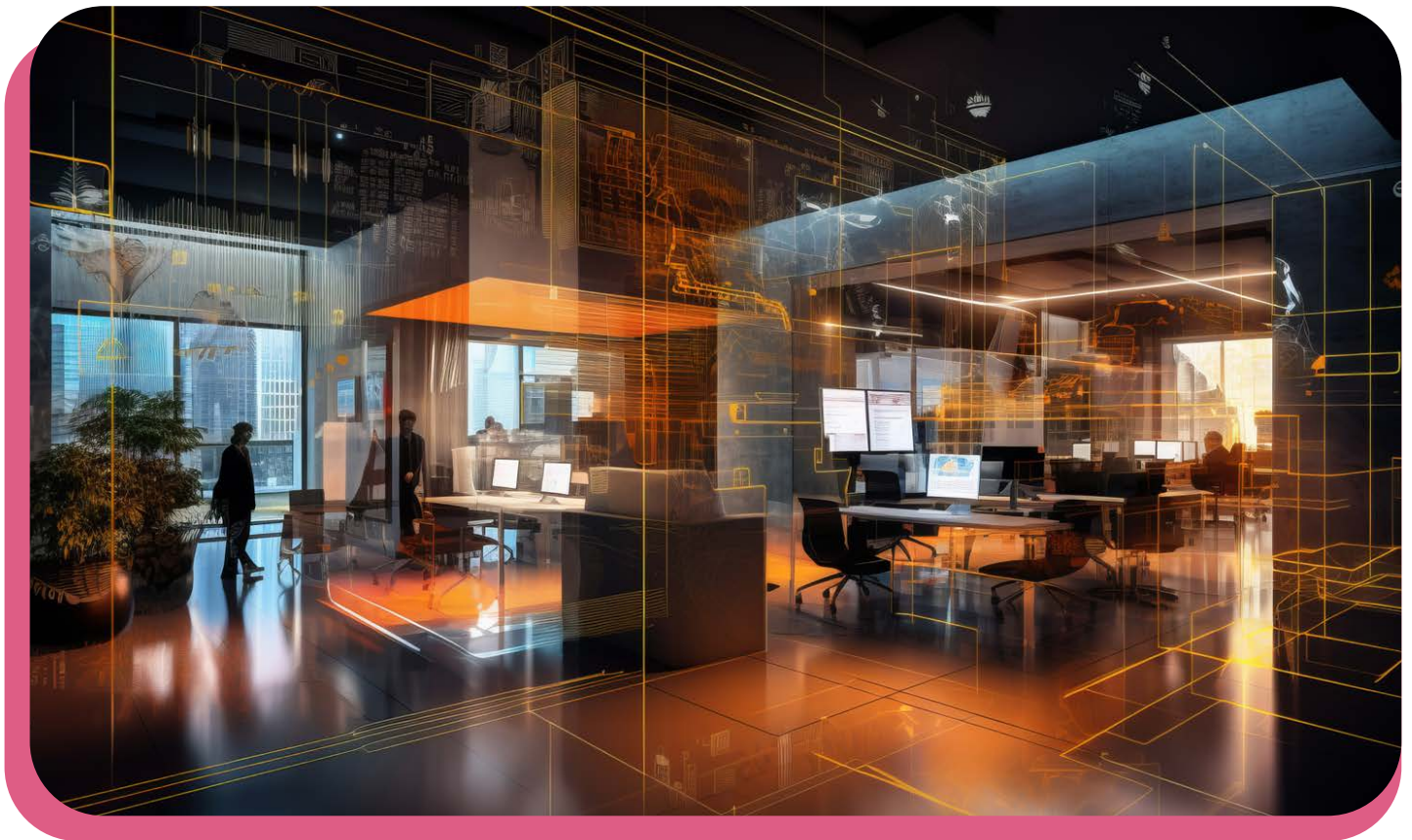


# Identity and Device Management

Futureproof your Microsoft Windows environment with **modern Identity and Device management**



# Introduction

## What is Identity management?

Simply put, a user identity is what staff use to access systems across your environment.

But all too often, the security and management of a user's identity is overlooked and the far-reaching consequences of poorly managed identities aren't always fully understood.

Furthermore, many users are still using a multitude of disparate accounts to access various systems. This can lead to poor security practices, such as writing down or sharing passwords.

A successful Identity management solution supports the following aims:

- Improved system security
- Enhanced security posture
- Improved access controls
- Increased user satisfaction

## What is Device management?

If devices are managed using legacy methods such as Active Directory and Group Policy (or they aren't managed at all), you lose control the moment they leave the network which is a security risk to your organisation.

