Microsoft 365
Modern Workplace in the Cloud
Workshop 4: Modern Device Management

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Agenda

What it takes to have a successful Modern Workplace Deployment

- Microsoft Feature Updates
- Modern Deployment with Autopilot value to Partners
- Devices
- How to secure data on any device
- What is Autopilot
- Traditional Imaging vs Autopilot
- 3 different ways to register a device to a M365 tenant(Hardware Hash, Tuple, PKID)
- How SYNNEX can help with your deployments
- Autopilot vs Autopilot White Glove
- Demo of Endpoint Manager
- Licensing
- Links and resources

Intune/Endpoint Manager & Autopilot Updates

- Endpoint analytics (Preview) - LINK

- Microsoft Productivity Score (Preview) - LINK

- Microsoft Endpoint Manager announces support for Windows Virtual Desktop machines - LINK

- Microsoft 365 Lighthouse for Managed Service Providers (MSP's) serving small & medium customers – LINK
  - aka.ms/LighthouseNextStep

Windows Autopilot value to Partners

Benefits to partner

Greater account control and deeper engagement

Changes **costly custom imaging practice** to high value **Modern Desktop Deployment and Managed Services practice**

Entry point for Surface ADR/DMPs into CSP Program

Increased M365 cross sell/up sell revenue opportunities

No touch configuration from Microsoft to end-user

Tip of the spear towards modern manageability practices

Partner-led services

Via Partner Center, enable devices by S/N

Manage Autopilot apps/policy settings via Intune & Store for Business

Manage M365 Environment to include device inventory management

Provide triage support desk services to customer sites

Migration services from custom imaging to no touch Autopilot

Develop customer **strategy for moving to Modern Management**

Revenue opportunity

Building the sale

Security monitoring and analytics reporting —— **$$**

Deployment advisory and assessment services — **$**

Increased M365 cross sell/up sell ———— **$$$**

Device lifecycle management ——— **$$**

Long-term customer rapport & trust ——— **Priceless**

Services

Accessories

Devices

Pens

Mice

Dial

Headphones

Type Covers, etc.

Extended Hardware Service

Office 365

Autopilot deployment services

Microsoft 365 licensing

Windows Update management

Gartner®

Microsoft Security—a leader in five Gartner magic quadrants.

Access
Management

Cloud Access
Security Brokers

Enterprise
Information Archiving

Endpoint
Protection Platforms

Unified Endpoint
Management Tools

*Gartner "Magic Quadrant for Access Management," by Michael Kelley, Abhyuday Data, Henrique, Teixeira, August 2019

*Gartner "Magic Quadrant for Cloud Access Security Brokers," by Steve Riley, Craig Lawson, October 2019

*Gartner "Magic Quadrant for Enterprise Information Archiving," by Julian Tirsu, Michael Hoech, November 2019

*Gartner "Magic Quadrant for Endpoint Protection Platforms," by Peter Firstbrook, Dionisio Zumerle, Prateek Bhajanka, Lawrence Pingree, Paul Webber, August 2019

