



Timesaving and ease of use

Thanks to **Bechtle's** Modern Endpoint Management Assessment



Profel is market leader in windows and doors in Belgium. This large family concern based in Pelt has been in existence for 75 years. It currently employs a staff of 1,200 and has more than 30,000 customers. Profel has for years relied on Bechtle for the supply of computer hardware, including laptops. Setting up the laptops has unfortunately been a time-consuming task for the IT department. Profel for this reason recently had a *Modern Endpoint Management Assessment (MEMA)* conducted by Bechtle. This will generate huge time savings for the IT department of more than 90 minutes per laptop among other things.

Using this reference case, Peter Proost, Technical Administration IT Manager, and Nico Polidis, IT Professional Hardware, relate the advantages that they are seeing owing to the collaboration with Bechtle.



Could you tell us briefly something about yourself and previous collaboration with Bechtle?

Nico: "I am hardware and system administrator at Profel, first and second line. Peter is responsible for hardware, software and BI as technical administration manager. We have now been working with Bechtle for around three months. The collaboration started with the acquisition of hardware, primarily laptops. We then expanded this systematically. This is the first major project that we are completing with Bechtle. We knew in advance that Bechtle provided much more than merely supplying devices, but we were at that stage unable to gain a full picture."

How did you come to find out about all the things that Bechtle still has to offer?

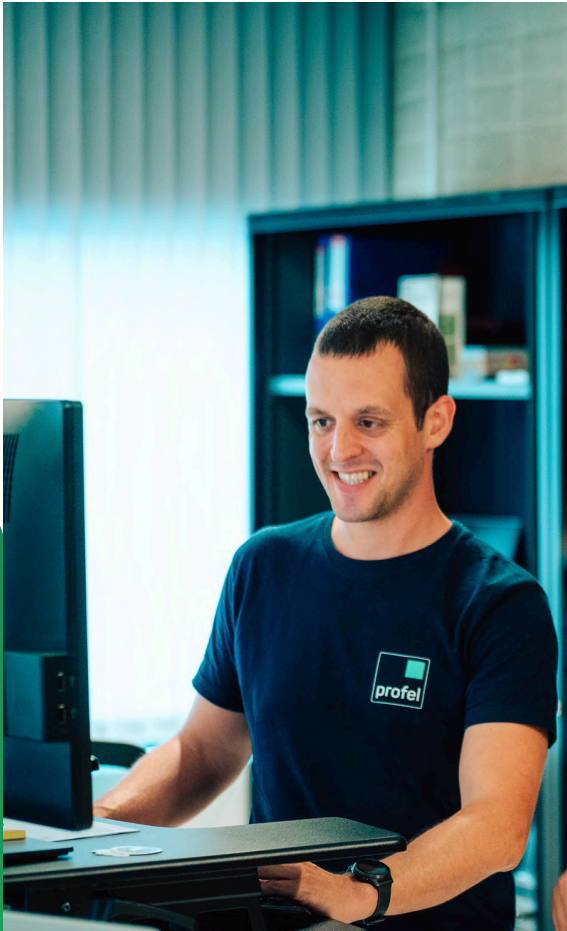
Peter: "We were invited by Sanne Claes, our permanent account manager, to go on a private tour of the Bechtle Service Hub. She knew that we had already taken the initial steps in setting up and rolling out our devices with Microsoft Intune, but that things did not really get off the ground. We got to know everything about the Service Hub and the services and assessments that Bechtle offers during the tour. The Modern Endpoint Management Assessment (MEMA) immediately sounded very interesting to us. During the course of the day, the technical specialists provided us with a good picture of the assessment and the advantages it would offer our IT department."

What happened after the Service Hub tour?

Nico: "We decided that we really had to get to work on optimising endpoint management, and so we decided to have the Modern Endpoint Management Assessment conducted. You could see the Bechtle solution as a roadmap that guided us towards simpler management of our devices."

Peter adds: "What followed was a five-day workshop by Bechtle and The Collective, one of Bechtle's permanent Microsoft partners in the field of endpoint management. The workshop was made up of different phases spread over five days. On the first day, we decided where we wanted to go: What for us was the ideal situation regarding endpoint management? A little while later, there were two days to really get down to work on rolling out the devices with Microsoft Intune. A further two workshop days were held a couple of weeks later to round off the project. Between the different workshops, things were tested and optimised."





How did implementation of the endpoint management solution go?

Peter: "Implementation went smoothly! It took place largely during the workshops. Everything is now up and running – we are still just putting the finishing touches to it. We aim to add mobile devices as well, and we still have to arrange a few things on the side in Microsoft Intune. This will make endpoint management even more efficient for our IT department. Streamlining the acquisition of devices is another step that we are now taking along with Bechtle."

Nico: "Yes, whereas we previously took a variable number of laptops, we now wish to tackle this in a more structured way. The devices are then sent to the Service Hub by Bechtle. They then fully set up all the laptops that have been ordered – in this regard, consider CMDB registration and a DOA check. All the laptops are then prepared with the zero touch bundle in our Microsoft Intune environment. This means that the devices are delivered to us fully ready for use. That will save us even more time."

Does the solution meet your expectations? What has it done for you until now?

Nico: "Mainly a lot of time and convenience; my work is now a lot easier. If I had to make a wager, I think that I'm currently saving easily half an hour per laptop. As the laptops are soon to be delivered fully ready for use, this will definitely be an hour and a half. At the moment, there is demand for around 80 laptops from Bechtle. Work it out for yourself: 90 minutes per laptop – that's 120 hours that I can devote to other work. And we are only going to acquire more laptops – I guess around 100 devices per year. All employees will soon be given a laptop as standard instead of a desktop. This is much more efficient now that many of our staff regularly work from home."



Are there other projects with Bechtle in the pipeline?

Peter: "Definitely! We recently did a tour of Bechtle in Eindhoven that centred on upgrading our modern meeting rooms. Based on the tour, a Collaboration Assessment was conducted at our Pelt premises, and we took a decision on new Collaboration solutions for our meeting rooms. We have now had a rollout in two small meeting rooms in the production halls, and we are hoping to take this through into the other meeting rooms."

Nico: "In addition, The Collective emphasised the security of our endpoint devices during the workshop days. Leading on from this, Bechtle explained the different security models and licences at Microsoft in a fresh session. We have also gone to work on this. This process will soon be completed."

What makes Bechtle the ideal IT partner for Profel?

Nico: "We were already very happy with Bechtle as IT partner when we were merely buying in hardware from them. This satisfaction has only increased over the course of this project! Bechtle goes out of its way for its customers. We clicked well with Sanne, our account manager, and we can always go to her with our questions. And we can easily and quickly arrange a face-to-face meeting, as Bechtle is barely a couple of kilometres away. Communication is open, honest and transparent. So, I can only recommend Bechtle as IT partner to other companies."



Would you like to know more about our Modern Endpoint Management Assessment or our other assessments and solutions?

Contact microsoft.direct-be@bechtle.com.