Device management allows you to:

- Remotely reset, lock and wipe your devices
- Enforce configuration policies to provide a consistent device baseline
- Deploy applications to all devices at speed
- Mark trusted and updated devices as compliant, in turn providing them with secure access to your organisation's resources

Conversely, modern device management is more than just how you manage and control your devices. It's a platform to manage a device's entire lifecycle, from initial onboarding and provisioning all the way through to end of life (and everything in between).

**Plus much more...**

# Why **unify** Identity and Device management?

By unifying, you can comprehensively manage every aspect of your user's identities and devices by leveraging cloud-first solutions, such as Microsoft Entra ID (formerly Azure AD) and Microsoft Intune. And if you're already using Microsoft 365 for tools such as Outlook, Teams, OneDrive or SharePoint, the good news is you're already using Entra ID without knowing it!

Nevertheless, you might feel that a transition to a cloud-only solution may seem a bit daunting, however, it's definitely a good place to be aiming for. Choosing a hybrid approach might be better suited to your environment and Microsoft stands out as the optimal choice for expanding your platform utilisation. This empowers you to exercise comprehensive control, attain complete visibility and ensure robust protection across your entire estate.



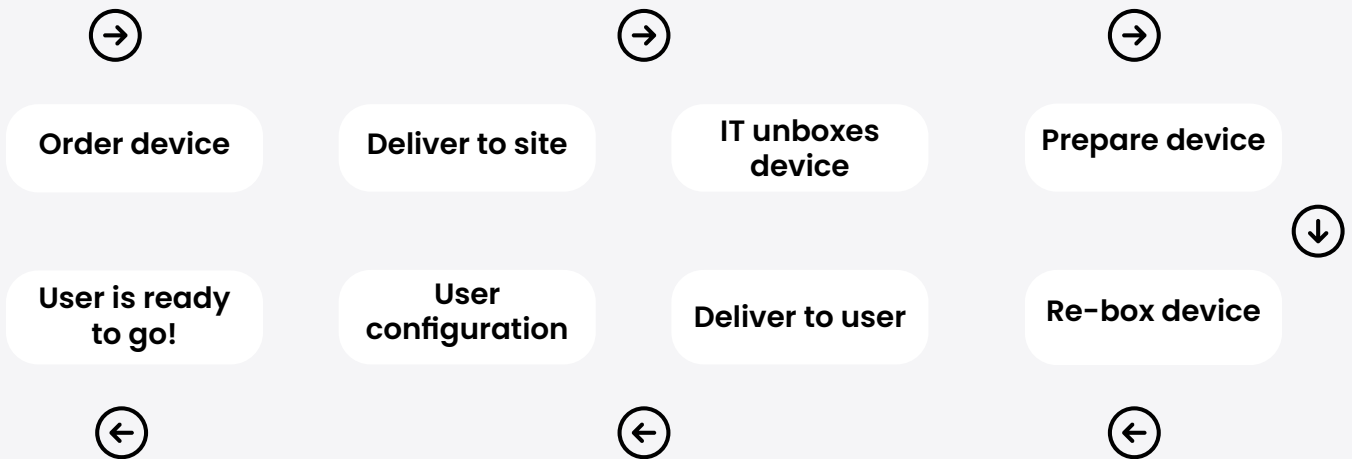
## What are the benefits?

- ✓ A consistent experience for users and devices, inside and outside of the workplace
- ✓ Cost savings by reducing on-premise infrastructure
- ✓ Superior cloud-first security and access features
- ✓ Simple and automated workflows
- ✓ Flexible framework of integrations, providing secure access to other solutions
- ✓ Update applications and configurations to anywhere, at any time
- ✓ Deploys applications and configuration changes to devices anywhere in the world

# How can modern Identity and Device management solutions **help you?**

Microsoft Intune simplifies the onboarding (and offboarding) of devices. For IT teams, they alleviate the burden of building and dispatching devices. For users, it's a case of opening the box and pressing the 'on' button.

## Most onboarding processes stretch over 8 steps



## 5 easy steps to onboard employees

Academia's Device management solutions enable IT teams to deliver an efficient and speedy onboarding process that enables your users to be ready to go, straight out of the box.



# The **advantages** for IT teams

A superior device management solution enables IT teams to work much more efficiently with less building time, less admin and fewer support tickets.

