

INTERNET SERVICE PROVIDER SPEEDS THROUGH DEVICE MIGRATION WITH VMOX

In-depth planning and testing support successful move to new endpoint management environment

CLIENT PROFILE

- Growing ISP serving rural and suburban communities in 20 states
- Dependent on 2,400 mobile devices to execute daily operations across departments

CHALLENGES

- Companywide migration between endpoint management platforms
- Managing migration for multiple device types and management consoles
- Tight migration timeline
- Maintaining security when moving high volumes of data

RESULTS

- In-depth MDM migration consultation and management
- Close monitoring of data security
- Centralized MDM administration and management
- Helpdesk support and expertise

All with no service disruptions



OVERVIEW

This internet service provider (ISP) provides internet to communities across 20 states, primarily in the Southeast and Midwest. Their more than 4,000 employees aim to deliver best-in-class broadband options to underserved areas by upgrading copper-based networks to fiber-based networks.

CHALLENGES

As this client became more successful, it was spun out from its parent company — a change that forced them to switch mobile management platforms. They depend heavily on mobile devices to operate and needed assurances that its devices and applications would be supported on a new platform and that its data would be protected during the migration.

To complicate the migration, the ISP needed to complete the move all in one day and without the benefit of an internal IT team.

To ensure success with its tight timeline and data protection requirements, the client's management team called on vMOX to manage several aspects of the migration, including:

- Endpoint management platform consolidation
- Application management
- Security management
- Timeline management
- Helpdesk support

SOLUTION AND RESULTS

vMOX managed the timeline and workflows of the migration from start to finish. The result was a smooth and successful migration with no interruptions in service or support. Specifically, vMOX focused on the following areas:

- Platform consolidation – vMOX consulted on migration parameters, building workflows to move the company’s Android and iOS devices from two separate management environments to their new Microsoft Intune environment.
- Application management – Their migration required close attention to application viability throughout the move because many of the company’s employees rely on specific applications to do their jobs. vMOX pre-tested to avoid disruptions.
- Security management – Throughout the migration, vMOX secured corporate data on both sides of the transition. vMOX assured the parent company that all proprietary data was removed from the devices and implemented data loss protection controls and app protection policies to secure and protect all data.
- Timeline management – The parent company required the device migration to occur within 24 hours, forcing them to create and manage critical migration timelines. vMOX successfully migrated all devices within 24 hours without outages or service disruptions.
- Helpdesk support – vMOX conducted pre-migration testing with each type of device to discover any issues and familiarize the helpdesk with potential hiccups. Additionally, vMOX provided resources to the helpdesk to support first-call resolution to any problems.

With vMOX’s help, this client’s device management migration was quick and seamless. vMOX was able to prepare for all possible scenarios from one job type and device type to another, ensuring a smooth transition when it was “go time.” Post-migration, vMOX manages the company’s Microsoft Intune environment, including deploying applications, updating security policies, and providing Tier 2 support as needed.