

Bytes Managed Workspace Service Overview

1. Introduction

The Bytes Managed Workplace (BMW) managed service delivers a comprehensive support capability for both on-premise and cloud based End User Computing (EUC) infrastructure and end users.

The service is made up of three principal Service Layers:

Service Layers	Service Component	Example Service Components		
Tailored Options	Opt-in or ad hoc consultancy based services consumed as and when required	Application Packaging	White-Glove Device Deployment	Device Retirement/disposal
Core (Retained) Services	Standard services ranging from 3rd Line to 1st Line support tailored to individual customer needs	3rd Line 'Core Support'	2nd Line 'Back Office Support'	1st Line 'Frontline Support'
Platforms & Tools	Managed tools, technologies and platforms that underpin service delivery	Intune	Autopilot	Endpoint Configuration Manager

The service provides operational support for key Microsoft EUC devices and platforms with the primary technologies under management being:

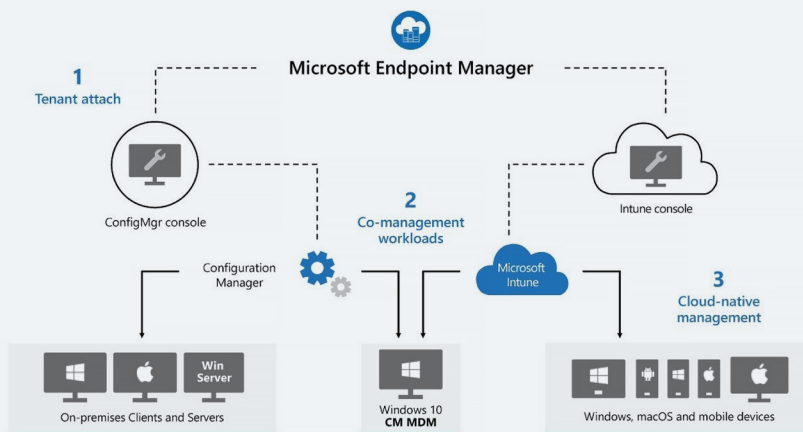
- **Windows 10**
- **Azure Intune**
- **Azure Autopilot**
- **Microsoft Endpoint Configuration Manager**
- **Microsoft & Azure Active Directory**

2. Platforms and tools

Microsoft Intune/Config Manager and Autopilot

The BMW service is underpinned by Microsoft's modern desktop management suite of products supporting both on-premises and cloud-based solution configurations. The main technologies used by Bytes to manage your endpoints will be either Microsoft Configuration Manager, Microsoft Intune or a combination, and Autopilot. Together these technologies enable us to preconfigure, deploy and manage devices across your entire estate.

A model configuration is shown below.



A unified platform including both Configuration Manager and Microsoft Intune

If you already have Configuration Manager deployed on premise, then we can integrate with this and support you in the migration to a fully cloud managed (Intune) or hybrid ("Co-Managed") environment. In any event we can fully manage and maintain your endpoint management platform.

3. Core services

Retained services are centred around how we support your end users, either directly or as an integral and augmented part of your technical support teams.

There are three standard support options:

1 - Frontline

Direct support for end users.

2 - Back Office

Second line escalation team to deal with complex device and user queries.

3 - Core Support

Specialists to manage and maintain the core ConfigMgr, Intune and Autopilot platforms.

Standard Service Feature	Description	3rd Line 'Core'	2nd Line 'Back Office'	1st Line 'Frontline'
Platform (Intune/Autopilot/WVD/Citrix) Incident Management	Platform availability and performance management	✓	✓	✓
Platform (Intune/Autopilot/WVD/Citrix) Change Requests	MDM/MAM policy updates and deployment	✓	✓	✓
End User Compute Maintenance	OS and supported application patching		✓	✓
End User Compute Upgrades	OS upgrades and application packaging and deployment		✓	✓
End User Compute Service Requests	JML process support - device and application on or off-boarding			✓
End User Compute Incident Management	Device boot, connectivity, or performance issues; account lock-out resolution; AV failures; remote wipe			✓
End User Support Service Desk	Fully out-sourced support desk			✓

Optional Service Feature	Description	3rd Line 'Core'	2nd Line 'Back Office'	1st Line 'Frontline'
Managed Security	Monitoring and intervention on security threats			
Endpoint security management	Security policy updates, threat monitoring, security incident analysis, reporting and response	✓	✓	✓

These support options

enable customers to choose between fully outsourcing their EUC service desk activities or, alternatively, retaining first- or second- line support internally whilst having the capability and confidence to escalate incidents and service requests to a trusted and experienced third-party subject matter expert.

4. Tailored options

Over and above the core service features customers also have the option to add optional service features that can be delivered on an ad hoc or ongoing basis.



White Gloving

Deliver pre-checked and pre-provisioned devices to your key users. An optional service that you can elect for one or many users whereby Bytes will unboxed and inspect devices, configure the device for the target user, validate operation and optionally also deliver to desired location, unbox and set-up the device, plus take the user through use of their new device.