## More benefits:

- ✓ **Configuration profiles** deploy settings and customisations across your devices
- ✓ **Application deployment** distributes new or existing business applications to your devices from one central location
- ✓ **Remote actions** wipes, locks or resets your devices, regardless of their location
- ✓ **Multi-Factor Authentication (MFA)** enforces use of multi-factor authentication across your user base
- ✓ **Conditional access** protects your staff and resources by aligning compliance policies and conditional access
- ✓ **Self-Service Password Reset (SSPR)** allows users to reset their passwords at any time, from anywhere
- ✓ **Patch management** ensures your devices are patched against the latest security vulnerabilities and updated with the latest bug fixes
- ✓ **Device encryption** manages the disk encryption on your devices and protects data residing on them
- ✓ **Compliance policies** configure compliance policies to mark your devices as 'Compliant' or 'Non-Compliant' when accessing resources
- ✓ **Local Admin Password Solution (LAPS)** implements LAPS to keep your local admin credentials safe, secure, unique and accessible to your IT team
- ✓ **Global secure access (Preview)** provides 'always-on' remote connectivity so you can securely access on-premises resources, systems and files
- ✓ **Zero-Touch onboarding** leverages solutions such as Windows AutoPilot to automate the onboarding of devices straight into modern management platforms

# A streamlined process for Windows devices

Whether you're looking for an end-to-end device lifecycle solution, or some help and guidance with a refresh or managing your estate, we have a range of solutions and a team of Microsoft experts to support you.





# Value-added services that work **for you**

Our Windows and Intune services have been designed with busy IT teams in mind.

If you just need to get your team skilled up and started with the Intune platform or would like Academia to take over the management of the entire Intune estate, we can help out.

## Options

### Academia Supported



#### QuickStart Training Sessions

Delivered onsite or remotely, we'll equip your team with the necessary skills to manage Microsoft with Intune inhouse



#### Escalation Support

Our experts will provide advanced technical support and troubleshooting on demand

### Academia Fully-Managed



#### Identity and Device management

Our team will ensure your Intune platform is optimised, compliant and maintained to support maximum productivity for your users



#### Access to our Consultancy Team

To act as a sounding board to ensure you're getting the most from the system

## Quarterly Tech Reviews

As part of our service, we'll arrange a session to review the usage and effectiveness of the solution provided with your key stakeholders



# Implementing your **Device** strategy

When you partner with Academia, you can expect outstanding service and support from the first touchpoint. We work within a tried and tested engagement model to help you achieve your business goals.

## Our Engaged Approach

1.



### Discover

We'll sit you down to find out more about your pains, challenges and goals.

Our Discovery session really gets down to the nuts and bolts of your current landscape and we hope to understand your ambitions for the future and how you want to work with us.

Our sessions are carried out by members of our Technical Solutions Team.

2.



### Assess

This is where we add our real value.

After digesting all the information obtained from the Discovery session, we'll think about the best services we can offer to achieve your goals and meet your budgets.

3.



### Propose

Once the team is happy with the outcomes of the assessment, we will put our pen to paper and provide you with an in-depth proposal that provides costings, SLA's and contract T&C's.

We will talk through the proposal with you and your stakeholders to ensure you are clear that the right service has been designed for you. If you need more information, we can provide this.

4.



### Launch

The final phase is all about bringing the proposal to life and bringing in our wider team.

We'll ensure the contracts are signed, a launch plan agreed and a delivery/support team in place so that everyone's collaborating and communicating throughout the project.



# Why Academia?



## Microsoft-Approved

Academia is a well-established and trusted Microsoft Solutions Partner, with an abundance of knowledge of cloud-first Microsoft solutions. Backed by a team of 50+ technical engineers and consultants, we understand exactly how Microsoft devices should be deployed, managed and supported for optimum compliance, security and productivity.



## Flexible Commercials

Our leasing and finance options, including Device as a Service (DaaS), enable you to spread the cost of your investment over 1, 2 or 3 years. We also offer buy-back and recycle schemes so when it's time for a refresh, you can claim money back from your old devices as well as be confident they are wiped and recycled sustainably.



## Exceptional Services

With an ever-growing portfolio of services, you can expect your environment and devices to be secure, manageable and supported so your users can get the ultimate Microsoft experience.



## Suitably sustainable

Academia is committed to achieving Net Zero for scope 1 & 2 emissions by 2030. To achieve this, Academia has engaged a specialist ICT sustainability consultancy (Px3 Ltd.) to provide a baseline and carbon reduction plan for the business.

## Get in touch

**The Progression Centre • Mark Road • Hemel Hempstead • HP2 7DW**  
**[www.academia.co.uk](http://www.academia.co.uk) • [info@academia.co.uk](mailto:info@academia.co.uk) • 01992 703 900**

