

CUSTOMER STORY  
INDUSTRY: MORTGAGE SERVICES

## Modern and Streamlined Device Management Solution with the Help of Microsoft Intune and Entra ID for 3000 users.



### OBJECTIVES

The Company needed a migration plan to transition from on-premises legacy device management mechanisms to Microsoft's secure modern Device Management solution and eliminate on-premises infrastructure where possible.

### SOLUTIONS

In this personalized journey to upgrade the company's legacy processes, we initiated our mission with a deep dive into the existing Group Policies, employing Intune GPO Analytics for insightful analysis. Our exploration included mechanisms for accessing legacy applications, with a focus on Microsoft Entra ID (Azure AD) and Microsoft Intune.

One of the pivotal challenges we addressed was transitioning from the traditional image-building process to the more streamlined Intune Autopilot. In tandem, we meticulously planned the seamless integration of Azure AD joined machines with on-premises resources during the transitional phase, harnessing the power of Entra ID Single Sign-On.

Our team's commitment extended to a thorough evaluation of the operational environment and the specific business and technical needs, including elements of networking components such as Wi-Fi, DHCP, DNS, RADIUS, LDAP, Kerberos, and NTLM. This led us to also formulate a cutting-edge strategy for integrating cloud-based Universal Printing into the company's workflow.

To ensure our strategies were sound and practical, we embarked on a 10-day pilot program, offering remote support as subset of devices were tested in accessing on-premises resources in Hybrid Azure AD- and Azure AD-joined scenarios. This comprehensive analysis paved the way for the creation of a detailed project plan focused on migration design.

### KEY CONSIDERATIONS

A key consideration with the project was to establish a supported path to transition to Microsoft's modern device management solution. As there was no supported path for migrating devices from Hybrid Azure AD joined to Azure AD-joined model, therefore the Company chose the option of attrition model. This model supports the vision by replacing machines as they reach end of their useful hardware lifecycle.

### GOALS

- Establish foundational secure and compliant infrastructure with Microsoft Intune and Entra ID to support the Company's objectives.
- Accomplish the requirements of upgrading to Windows 11 as part of the process prior to Windows 10 end-of-life date of October 14, 2025.
- Address security and compliance requirements to ensure only devices that meet company's standards can access the company data.
- Ensure a clear path provided to address the subset of devices that do not meet minimum requirements for Windows 11.