*Gartner "Magic Quadrant for Unified Endpoint Management Tools," by Chris Silva, Manjunath Bhat, Rich Doheny, Rob Smith, August 2019
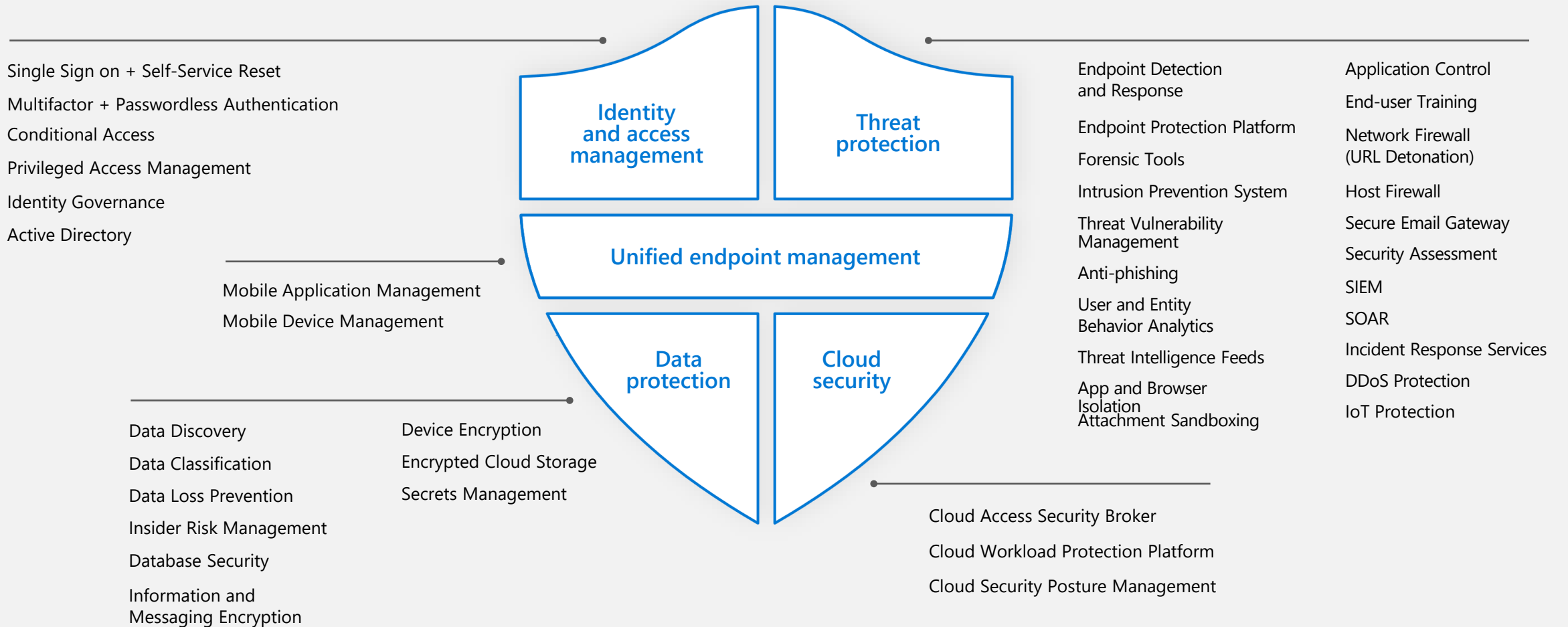
Streamline and strengthen

Replace up to 40 disparate products with integrated, end-to-end security.

Identity and access management

Single Sign on + Self-Service Reset

Multifactor + Passwordless Authentication

Conditional Access

Privileged Access Management

Identity Governance

Active Directory

Mobile Application Management

Mobile Device Management

Unified endpoint management

Threat protection

Endpoint Detection and Response

Endpoint Protection Platform

Forensic Tools

Intrusion Prevention System

Threat Vulnerability Management

Anti-phishing

User and Entity Behavior Analytics

Threat Intelligence Feeds

App and Browser Isolation

Attachment Sandboxing

Application Control

End-user Training

Network Firewall (URL Detonation)

Host Firewall

Secure Email Gateway

Security Assessment

SIEM

SOAR

Incident Response Services

DDoS Protection

IoT Protection

Data protection

Data Discovery

Data Classification

Data Loss Prevention

Insider Risk Management

Database Security

Information and Messaging Encryption

Device Encryption

Encrypted Cloud Storage

Secrets Management

Cloud security

Cloud Access Security Broker

Cloud Workload Protection Platform

Cloud Security Posture Management

Microsoft

What is Windows Autopilot?

A modern desktop management deployment tool for Windows 10 enabled by Endpoint Manager

Key Benefits:

