

Microsoft White Glove Modern Desktop Service



Connection's Microsoft White Glove Modern Desktop Service will help you get your Windows End Point project up and running quickly and easily. With help from our experts, your solution will be ready to go right out of the box, saving you time and money. You'll be able to meet required implementation deadlines, and your IT staff will have more time to work on other projects.

Scope of Service

Our team sets up and deploys your systems in accordance with your specifications.

Setup

- Establish Microsoft Cloud-based Tenant for Business and Enterprise Environments
- Enroll, configure, and validate Microsoft Cloud-based Tenant Portal
- Configure Windows Intune
- Upload optional AutoPilot Hashtag for self-deploying devices
- Unbox pilot systems and thoroughly inspect for physical damage or blemishes
- Power on and inspect pilot systems for hardware and/or software errors
- Run pilot subset of computers to validate process and configuration
- Remediate issues (as necessary)
- Create Frequently Asked Questions (FAQ) for product deployment
- Assist with production deployment planning which may include logistics, help desk/Genius Bar, and communications

Deployment

- Unbox systems and thoroughly inspect for physical damage or blemishes
- Power on and inspect systems for hardware and/or software errors

- Deploy basic asset tagging
- Capture serial number for each asset tag
- Update systems to the latest/approved OS release via policy
- Empower system administrators to manage business end-user client demand
- Demonstrate up to three Intune-compatible End Point packages for automated deployment (optional)

Production

- Ship all systems directly to you for out-of-the-box implementation

Additional Configuration Services Available

- Laser etching
- Customized asset tags
- Data capture of custom asset tags and data fields
- Kitting and/or custom packaging

For more information about the comprehensive services Connection offers, contact an Account Manager today.

Business Solutions
1.800.800.0014

Enterprise Solutions
1.800.369.1047

www.connection.com/Services

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