Navisite InTune services

Powered by Microsoft®

Why Navisite's Elite 5-star Managed Services stands apart

Mobile Device Management (MDM) can be difficult for clients to configure to meet their business needs and security requirements. Many MDM implementations fail because clients fail to unlock the value of the MDM features, or don't properly configure and deploy it within their environment.

Navisite offers a comprehensive set of InTune services that help solve this problem, with extensive onboarding including setup, policy configuration, and participation in status meetings during user enrollments. Navisite also provides premium support and managed services for InTune, enabling you to better meet your business requirements with InTune and maximize technology investment value.

How to purchase InTune

Navisite offers multiple ways to purchase InTune. clients can purchase InTune licensing for their users, or can obtain InTune via purchasing either the Microsoft Enterprise Mobility + Security (EM+S) bundle or Microsoft 365 (M365) bundle via Navisite. Navisite's onboarding and managed services are applicable to not just InTune, but also to the greater EM+S and M365 products.

Total device management — iOS, Android, Windows, Mac

Navisite helps clients configure device policies and enrollment for phones and tablets, including all supported versions of iOS (Apple) and Android (Google). Navisite will also assist clients with developing and executing enrollment strategies for Windows devices and devices running macOS. This provides clients with a single management view of all devices within their enterprise. Access to corporate resources is tightly controlled via InTune Conditional Access and associated device security policies. Consistent device configurations and password restrictions can be evenly deployed throughout the customer's business, regardless of device type or form factor.

Support services

Navisite's M365 Services are supported by 460+ engineers with 1,400+ technical certifications, 24x7x365 direct support with aggressive problem response SLAs. Navisite resolves more than 99% of the problems reported to us and handles end-to-end escalation to Microsoft Premier Support for the rare problem that requires more help.

	Available features	Navisite managed InTune
Features and services	Purchasing InTune	• InTune licensing • Enterprise Mobility + Security • Microsoft 365 Enterprise
	Supported services	• iPhone / iPad (iOS) • Android phone / tablet (Google) • Windows 8.1, Windows 10 • MacOS (Apple)
	Managed services	• Device enrollment policies • Device configuration policies • Device compliance policies • Device security policies • Conditional access policies • App management policies (MAM) • App protection policies • APNS renewal assistance
	Support services	• 24 / 7 / 365 support • 24 / 7 / 365 monitoring • 15 min P1 response • 30 min P2 response • Microsoft Premier support
	Setup and onboarding	• Enable InTune product • Configure InTune policies • Test user enrollments • Tune InTune policies • Begin user enrollments • Setup conditional access • Enable application management • Transition to lifecycle services *(includes up to six weekly enrollment status meetings)*

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Unlock the full potential of InTune with Navisite

InTune onboarding

Navisite's InTune onboarding service gets clients fully running on InTune and introduced to all of the powerful InTune capabilities. A Navisite InTune project manager is the clients' main point of contact during the onboarding process.

Navisite provides the following services during onboarding. Note that customer responsibilities are also identified below.

InTune onboarding process

1. Microsoft CSP tenant provisioning (if necessary)
2. Assignment of a Navisite project manager
3. Scheduling of a kickoff meeting with the customer contacts
4. Scheduling of subsequent working sessions
5. Discuss customer's rollout plans, requirements, and timeframes
6. Implement and configure AD Connect (if necessary)
7. Customer opens network ports as directed by Navisite
8. Customer procures APNS certificate from Apple
9. Review InTune policies and product features
10. Customer communicates what they want InTune to accomplish
11. Configure InTune policies accordingly
12. Test user enrollments with customer
13. Adjust InTune policies based on customer feedback
14. Review customer's user documentation and make suggestions
15. Customer communicates InTune availability to their users
16. Navisite attends weekly enrollment check-in meetings with customer (up to 6 weekly meetings are included in this project)

At the conclusion of the InTune onboarding, the client has a fully working InTune base configuration and users are actively enrolling their devices. Subsequent feature enablement, such as conditional access policies, app protection policies, or app management features, can be executed via contacting Navisite for InTune Managed Services configuration assistance — all included in your monthly InTune licensing and services fee.