No more maintenance of images and drivers

No need for IT to touch the devices

Simple process for users and IT

Integration in the device supply chain

Reset device back to a business ready state

Procurement — Deployment — Business ready — Management — Retirement

Re-Assign existing Windows 10 Devices with Autopilot reset
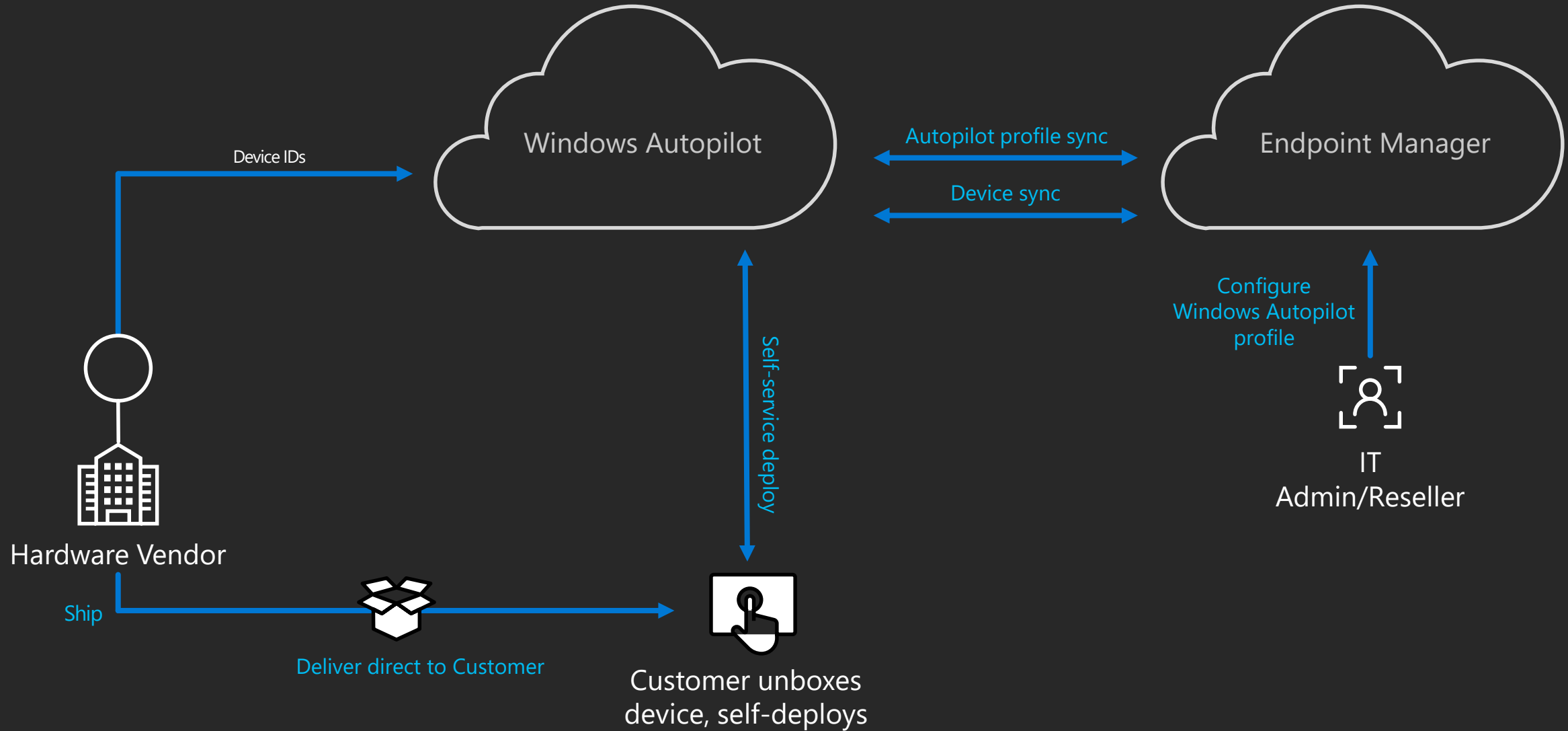
Windows Autopilot deployment

Cloud driven

Three simple steps

Register devices

Create an Autopilot profile and assign to a group

Ship the device to the user

Windows Autopilot overview

Hardware Vendor → Device IDs → Windows Autopilot

Windows Autopilot ← Autopilot profile sync → Endpoint Manager

Windows Autopilot ← Device sync → Endpoint Manager

Self-service deploy

Hardware Vendor

Ship

Deliver direct to Customer

Customer unboxes device, self-deploys

Configure Windows Autopilot profile

IT Admin/Reseller

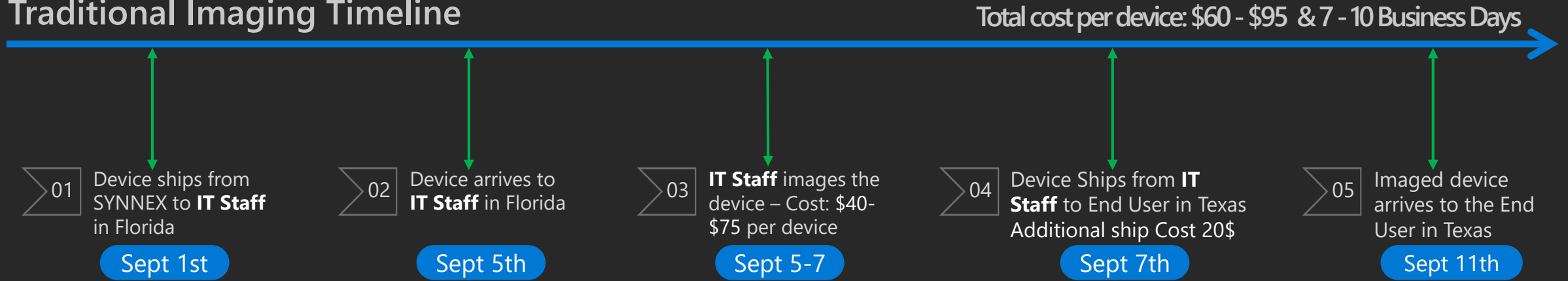# Windows Autopilot Deployment vs Traditional Imaging
Side by Side comparison of features

