



Swagelok NYC | NJ | Philadelphia

Business Proposal for Device Management and Remote Access Software

2024 Project Proposal

The benefits of integrating selected Microsoft Intune, Entra and Azure services throughout our NJFS network to provide more efficient and secure management for users, devices and resources.

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Executive Summary

With over 150 NJFS users scattered across multiple continents, managing hardware, software and people can be time consuming and frustrating. Effective tools to make this job simpler are pricey. We are recommending a hybrid approach that will bring the basic functions of the best-integrated tools (Microsoft Intune, Entra and Azure) to all of our systems while reserving the more expensive functions to a small subset of high-need devices. We can augment these resources with other free or low-cost resources to build a complete solution. We already have access to the basic components required to make this happen, but we are missing the pieces that tie them together to work as an integrated solution.

Rather than looking to Intune for a complete package for everyone (at a cost of greater than \$2000 per month), we're advocating \$2.70 per user per month for the majority of administrative tools we would need, along with a pool of 10-20 add-on licenses @ \$10 per user per month for more advanced functions. We see rotating these through short-term for newer or high-need users.

We anticipate that once this infrastructure is in place, it will result in a savings of more than 40 hours of IT support a month for an investment of around \$400 to \$600. More than just looking at this as transactional, we recognize that freeing up 40 hours of IT time can make the difference between a sustainable environment and an environment where we can only scramble to keep up with the most essential demands. The more we are able to redirect time spent on basic administration to meet other needs, the better overall experience we can provide to associates.

Target date: late Q1, 2024

Background

The technology landscape of our organization is as varied as our territories. At Penn, we've had an in-house server to manage systems and users that allowed for creating policies to control how the technology interacts with its environment. At Crum, users have been logging into cloud Microsoft accounts. This makes it simpler to assign access to cloud resources but provides no oversight or control over devices. SUAE and SKSA are in a similar position, while EFST has been using a combination of tools.

This is significant because it affects how we:

- Deploy new devices
- Add new users
- Manage applications

- Manage access to resources
- Support users

A substantial amount of IT time is spent in rolling out new computers and supporting new users. We've issued more than 15 new devices in the last couple of months. Each one requires 2-3 hours of hands-on configuration because we don't have the infrastructure in place to effectively manage the process and create system "images" that can be deployed. Also, having to send computers to users "blind" without IT accessing the computer and setting it up on the network first is a nightmare. It ties up the user with helping IT while we remotely set up their system, wasting twice as much time. New users (and new resources) require significant hand-holding as they learn what systems are in place and how to access them.

Clunky integration and poor support is not just frustrating, it impacts productivity and provides a poor impression of the organization.