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Policy management

Navisite offers comprehensive policy and configuration management services that enable clients to unlock the full value of InTune's capabilities. Clients can communicate in plain language what they want to accomplish with InTune, and Navisite is responsible for creating the correct InTune policy configuration, assigning it to a customer test group and working with the customer to test the policy, scheduling the production configuration change, executing the production change, and following up with the client to ensure it met their expectations. This ensures that you can lean on a trusted partner to continue to evolve your policy configuration as your business needs change.

Conditional access management

Navisite sets up conditional access policies to ensure that all devices connecting to corporate email, Wi-Fi and VPN need to meet certain security and configuration standards. This protects your corporate assets from access by unauthorized or non-compliant devices.

App protection policy management

Navisite assists clients with configuring app protection policies that protect your sensitive corporate data on mobile devices. Navisite will help enforce a PIN to open apps in a work context, control and limit the sharing of data between apps, and prevent company data from being saved in personal mobile device storage locations that can't be subsequently wiped when the employee separates from your company.

Mobile application management (MAM)

Navisite helps clients with deploying mobile applications via InTune. The applications can emanate from the Apple App Store and Google Play store, be written in-house by the client or built by a third party, or be just a web link to a SaaS-based application. Navisite configures the MAM policies, assigns them to the correct groups, and follows up with the customer to ensure the apps were distributed correctly.

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Navisite InTune capabilities iOS and Android Powered by Microsoft®

InTune (iOS, Android) capabilities

Feature	InTune
Device feature configuration *(iOS only, partial list)*	Configure AirPrint connections
	Configure home screen layout
	Configure app notifications
	Configure lock screen content
	Enable single sign on (SSO)
	Configure web content filter
	Set device wallpaper
Device restriction configuration *(partial list)*	Configure general device features
	Configure password settings
	Configure locked screen experience
	Configure app store / document viewing / gaming settings
	Configure built-in apps / restrict apps / show or hide apps
	Configure wireless settings
	Configure connected devices (Bluetooth, USB, AirDrop, etc.)
Corporate resource configuration	Configure email profiles (1)
	Configure VPN profiles
	Configure Wi-Fi profiles
Configure certificates	Configure trusted / SCEP / PKCS / PKCS imported certificates
Application management	Add, remove, blacklist/whitelist, force upgrade apps
	Make apps mandatory on managed devices
Device compliancy policies *(conditional access)*	Require mobile devices to have a managed email profile
	Block jailbroken or rooted devices
	Block devices at a certain InTune-established threat level
	Block devices that don't meet minimum OS and build levels
	Block devices that don't meet certain password requirements
	Block devices that lack the InTune client and/or are not enrolled

(1) Email profiles available for iOS and Android with Samsung KNOX only

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Navisite InTune capabilities Windows Powered by Microsoft®

InTune (Windows) capabilities

Feature	InTune
Device restrictions	• Configure Microsoft app store settings on device • Configure connectivity (cellular, VPN, Wi-Fi, NFC, Bluetooth) • Configure cloud and storage accounts • Configure device (control panel), cloud printer, and display settings • Configure general device restrictions • Configure locked screen experience • Configure Microsoft Edge browser • Configure network proxy and printer settings • Configure password settings • Configure personalization (desktop background) and privacy settings • Configure projection settings • Configure reporting, telemetry, and search • Configure start and Windows Spotlight • Configure Windows Defender
Endpoint protection	• Configure Windows Defender application guard and SmartScreen • Configure Windows Defender firewall • Configure Windows Encryption and Exploit Guard • Configure Windows Defender application control • Configure Windows Defender Credential Guard • Configure Windows Defender security center • Configure local device security options
Corporate resource configuration	• Configure email, VPN, and Wi-Fi profiles
Identity protection	• Configure Windows Defender security center
Application management	• Add, remove, blacklist/whitelist apps • Make apps mandatory on managed devices
Device compliancy policies *(conditional access)*	• Block devices based on device health and device properties • Require device compliance with SCCM • Block devices that don't meet certain password requirements

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