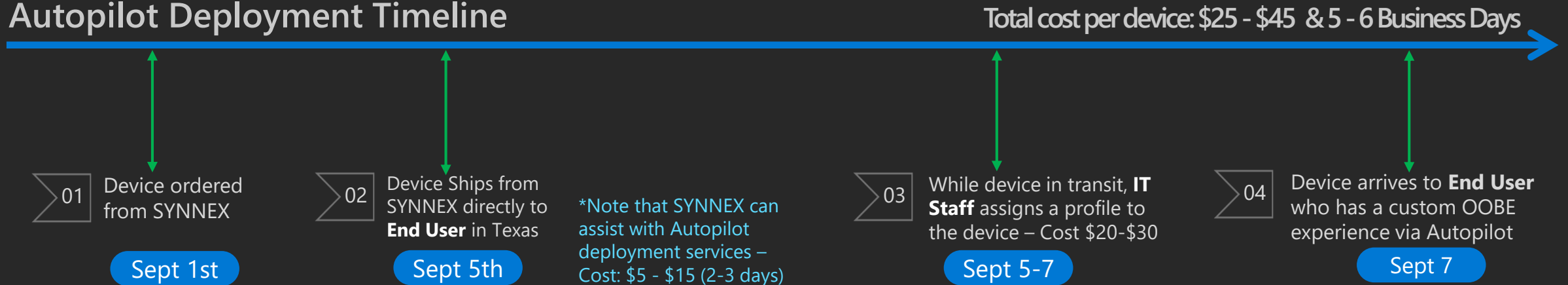| Traditional Imaging	Autopilot Deployment
Additional freight cost and time spent if IT Staff needs to physically handle the device prior to it being sent to the End User	Reduced freight costs and time it takes to get the device into the End Users hands so they can be productive
On premises hardware needed to manage the various gold images/drivers(Servers, VPN)	Reduced on premises hardware costs
Management of gold images, hardware, drivers and data storage of the images	Manage users, licenses, apps, policies & configuration profiles in MDM(Endpoint Manager for example)
Gold images stamped in time, any updates may require IT to physically have the device	Devices managed & updated remotely - They can be wiped and re-purposed to another End User if needed via Autopilot
Labor costs, warehouse/handling and storage costs	These costs are reduced or eliminated because devices ship direct to the End User
Most images have Volume Licenses Keys(VLK) associated with them	Subscription based licensing represents reoccurring revenue and pay-as-you-go model
Gold images may be standardized across an organization, not allowing for customization	With Autopilot profiles, IT staff can easily personalize device settings specific to the End User's job function or department
End User may be less productive if their device is not tailored specific to their work function	Autopilot profile can help End Users be more productive right away while only giving them access to the resources they need(increased security)

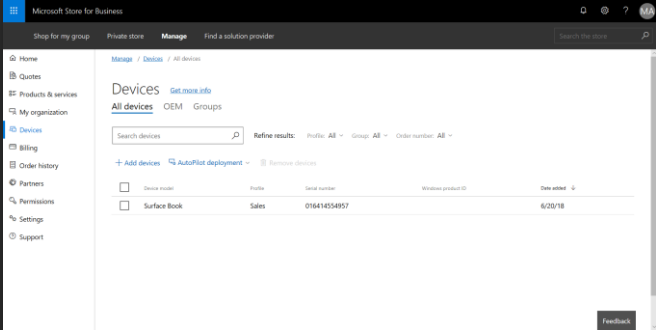# Windows Autopilot Deployment vs Traditional Imaging
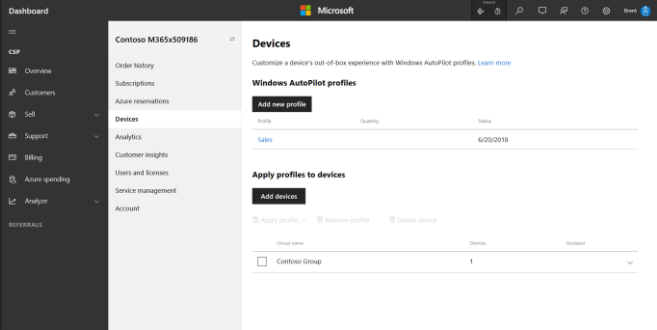
Time/Cost Comparison Example

