

## CUSTOMER STORY

# MODERN DEVICE PROCUREMENT WITH AUTOPILOT

## Proof of Concept of zero-touch device deployment, demonstrates major cost-cutting opportunity

### SERVICES

- Endpoint Management Assessment
- Workplace Technology Procurement
- Workplace Technology Integration
- Modern Workplace Transformation
- Windows 10 Cloud Pilot
- Hardware Lifecycle Management
- Endpoint Management

### TECHNOLOGY

- Microsoft Intune
- Microsoft Autopilot
- Microsoft Windows 10
- HP laptops

### USER EXPERIENCE

- Enhanced agility and mobility
- Improved performance
- Improved user satisfaction
- Maximised efficiency
- Simplified Business Processes

### BUSINESS IMPACT

- Accelerates innovation
- Boosts business agility
- Enhances financial control
- Improves productivity
- Reduces administration
- Reduces costs
- Supports digitalisation

### OBJECTIVE

Ageas Insurance Limited were looking for a new partner to reduce the cost in device deployment to over 2,500 UK employees and were particularly interested in trialling Microsoft's Autopilot software. Ageas UK approached Microsoft to demonstrate deployment at speed, using workplace test devices, with the intention to rollout Autopilot across the business, if the trial proved successful. In turn, Microsoft invited Computacenter to bid alongside them in order to showcase our own capability around Autopilot.

### SOLUTION

Ageas UK chose the Microsoft/Computacenter partnership to demonstrate a Proof of Concept (POC) to showcase the capabilities of Microsoft Autopilot. By using investment funds available with our partner, Microsoft, Computacenter was able to deliver the POC to Ageas UK at no up-front cost.

Computacenter proceeded to create the deployment profile within Intune to enable the Autopilot deployment process, as well as registering 20 workplace test devices in the Intune console. These devices were then shipped to select Ageas UK employees who promptly tested the auto-deployment by simply taking the workplace device out of the box and connecting to their network. Auto-deployment was then successfully engaged, deploying appropriate policies, drivers and applications or Windows 10 updates, all within half an hour of device power-on.

### OUTCOME

The POC clearly demonstrated that device deployment can be handled rapidly and efficiently by Autopilot, with no on-site manual intervention required by engineers. This offers Ageas UK a significant opportunity to reduce cost, improve service efficiency and deliver an improved user experience, as the POC proved that a vanilla device can be booted up and built within 20-30 minutes. With no requirement for engineer intervention, the POC also proved that Autopilot would meet Ageas UK's requirement for a zero-touch production solution.

As a result of the successful POC testing, Ageas UK have already moved hardware procurement from the previous supplier to Computacenter and are now seeing Computacenter as a strategic partner of the future.





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**Mark Tyrrell**  
Head of Infrastructure,  
Ageas Insurance Limited



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## OBJECTIVE

### Discovering how Microsoft Autopilot can reduce the cost and effort associated with large-scale workplace device deployment

Ageas UK’s previous process for workplace device deployment was arduous, slow and no longer fit for purpose; Ageas UK required a modernised approach. As Mark Tyrrell, Ageas UK’s Head of Infrastructure, confirms: “Ageas UK have been looking to overcome the challenges of an ageing endpoint estate that uses a traditional, resource intensive, provisioning process.”

Ageas UK were exploring alternative solutions to address workplace device deployment. As Mark Tyrrell explains: “Our architecture team proposed using technologies and processes such as Microsoft Autopilot and zero-touch deployment to enhance our delivery of endpoints, while also reducing lead-times. However, these concepts were new to Ageas UK and needed to be properly understood and evaluated to assess their suitability to meet our requirements.”

For clarity, Microsoft Autopilot is a Cloud Deployment Solution which enables users to convert a previous ‘out of box’ experience (with all of the initial start-up and configuration complexity required, and likely engineer intervention), and turn it into a zero-touch deployment experience, with everything building automatically and no manual intervention required from on-site engineers.

Due to interest in Microsoft’s Intune and Autopilot products to automate device deployment, Ageas UK invited Microsoft to the bid process – where bidders were required to provide a demonstration, using a small set of new devices. Being Microsoft’s preferred partner for Intune and Autopilot services, Microsoft invited Computacenter to bid in partnership with them, to showcase our capability around Autopilot and device deployment.

## SOLUTION

### A Proof of Concept (POC), demonstrating how Microsoft Autopilot delivers a zero-touch deployment solution for workplace devices

Ageas UK chose the Microsoft/Computacenter partnership to demonstrate the capabilities of Autopilot. As Mark Tyrrell confirms: “The Ageas UK Architecture team asked Microsoft for assistance with the assessment of Autopilot. Microsoft recommended Computacenter and we were very pleased to partner with them. On Computacenter’s recommendation we set up a Proof of Concept (POC) that allowed Ageas UK to fully evaluate and assess this new approach to endpoint deployment.”

Imogen Spence, Workplace Sales Specialist at Computacenter, explains how this came about: “Our strong partnership with Microsoft meant we could leverage stand-out skills within our consultancy practise as well as gain extra funding, passed onto Ageas UK. This combination proved to be a critical differentiator in Ageas UK bringing us on board. We were then able to quickly set up the POC to demonstrate how Autopilot worked at no immediate cost to Ageas UK, while the same funding provided access to the 20 Microsoft workplace test devices that Ageas UK had requested, for customer testing.”