Device Retirement

Full cradle-to-grave service whereby Bytes will remove your old devices from your estate and provide certified data erasure or disposal with WEEE recycling certification. Additionally, where you are happy for your old devices to be reused Bytes can help you realise the residual financial value in your estate.



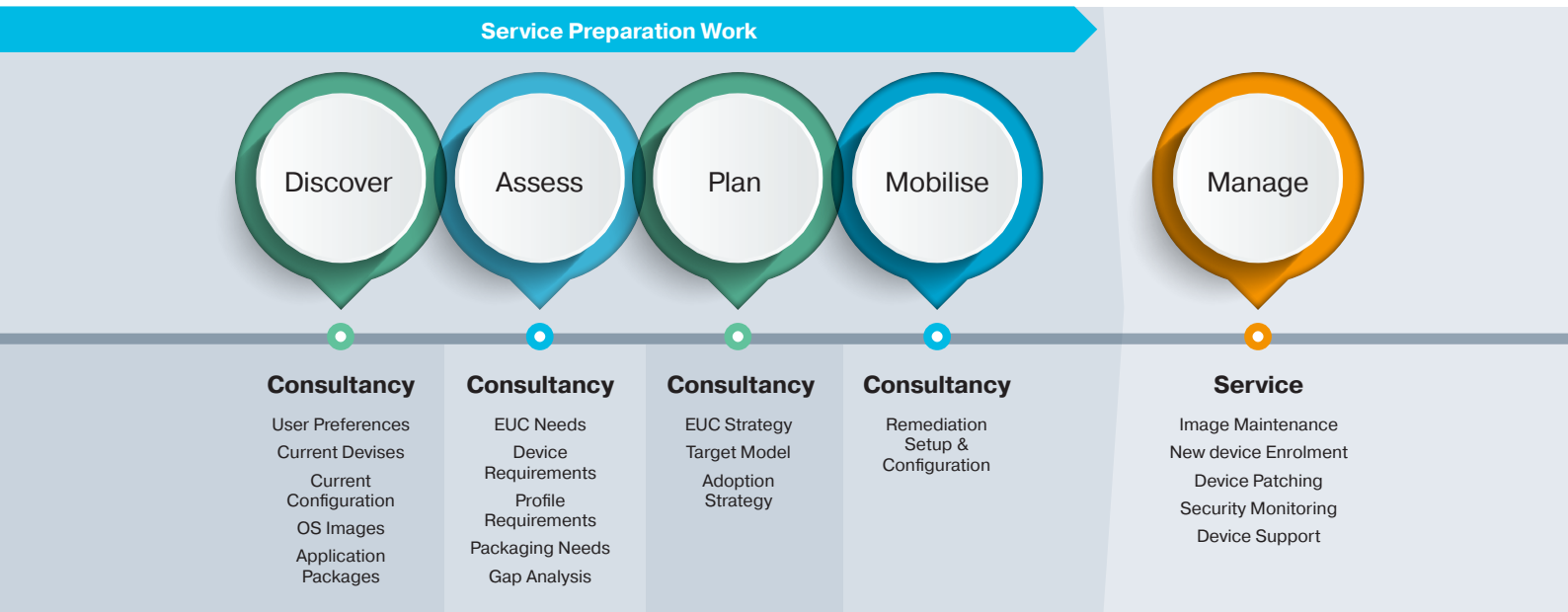
User Adoption Support

Where you are going through a significant device refresh Bytes can support your end users become productive and effective with their new device and productivity tools such as Microsoft 365. We can provide a wide range of user engagement and learning support from online training, videos, AI based proactive helpers, knowledgebases, floorwalkers, drop-in centres, 1-2-1 training or a fully customised technology adoption support package to suit your needs.

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5. How we engage and how the service works

We want to ensure the service we provide to you, meets your needs, and fit for purpose. To this end we will go through a set of structured steps to understand your current set up, end user needs, and work with you to map out exactly what service elements you require and how these should be configured.



Once we have the service up and running you will have:

- ✓ A responsive Service Desk which can be reached by online portal, email or telephone.
- ✓ An SLA backed operation where all of your requests and incidents will be logged our Service Desk system from which we will provide transparent reporting regarding our service delivery to you.
- ✓ Calls only closed when the user is happy for us to close a case.
- ✓ A partner who will active pursue resolution of your EUC issues whether this lays directly with us or other third parties such as the hardware vendor.
- ✓ An ISO:27001 compliant service.
- ✓ Services are provided in accordance with ITIL Service Management best practice framework.
- ✓ A team keen to deliver excellence and ensure your end users are productive and able to utilise their EUC device at all times.



Discover more about **Bytes Managed Workspace**, contact us on tellmore@bytes.co.uk | 01372 418500 | bytes.co.uk