Traditional Imaging Timeline

Total cost per device: $60 - $95 & 7 - 10 Business Days

| 01 | Device ships from SYNNEX to **IT Staff** in Florida | 02 | Device arrives to **IT Staff** in Florida | 03 | **IT Staff** images the device – Cost: $40-$75 per device | 04 | Device Ships from **IT Staff** to End User in Texas Additional ship Cost 20$ | 05 | Imaged device arrives to the End User in Texas |

Sept 1st Sept 5th Sept 5-7 Sept 7th Sept 11th

Autopilot Deployment Timeline

Total cost per device: $25 - $45 & 5 - 6 Business Days

| 01 | Device ordered from SYNNEX | 02 | Device Ships from SYNNEX directly to **End User** in Texas | *Note that SYNNEX can assist with Autopilot deployment services – Cost: $5 - $15 (2-3 days) | 03 | While device in transit, **IT Staff** assigns a profile to the device – Cost $20-$30 | 04 | Device arrives to **End User** who has a custom OOBE experience via Autopilot |

Sept 1st Sept 5th Sept 5-7 Sept 7

Administering Windows Autopilot

The only portal enterprises should use

Microsoft Store for Business
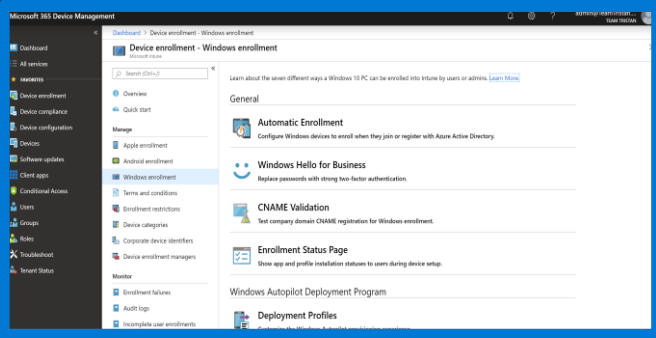
Partner Center
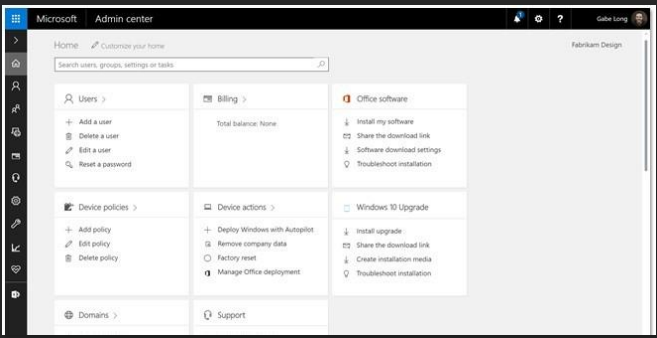
Endpoint Manager

Microsoft 365 Business

3 ways to register a device to a M365 Tenant

- A .csv file with the device Hardware Hash using Endpoint Manager

- Using Microsoft Partner center and the Tuple

	A	B	C	D	E
1	Device serial number	Windows product ID	Hardware hash	Manufacturer name	Device model
2	ABCD1234			Microsoft Corporation	SLZ-00001
3					

- PKID

	A	B	C	D	E
1	Device serial number	Windows product ID	Hardware hash	Manufacturer name	Device model
2		4361000212411			
3					

LINK to get the .csv file template

SYNNEX Integration Autopilot Service

Assumptions:
- End User is purchasing a Windows 10 device with OS version 1709+
- End User has Intune Licensing in place to manage their Windows 10 devices.
- End User has an active Tenant in place.

SYNNEX can assist to **Autopilot** deploy any Windows 10 device.

3 End User Scenarios

SYNNEX is granted delegated admin and will upload the .csv file to get the devices registered to the tenant.

Partner has delegated admin to the tenant and SYNNEX provides the .csv to the Partner for them to upload to the tenant.

Neither the Partner nor SYNNEX has delegated admin. SYNNEX can provide the .csv file with the hardware hash so the end user can upload to the tenant.

