**Customer:** CyberShift

**Website:** [www.cybershift.com](http://www.cybershift.com)

**Customer Size:** More than 1,000 employees

**Country or Region:** United States

**Industry:** Professional services

Customer Profile

CyberShift specializes in providing leading organizations with best-in-class workforce and employee-spend management solutions to reduce costs, mitigate compliance risk, and increase productivity.

Software and Services

* Windows Intune
* Windows 7 Enterprise
* Technologies
* BitLocker
* BitLocker To Go
* Microsoft Silverlight

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| Windows IntuneCustomer Solution Case Study |
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“I can simply log on to the Windows Intune console and check the status of employee computers anytime they are online. We expect to capture much more time and cost savings than I ever thought possible.”

Fred Beyer, Infrastructure and IT Support Manager, CyberShift

New Jersey–based CyberShift sought ways to better protect and manage PCs so that its employees could work more productively regardless of location. By deploying Windows Intune, CyberShift anticipates that the cloud-based PC management solution will not only provide the tools the company needs to accomplish this goal, but will also save the company thousands of dollars annually on IT management costs.

For more information about Windows Intune, go to:

[www.windowsintune.com](http://www.windowsintune.com/)

Business Needs

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A leading provider of strategic workforce and expense management solutions, CyberShift is committed to helping its customers—who represent a vast range of industries—enhance their ability to proactively plan, manage, and control employee-related expenses. The company’s growth rate is three times the industry average, so CyberShift constantly seeks ways to improve its own productivity and operational efficiency.

Part of this goal centers on keeping hundreds of employee PCs protected and optimized with the latest software. But one of the biggest challenges for CyberShift IT professionals was managing updates and protecting against malicious software (malware) for mobile employees, who often work outside the company network.

“About 25 percent of our staff works remotely,” says Fred Beyer, Infrastructure and IT Support Manager at CyberShift. “It was very difficult to get mobile employees to connect to the network, so our visibility of their PC status was limited, resulting in a level of management below our corporate standards.”

This issue resulted in a resource-intensive process in which Beyer would send an email message to mobile employees, request that they connect to the company network, and wait for them to do so. “It was very time-consuming—and costly—to email employees and then check to see who had logged on,” says Beyer. “In essence, it took resources and time from our IT team that could otherwise be spent on more important issues.”

Beyer was also concerned with security threats that could interfere with productivity. “It was impossible to track viruses and malware when employees remained disconnected from our network,” he says. “After they checked in, we would often need to spend hours locking down their PC to remove infections.”

Solution

To support addressing these issues, CyberShift decided to deploy Windows Intune, a cloud-based PC management and security solution that helps keep employees’ PCs better protected, even when they are not connected to the company network. The company will also receive upgrade rights to the Windows 7 Enterprise operating system and its BitLocker and BitLocker To Go drive encryption features, a benefit that was an important factor in the decision to adopt Windows Intune. Windows Intune includes endpoint protection—built on the same Microsoft Malware Protection Engine used by the Microsoft Forefront Protection Suite.

With Windows Intune, Beyer’s team will be able to gain insight into the performance and update status of employee PCs—regardless of location or whether they are connected to the company network. His team can also easily track, monitor, and send critical updates to mobile employees.

Beyer was also impressed by how quickly he can set up new employees when using Windows Intune, and how easy it is to use the system to track hardware and software assets.

Benefits

By choosing Windows Intune, CyberShift expects to gain several benefits, including improved remote PC management and enhanced security.

Simplifies PC Management,
Lowers Costs

As long as employees are connected to a web browser that supports Microsoft Silverlight technology, CyberShift IT professionals can send updates and perform routine PC management tasks on remote computers.

For Beyer, this will save time and help reduce IT-related expenses. “Before, we had to find users and request that they connect to the network so we could send updates. This could amount to several hours over the course of a few days or weeks,” Beyer says. “That roughly translates to [U.S.]$250 to $500 a week in anticipated savings by implementing more efficient, cloud-based PC management. I can simply log on to the Windows Intune console and check the status of employee computers anytime that they are online. We expect to capture much more time and cost savings than I ever thought possible.”

Strengthens PC Security

The ability to instantly see what’s going on with all online users’ PCs and send the updates they need significantly enhances security. Says Beyer, “This will help us provide better protection and give our users peace of mind, knowing their PCs are running at their best.”

In addition, Beyer was surprised by how easy Windows Intune is to use and how quickly he can set up new employees on the system and ensure that their PCs meet security standards. He says, “It literally takes seconds to get users set up on Windows Intune, and in minutes, I can create policies for update management and malware settings. Nothing else out there enables us to perform these management tasks so easily from the cloud.”

Streamlines Asset Tracking

After adopting Windows Intune, Beyer discovered an unexpected benefit: the ability to better track hardware and software assets. “This is truly an all-in-one solution,” he remarks. “Now, when I need to run a report on the hardware and licensing statistics, I just log on to Windows Intune, and a wide variety of information is right there waiting for me. For example, I can see that 18 users are currently running Microsoft Project, and because we have only 20 licenses, I know that we need to purchase more. All the information I need is at my fingertips, which makes supporting the company that much easier.”

Complements Windows 7 Usability
and Security Features

Beyer enjoys the robust search and streamlined connectivity tools, such as Windows Search and the network connection wizard, in Windows 7 Enterprise. “Windows 7 Enterprise is a fantastic productivity tool, and the way it can be packaged with Windows Intune—that is, with upgrade rights—gave us more reasons to make the switch,” says Beyer. “This makes my life a lot easier because users are now empowered to find what they need and get connected wherever they are. Plus, BitLocker To Go provides an extra layer of security that helps protect mobile users’ PCs.”

Beyer notes that using Windows Intune and Windows 7 Enterprise together is expected to help save the organization thousands of dollars a year. He concludes, “When I brought this solution to my CEO, his eyes lit up. He instantly recognized how we could save costs, time, and resources by deploying both Windows Intune and Windows 7 Enterprise. Employees can work more efficiently, and I can manage and better protect PCs faster and easier than before. That’s truly a win-win for everyone.”