

Intune Autopilot Case Study

The Challenge

City of Parramatta suffered from the inefficiencies of using SCCM for desktop and device builds. The build process was causing significant delays, and the dependence on a direct network connection for application downloads posed challenges.



**CITY OF
PARRAMATTA**

Our Solution

City of Parramatta had successfully deployed Intune but had found issues when trying to package certain applications. Coming into what was already a well configured Intune environment, our solution was to address the dependencies Autopilot had on the network and package complex applications that we had come across at other councils.

The Result

The end-to-end process, from unboxing to a fully operational device, now takes a mere 25 minutes. The integration of Intune with Palo Alto VPN not only addressed initial challenges but also introduced flexibility for remote deployments. SCCM's sluggishness became a thing of the past, replaced by a streamlined, automated, and faster deployment process. This success exemplifies our commitment to delivering efficient solutions, positioning our clients at the forefront of modern IT practices.