Choose your SYNNEX Service SKU

Autopilot
SKU# 5837909
ITG-INTUNE-VP

Autopilot White Glove*
SKU# 5628455
ITG-APWG

*Autopilot White Glove requires the Windows 10 device to be OS version 1903+

Autopilot & Autopilot White Glove

Autopilot (AP)

- Autopilot deployment can be used with any Windows 10 device.
- Devices registered to the End User Tenant so they can be managed via MDM (Example: Intune).
- IT Admin creates a profile to give the end user a personalized out-of-the-box experience.
- <u>**Value to the customer**</u>: Devices shipped directly to the End User, avoids delays and additional shipping costs.

Autopilot White Glove (APWG)

- Same benefits as standard Autopilot with the below added services
- Power device, Check for DOA's, & Pre-charge the device.
- Pre-provision so 1st time deployment cycle is reduced by 75% to 5-10 mins per device.
- Verifies profile has been pushed to the device before it ships to the End User.
- <u>**Value to the customer**</u>: Shorter first time deployment cycle, helpful for large deployments (Ex: Schools).
- *Note: Requires device to be Windows OS v1903 or higher – also device will be powered prior to the end user powering the device for the first time.

SYNNEX CORPORATION

Microsoft

Windows Autopilot

White Glove

Windows Autopilot Configuration

Organization: contosocm.onmicrosoft.com

Deployment profile: User Driven AAD Admin

Assigned user: anna@contosocm.com

Elapsed time: 0 h 9 min

Print welcome letter and shipping label, then click Reseal to reseal the device.

Reseal

Windows Autopilot // User-driven deployment with Azure AD

Prerequisites:

Windows 10 version 1703

Azure Active Directory Premium
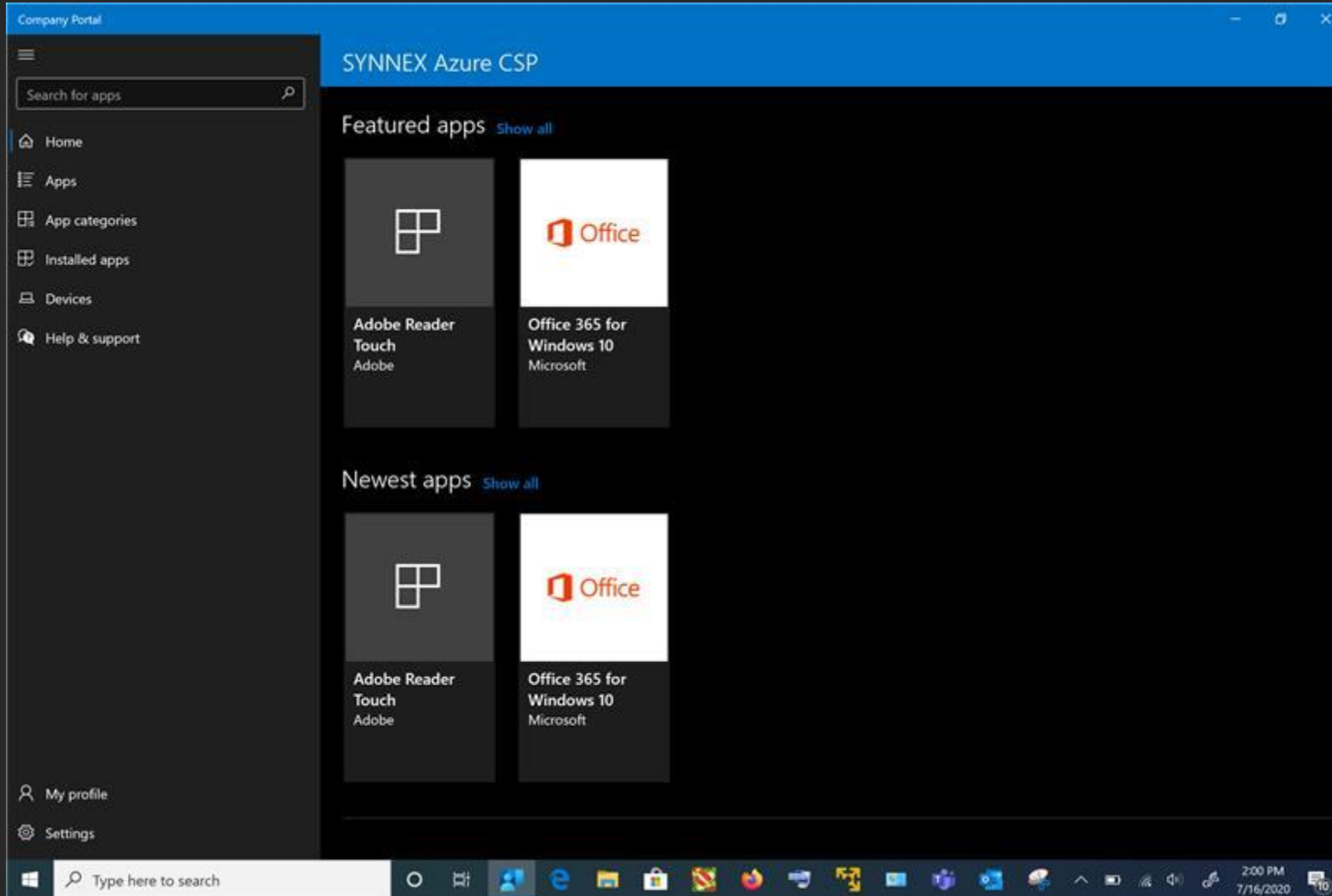
Microsoft Intune

