



CASE STUDY

Supply Chain and Lifecycle Case Study:

An Incredible End-user Experience, Out of the Box

The Challenge

A Connection customer was experiencing low end-user satisfaction and increased security risks due to their aging endpoint operating systems and their legacy deployment approach to providing new users with a PC and cell phone.

The Solution

- Connection provided Professional Services to configure the customer's Microsoft Intune and Autopilot instances.
- The team set up Microsoft Autopilot pre-provisioning services in Connection's integration facility.
- They performed readiness assessments, and then built and migrated the PC environment to the latest Windows and Apple macOS operating systems.
- They added ongoing provisioning services for new hires and the redeployment of cell phones and PCs with Windows, macOS, iOS, and Android operating systems.
- They also established an advanced exchange program with overnight shipping for rapid replacement of users' PCs and cell phones.

Result

A modern provisioning approach that provides end users with an out-of-the-box experience, resulting in:

- Increased end-user satisfaction
- Improved security posture and lower operating costs due to installation of the latest operating systems
- Time and cost savings associated with the recovery and redeployment of PCs and cell phones



**Ready to talk about our Supply Chain and Lifecycle services?
Call a Connection expert today.**

1.800.998.0067

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