A leading global advertising agency empowers its employees by deploying a seamless enterprise mobility solution

Enhances data security and compliance, while improving end user productivity

About the Client

The client is a leading US-based advertising agency offering advertising, digital, direct, retail, CRM, search, viral and business strategy services to its customers. It is one of the largest global advertising agency networks with more than 8000 employees working in 90 countries.

Goals

IMPLEMENTING ENTERPRISE MOBILITY

The client's workforce was increasingly going mobile, often using personal devices to access business critical data and applications from external locations and share sensitive information. As a part of their regular work, employees shared corporate information through emails, file-sharing sites, and cloud services. This resulted in a lack of control over the company's critical data. In addition, traditional security controls and firewalls were proving to be inefficient in protecting its confidential data, increasing the risk of compliance breach.

The client also hosted SaaS based applications on Azure-based cloud, which were regularly accessed by business users. However, user authentication mechanisms were not in place to ensure security and confidentiality of applications and data in the cloud.

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DELIVERING END-TO-END AZURE SERVICES

The client partnered with Microland, a specialist in setting up the Azure Enterprise Mobility Suite. We leveraged extensive expertise in working with global clients to provide a customized Azure experience. Our end-to-end Azure services enable high levels of accessibility and availability of enterprise applications to end users.

Transformation

ENABLING SELF-SERVICE AND ENSURING DATA PROTECTION

A robust enterprise mobility solution was imperative for the customer to keep pace with an evolving and dynamic workplace. This would enable the client to provide seamless connectivity and secure employee access to business-critical data and applications.

The complexities of the technology implementation are highlighted in Figure1.

Microland worked closely with the client and leveraged its deep understanding of Azure EMS to enable a robust mobility solution that transformed the way its employees accessed and exchanged business-critical information. We adopted a four-phase approach and designed products deployed according to Microsoft's best practices and recommendations. Our solution is depicted in Figure 2.

- Enterprise Mobility Suite configuration with Microsoft Azure
- Azure AD Premium in production environment with the following features:
  - Self Service Password Reset (SSPR) using Azure AD Premium
  - Multifactor Authentication (MFA) and Single-Sign-On (SSO)
- Azure RMS in production environment with the following features:
  - Configuration of RMS templates for SaaS applications
- Microsoft Intune in POC environment with the following features:
  - Mobile Device Management (MDM) with Microsoft Intune
  - Windows Device (Desktop / Laptop) management with Microsoft Intune

Figure 1: Client technology landscape

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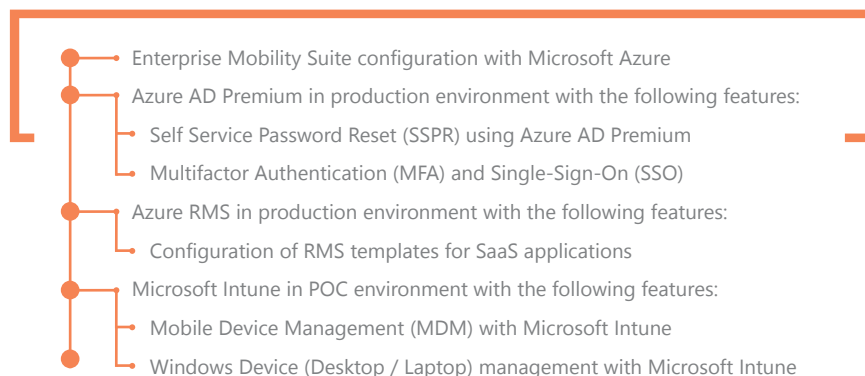|	
Phase 1 - Infrastructure Readiness	Assessment of IT policies and business requirements for secure authentication and conditional access to own or corporate devices, and policy-based corporate messaging along with user base and workloads
Phase 2 - Solution Planning	Designing and planning the implementation of Enterprise Mobility Suite - the complete Azure based solution to meet client expectations and enable policy-based secured two-factor authentication and messaging using self or corporate owned devices
Phase 3 - Deployment	Configuration of Mobile Device Management based on Microsoft Intune with relevant access control policies in line with business needs. Setting up Directory Sync and ADFS with Azure AD for SSO Configuration of AD premium features, i.e. MFA, RMS
Phase 4 - Stabilization and Knowledge Transfer	Stabilizing the EMS deployment on Microsoft Azure for management of mobile devices. Conducting workshops on knowledge transfer to in-house IT team

Figure 2: Four-phase mobility solution

Outcomes

ENHANCING USER EXPERIENCE, EMPLOYEE PRODUCTIVITY AND DATA SECURITY AT OPTIMIZED COST

Microland's integrated management solution enabled the client to gain complete control of the company's data and applications for approximately 750 users and devices, while ensuring continued accessibility to enterprise applications. By partnering with us, the client was able to realize significant benefits including:

PREDICTABILITY
- Enabled the client to gain complete control over its data, ensuring effective security and compliance using RMS.

USER EXPERIENCE
- Provided seamless access to corporate applications for employees - from personal and corporate devices as well as from internal and external locations.

COST OPTIMIZATION
- Reduced administrative overhead with self-service and SSO options for end users
- Reduced on-premise server foot print for 30% of application servers

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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