Steps:

1. Device connected to internet

2. Register device with Windows Autopilot

3. Assign Intune Autopilot Profile configured for Azure AD join

4. Boot device

Endpoint Manager Demo

Autopilot and profile assignment

Endpoint Manager Demo

Company Portal – What the end user sees

Licensing

Microsoft Intune is included in the following licenses:

- Microsoft 365 E5
- Microsoft 365 E3
- Enterprise Mobility + Security E5
- Enterprise Mobility + Security E3
- Microsoft 365 Business Premium
- Microsoft 365 F1
- Microsoft 365 F3
- Microsoft 365 Government G5
- Microsoft 365 Government G3

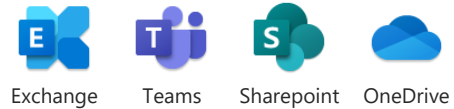Intune for Education is included in the following licenses:

- Microsoft 365 Education A5
- Microsoft 365 Education A3

Microsoft 365 for business

New name, same great value, same price.

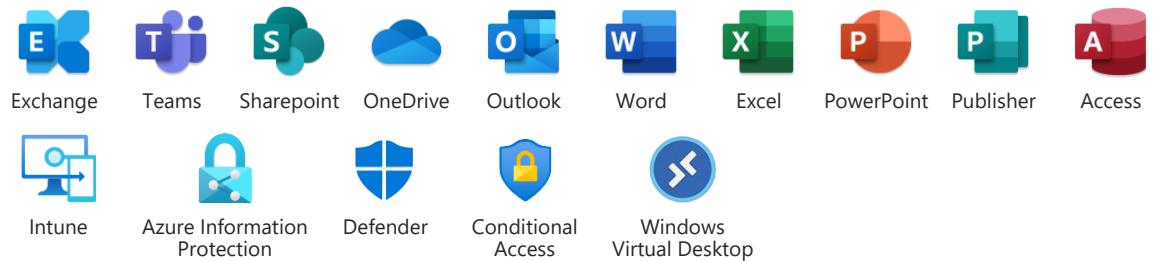## Microsoft 365 Business **Basic**

Cloud services

Exchange — Teams — Sharepoint — OneDrive

Microsoft 365 Business **Standard**

Cloud services and desktop apps

Exchange — Teams — Sharepoint — OneDrive — Outlook — Word — Excel — PowerPoint — Publisher — Access

Microsoft 365 Business **Premium**

Cloud services, desktop apps, and advanced security

Exchange — Teams — Sharepoint — OneDrive — Outlook — Word — Excel — PowerPoint — Publisher — Access

Intune — Azure Information Protection — Defender — Conditional Access — Windows Virtual Desktop

Note: Not all features/product logos shown.

