



**Partner:** Data One

**Website:** [www.dataone.de](http://www.dataone.de)

**Partner Size:** 50 employees

**Country or Region:** Germany

**Industry:** Information technology

#### Partner Profile

With offices in Saarbrücken, Frankfurt, and Cologne, Germany, and Zurich, Switzerland, Data One provides managed IT services for businesses throughout Europe.

#### Software and Services

- Windows Intune

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## IT Firm Delivers Fast, Simple PC Management with Online Service

“With Windows Intune, I can log on in one place where I can see a complete list of all my customers... That saves a lot of time.”

Tim Pidanset, Senior Support Consultant, Data One

Data One wanted to serve more customers by delivering flexible PC management while simplifying and streamlining daily tasks for its support teams. In 2011, Data One began offering Windows Intune, a cloud-based PC-management and security solution that is delivered through Microsoft Online Services. Now Data One can expand its services, deliver a simple PC management solution, and more easily predict costs for itself and its customers.

### Business Needs

Data One provides IT consulting, support, and hosting services for businesses across Europe. A member of the Microsoft Partner Network, Data One is based in Saarbrücken, Germany, with 50 employees and operations in Germany and Switzerland.

Data One often provides its customers with full IT administration, maintenance, backup, and update services. For example, after installing a PC-management solution at a customer site, support technicians from Data One will continuously monitor the customer's PCs, distribute security and software updates, and respond when issues arise.

However, Data One used a PC-management solution that could be cumbersome to operate, forcing administrators to log on to each customer environment separately. Tim Pidanset, Senior Support Consultant at Data One, estimated that the process added more than 30 minutes to an administrator's day.

“Having to log on for each customer just increased the time it took to check the status of their PCs and respond to any problems,” says Pidanset.

Because an increasing number of its customers' employees work from home or on the road, Data One needs to help its customers keep mobile PCs updated and safeguarded against security threats even

when employees are disconnected from their company networks. At the same time, the company's customers are always looking for ways to lower IT costs. They want PC-management solutions that require less support and less IT infrastructure.

To respond to customer needs, Data One needed to deliver flexible, low-cost PC management. To achieve its own goals, the company also wanted to serve more customers faster by simplifying and streamlining daily tasks. In addition, Data One sought a way to reach new customers who did not have an existing desktop-management infrastructure but needed a way to manage, safeguard, and standardize their PC environments.

## Solution

Data One realized that it could use cloud technology—computing resources delivered as services over the Internet—to deliver simple, centralized, PC-management without generating high infrastructure and maintenance costs for itself or its customers. In mid to late 2010, the company evaluated a beta version of Windows Intune, a cloud-based PC-management and security solution that is delivered through Microsoft Online Services. By mid 2011, Data One began positioning itself to offer Windows Intune to its small and midsize customers that would not have invested in a traditional, on-premises PC management solution.

Using a single web-based console in Windows Intune, the IT professionals at Data One have an overview of the PC environments for every customer, where they can monitor customer PCs and receive alerts on updates or emerging PC-security threats.

Data One support teams can deliver remote management of customers' PCs and deploy software and security updates from any location—even if end users are not connected to their company network—by using any standard Internet connection and a Microsoft Silverlight-enabled browser. Data One can also use Windows Intune to help safeguard customer PCs from security threats, such as malicious software (malware), with features built on the same Microsoft Malware Protection Engine used by the Microsoft Forefront Protection Suite.

To help customers effectively manage PC assets and licenses without having to purchase additional software, Data One can use the IT asset management tool in Windows Intune to inventory the hardware and software in a customer's PC environment. Because Data One can offer its customers an option to upgrade all managed PCs to the Windows 7 Enterprise operating system with every Windows Intune subscription, Data One can help customers update and standardize their PC operating systems.

## Benefits

By adopting and offering Windows Intune, Data One can deliver an easy, time-saving PC management solution and expand its managed IT services while making costs more predictable.

### Simplified PC Management

Working from a central console in Windows Intune, the IT professionals at Data One can reduce the time they spend performing daily checks on customer PCs. Instead of logging on and off for each customer, they can log on to a single location to manage every customer, saving at least 10 hours each month per

administrator. "With Windows Intune, I can log on in one place where I can see a complete list of all my customers," says Pidanset. "I don't have to log on and off for each one, and that saves a lot of time."

Working with alerts from Windows Intune, support teams at Data One can identify and proactively correct problems with PCs before they can affect a customer's business. With the ability to check PCs anywhere, at any time, Data One can issue software updates, establish security settings, and help safeguard customer PCs even when employees are working away from the corporate network.

Also, when Data One uses a Windows Intune subscription to upgrade customer PCs to Windows 7 Enterprise, it creates a more uniform environment that's easier to manage. "It's always easier to support a customer when they have a current, standardized operating system," says Pidanset.

### Expanded Services at a More Predictable Cost

By expanding its service offerings, Data One can increase revenue with new and existing customers. "Currently, it's difficult for some companies to inventory their software assets or keep their PCs updated," says Pidanset. "With Windows Intune, we can offer new and existing customers central PC-management and give them a better view of their IT landscapes."

At the same time, Data One can use Windows Intune to help customers control costs by avoiding investments in infrastructure and third-party software and with low per-month, per-seat Windows Intune subscription fees.