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Case Study: Autopilot Setup

The Client

Our client is a global independent boutique investment company offering investors access to a range of real assets and private markets, due to the remote global locations of the business it was a key requirement to leverage cloud technologies to keep connectivity across offices.

The Challenge

As part of a large scope of work our client required the ability to build, secure and deploy endpoints to users across their global offices, including several satellite locations and remote workers. Deployment of devices with no IT presence could become time consuming and required end user involvement before remote IT personnel would complete the setup. This also resulted in inconsistencies between hardware setups which could result in issues in the future.

Without a solution to efficiently distribute hardware there was no flexibility to replace faulty hardware quickly or onboard a new team member at short notice. It also took time away from staff in satellite offices or remote workers negatively impacting their productivity.e

The Solution

Abacus' Professional Services team suggested using Microsoft Autopilot to address the obstacles faced, deploying new hardware out of the box.

Autopilot was configured and tested thoroughly with the client, to ensure a consistent outcome. The solution allowed for a template of software and settings to be applied to a new device with minimal interaction from users. This would install core software such as Office applications, corporate anti-virus and other business applications. It would also enrol the device in corporate systems and apply security settings as required.

Devices can be pre-registered allowing direct shipping to remote workers at home or to an office. When booting the device, the user is prompted to log in with their work credentials and the rest is automated. This greatly improves the onboarding process for new staff and simplifies reallocating or acquiring hardware.

Overall Benefits to the Client

- Improved user experience
- Reduced user impact when onboarding new staff
- Simplified hardware handover
- Reduced user intervention
- Greater confidence over device security and compliance
- Ability to quickly replace lost, stolen, or faulty devices

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