Comparison of Business Premium, Microsoft 365 Business, Office 365 E3 and E5

	Features	Microsoft 365 Basic	Microsoft 365 Business Premium	Microsoft 365 E3	Microsoft 365 E5
	Estimated retail price per user per month $USD (with annual commitment)	$12.50	$20	$32	$57
	Maximum number of users	300	300	unlimited	unlimited
Office Apps	Install Office on up to 5 PCs/Macs + 5 tablets + 5 smartphones per user (Word, Excel, PowerPoint, OneNote, Access), Office Online	Business	Business	Apps Ent.	Apps Ent.
Email & Calendar	Outlook, Exchange Online	50GB	50GB	unlimited	unlimited
Hub for Teamwork	Chat-based workspace, online meetings, and more in Microsoft Teams	●	●	●	●
File Storage	OneDrive for Business	1 TB/user	1 TB/user	unlimited	unlimited
Social, Video, Sites	Yammer, SharePoint Online, Planner	●	●	●	●
	Stream		●	●	●
Business Apps	Scheduling Apps – Bookings[1], StaffHub	●	●	●	●
	Business Apps – Outlook Customer Manager, MileIQ[1], Invoicing[1]	●	●		
Threat Protection	Microsoft Advanced Threat Analytics, Device Guard, Credential Guard, App Locker, Enterprise Data Protection,			●	●
	Office 365 Advanced Threat Protection		●		●
	Windows Defender Advanced Threat Protection				●
	Office 365 Threat Intelligence				●
Identity Management	Self-service password reset for hybrid Azure Active Directory accounts		●	●	●
	Azure AD: Conditional Access, Cloud App Discovery, AAD Connect Health, SSO for more than 10 Apps		●	●	●
	Credential Guard and Direct Access			●	●
	Azure Active Directory Plan 2				●
Device & App Management	Microsoft Intune, Windows Autopilot		●	●	●
	Shared Computer Access		●	●	●
	Microsoft Desktop Optimization Package, VDA			●	●
Information Protection	Office 365 Data Loss Prevention, Azure Information Protection Plan 1		●	●	●
	Azure Information Protection Plan 2, Microsoft Cloud App Security, O365 Cloud App Security				●
On-Prem CAL Rights	ECAL Suite (Exchange, SharePoint, Skype, Windows, SCCM, Win. Rights Management)			●	●
Compliance	Unlimited email archiving[2]		●	●	●
	Advanced eDiscovery, Customer Lockbox, Advanced Data Governance				●
Analytics	Power BI Pro, MyAnalytics				●
Voice	PSTN Conferencing, Cloud PBX				●

[1] Available in US, UK, Canada | [2] Unlimited archiving when auto-expansion is turned on

Microsoft 365 E3 vs Microsoft 365 Business Premium

Partners have traditionally sold M365 E3 to SMB customers for security and compliance but now Microsoft 365 Business offers a more complete security solution

Core security features available in Microsoft 365 E3 and Microsoft 365 Business Premium

1. **Data Loss Prevention**
   Does content analysis to easily identify, monitor, and protect sensitive information (eg SSN) from leaving org

2. **Exchange Online Archiving**
   100GB Archiving & preservation policies such as eDiscovery to remain complaint

3. **Office Message Encryption**
   Encrypt email messages, including adding do not forward and encryption properties

4. **Office 365 Multi Factor Authentication**
   Multi factor authentication for Office 365 services

Additional security only available in Microsoft 365 Business Premium

1. **Conditional Access**
   Define criteria to access company data based on factors like the type of device, app and location

2. **Office 365 Advanced Threat Protection**
   Attachment scanning & ML detection to catch suspicious attachments +link Scanning/Checking to prevent users from clicking suspicious links

3. **Azure Information Protection**
   Controls & Manages how sensitive content is accessed by providing classification labels on documents and email

4. **Intune**
   Manages devices and apps from the cloud, enabling device security and protecting company information on employee devices

5. **Azure Multi Factor Authentication**
   Set up multifactor authentication for third party applications

Autopilot Links

SYNNEX Autopilot site

https://resources.synnexcorp.com/MSFT-Autopilot.html

Microsoft Autopilot site

https://www.microsoft.com/en-us/microsoft-365/windows/windows-autopilot

Overview of Windows Autopilot

https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/windows-autopilot

Windows Autopilot for white glove deployment

https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/white-glove

Resources

Microsoft 365 Business Partner Page (aka.ms/m365bpartners):
The one stop show for all product content related to Microsoft 365 Business, including product pitch material, licensing and deployment kits

Microsoft SMB Tech Community (aka.ms/smbtc):
Forum for technical discussion & questions. The place for the experts

Microsoft 365 Business Service Description (aka.ms/M365BSD):
The place to answer all your questions on the product and what is included from a licensing perspective

Microsoft 365 SMB Plays (aka.ms/mwsmb):
The place to get deep dive information on core SMB partner opportunities including partner playbooks, customer marketing material & tele sales scripts

Microsoft 365 Launchpad (aka.ms/partnerlaunchpad):
This the hero tool for partners to identify a solution, create and offer and close the deal with customers

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