

WINDOWS 10 DESKTOP MANAGEMENT



USER EXPERIENCE DEFINED

A remote Managed Services offering which acts in a 2nd and 3rd line capacity extension to your IT team. The global team of Enhanced Support engineers can monitor, manage and report on the health of your Microsoft Windows 10 device environment 24 hours a day, 7 days a week.

The team is responsible for Incident and Request triage and investigation of Problem Management cases, and will work alongside the Service Management discipline to provide continuous service improvement of your Windows 10 device health.

YOU CAN ACHIEVE...

- Application usage
- Employee productivity
- Return on your investment
- Business agility
- Security and compliance

WHAT'S INCLUDED?

DEVICE RELIABILITY

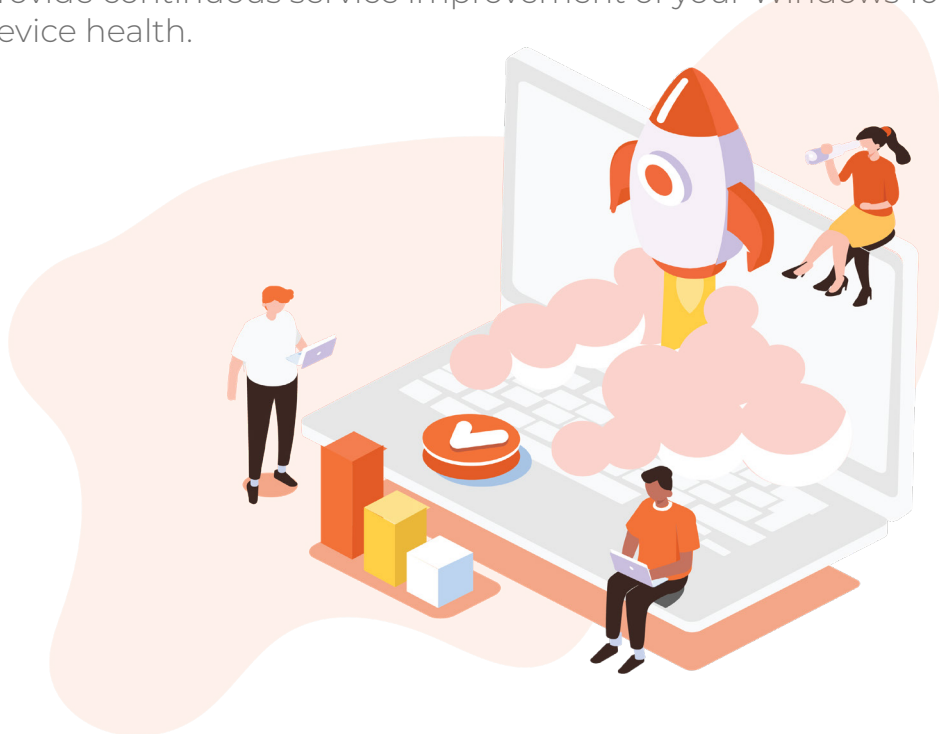
The monitoring, administration and management of critical insights into your Windows 10 system history and stability. The service highlights application failures, Windows failures, warnings and informational alerts into an easy to read dashboard.

APPLICATION RELIABILITY

We will review and advise on your application usage and reliability, showing any compatibility issues. You will gain visibility on your systems usage and stability and any trends in your environment causing productivity variances.

LOGIN HEALTH & WINDOWS INFORMATION PROTECTION

Insentra will identify, review and report against devices which crash frequently, and the device drivers which need updating or are causing device error states. Notices of Windows Information Protection misconfigurations which are impacting your users are provided for your IT team to resolve.



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Insentra's Windows 10 Desktop Management provides your team with a dashboard view and recommendations on common problems and issues which your users might be experiencing. By proactively targeting these issues, you can reduce support calls into your service desk and improve the productivity of your users.

Insentra's Windows 10 analytics will provide you with the visibility to make informed decisions with the following outcomes:

TOPIC	OUTCOME
Device Crash	Identification of devices which crash frequently and could need rebuilding or replacing
Driver Mismatch	Identification of device drivers which are cause device crashes, with suggestions of alternative versions of those drivers to reduce the number of crashes
Crash Rate	Goal is to use the crash data to ensure most devices have the same driver versions and discover which version has a low crash rate
Summary of Crash History	To be used to determine data of failure, crash code (or bluescreen values), number of failures and which drivers have caused the devices to crash
Health Checks & Recommendations	Includes remediation items to achieve stability and reliability of your Windows 10 estate
Application Reliability	Provides useful data on app usage and behaviour, allowing identification of poorly performing apps
Login Health	Provides reports on Windows login attempts in your environment, including metrics on the login methods (Windows Hello, face recognition or fingerprint for example)
Login Errors	Displays data on the frequency and type of errors
Windows Information Protection	Helps protect data from accidental sharing. It shows which apps and on which computers, are attempting to cross policy boundaries



The Managed Services market has evolved significantly as globalisation has impacted and changed how we connect with the world. Users have changed too and are now connected in ways which make them more informed and less loyal. Their engagement is driven by excellent customer service and a positive experience.

Business staff also operate differently. More than half of workforces are comprised of millennials and digital natives, technologically savvy individuals who believe technology should just work.

Combine this with technology mega trends such as Cloud, Mobile, IoT and Big Data, businesses are expected to meet the growing expectation of the market, customers and staff and are under pressure to digitise and offer new ways of connecting people. All leaders know failing to do so could result in becoming obsolete.

**WE ARE AND ALWAYS
WILL REMAIN A PARTNER
OBSESSED COMPANY**