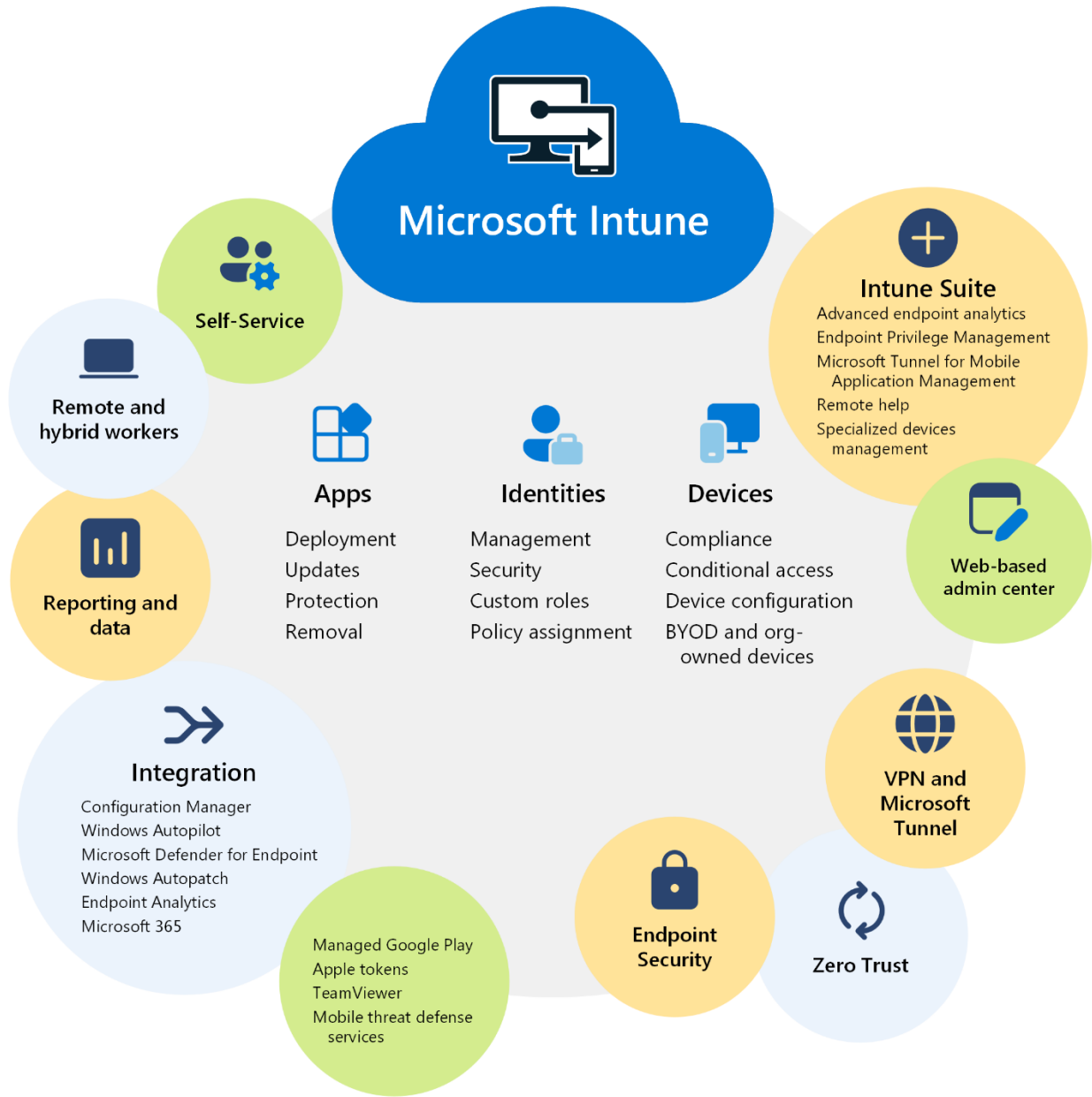
Tools to streamline this process are costly. A full suite of Microsoft Intune products that would meet all our needs would cost more than \$2000 a month (\$14 per user @ 150 users.)

But Microsoft does provide an add-on that will provide the majority of the administrative tools we need for just \$2.70 per user per month. The biggest feature that is not included is remote access to systems to provide support. If we obtain 10-20 add-on licenses @ \$10 per user per month, we think we could rotate these through for newer or high-need users. Using other software like TeamViewer could fill in the gaps where needed for remote support and system access.

Microsoft Intune, Entra and Azure form the core of the tools and approach we will need to effectively manage a growing organization.

We anticipate that once this infrastructure is in place, it will result in a savings of more than 40 hours of IT support a month for an investment of around \$400 to \$500. The more quickly we are growing, the more time we will save, and the less frustration we create for users.

Simplifying IT processes also makes it easier for us to support operations across the organization and makes it easier for others to step in to help us.



Desired Outcomes

It is desired that at the end of this project we will have a better infrastructure in place to manage devices, software, users and resources that is seamless across the organization. Microsoft Intune provides a central identification and management solution that can be used for our domain that will streamline how we move between environments and physical locations. We will simplify and make more efficient the process of supporting users and devices, while allowing for simpler integration with tools and systems that the company may employ in the future.

Risks

Risks are minimal in terms of implementation. Adding the Intune administrative tools are actually a risk mitigation factor and will make it easier to manage the network, ensure compliance and deal with disruptions.

Alternatives

There are no other realistic alternatives for the integration and management of systems in conjunction with Microsoft resources that are not enterprise-level and that wouldn't require massive investments in product and maintenance.

The hybrid approach we are looking at brings the best scalable options while keeping costs manageable.

Budget

Based on 150 users

\$2.70	per month per user for active devices @ 150 users	\$405
\$10.00	per month per user for high-need users @ 10 – 20 users	\$100 to \$200
	TOTAL MONTHLY COST:	\$500 - \$600

Microsoft Intune product family