Computacenter Account Manager, Tom Morris, provides more background. “The existing provisioning process was inefficient and required on-site manual intervention from engineers which was proving costly. Our role was to build and demonstrate the initial Intune environment using our Windows 10 Cloud Pilot service, as well as providing advice and guidance around best practise through our Endpoint Assessment Service. Both pieces of work were led by our Workplace Consultancy Practise, who also provided advice to Ageas UK on the full rollout potential of Autopilot.”



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**Imogen Spence**  
Workplace Sales Specialist,  
Computacenter



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**Mark Tyrrell**  
Head of Infrastructure,  
Ageas Insurance Limited

As part of solution delivery, Computacenter registered the serial numbers and hardware IDs of the 20 workplace test devices with Ageas UK's new Intune environment. A deployment profile was also created. From this point, any time those devices ask for deployment – i.e. for bespoke corporate images, policies, drivers, applications or Windows 10 updates – Autopilot will detect them and invoke the auto-deployment workflow process.

Next, the 20 workplace test devices were shipped to nominated people within the Ageas UK organisation, designated as testers for the new test environment. No Ageas UK IT department involvement was required. All the 20 testers had to do was to take the device out of its box, power on, join up to their appropriate corporate network – and then Autopilot kicked in, detecting the device as it became visible to the network – after which it began successfully auto-deploying policies, updates and applications, as appropriate.

Mark Tyrrell, of Ageas UK, nicely sums up the impact of the POC testing: "The Computacenter team provided expertise and guidance in setting up the Ageas UK Intune environment to ensure zero-touch. As a result, Autopilot deployment of new endpoints was achieved in line with our business needs and recommended industry best practices. Computacenter's POC has certainly demonstrated that we can deliver the anticipated benefits to our endpoint strategy, opening-up possibilities for further improvements."

Finally, Computacenter were able to work directly alongside the Ageas UK account team. As Tom Morris explains: "This has placed us in a good position for delivering full productionisation of Intune and Autopilot into Ageas UK, with our Hatfield Integration Center well-placed to rollout this solution to over 2,500 of Ageas' UK users. Embedding also enabled us to work effectively with Ageas UK's other managed service providers, and to provide Ageas UK with an 'Endpoint Assessment', which looked at their current environment and provided a roadmap for where they want to get to."

## OUTCOME

### Paving the way for reduced cost, effort and complexity when deploying new devices to thousands of users in the Production environment

The POC clearly demonstrated that device deployment can be handled rapidly and efficiently by Autopilot, with no on-site manual intervention required by engineers. As a result, lengthy build times will be a thing of the past, service efficiency will be greatly improved, and cost to deploy largely eliminated.

It was also demonstrated that using Autopilot results in an improved employee experience and satisfaction, as it was proven that employees can be provided with a vanilla device and have it booted up and built within 20-30 minutes of first powering on the device.

The POC also delivered the zero-touch approach that Ageas UK were looking for. As Mark Tyrrell explains: "Our workforce is now distributed across many different home and office locations. To be able to deploy new and replacement endpoints to our staff, wherever they are located, with minimal engineering overhead, offers mutual benefit to both Ageas UK employees and its IT team. These benefits primarily come from the reduction in deployment overheads, improving lead-times and the associated reduction in costs, while this new technology gets us well on the way to realising a modern digital workplace."



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**Ageas Insurance Limited**

As a result of the successful POC demonstration, Ageas UK and Computacenter signed a contract for ongoing supply of workplace devices using Autopilot. This included an immediate Buy & Store agreement for 536 brand-new HP laptops that will be delivered within six months. As Imogen Spence explains: “The result of the POC work is that we are now in discussions with Ageas UK to productionise the environment so it can work across their entire UK-based estate, and across all applications. This has created a strong foundational relationship for future collaboration with Ageas UK.”

As for the immediate direction that Ageas UK are going in with Autopilot, and its associated benefits, Mark Tyrrell articulates: “The Computacenter-led Proof of Concept has provided very useful insight into these technologies. Our IT leadership have grasped the success of this effort and are pushing the team to bring this concept to full production at the earliest opportunity.

“Once the UK Production environment is fully up and running, we will have a zero-touch process where the device goes straight from the Computacenter warehouse to our employee, with no manual intervention, bringing greater efficiency for the business as well.”

Finally, when asked how he saw Ageas UK’s future relationship with Computacenter developing, Mark Tyrrell said: “During our initial engagement with Computacenter, they ably demonstrated why they are recommended by Microsoft. Ageas UK now intends to continue to work with Computacenter to develop and expand our partnership.”

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## ABOUT AGEAS INSURANCE LIMITED

Ageas is one of the largest general insurers in the United Kingdom, providing insurance to almost five million customers. It offers car, home, pet, and small business insurance through brokers, affinity partners and its own brands. Ageas Insurance Limited is part of an international group, which is headquartered in Brussels, and can trace their roots back to 1824.

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## MORE INFORMATION

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