Intune Implementation

Customer success story

CLIENT: **BRIMBANK CITY COUNCIL**

INDUSTRY: **LOCAL GOVERNMENT**

SOLUTION PROVIDER: **BORDERLESS CS**

SERVICE: **MICROSOFT INTUNE IMPLEMENTATION FOR DEVICE MANAGEMENT AND SECURITY**

Intune Implementation - a success story

Overview

Brimbank City Council, a local government entity serving the western suburbs of Melbourne, Australia, sought to streamline their device management and enhance cybersecurity across their IT infrastructure. With a growing need for secure remote work capabilities and compliance with modern security protocols, Brimbank turned to Borderless CS, one of Australia's leading cybersecurity companies, to implement Microsoft Intune, a cloud-based endpoint management solution.

The Challenge

Brimbank faced several challenges that led them to seek an effective endpoint management solution:

1. **Diverse Devices**: The council's workforce used a variety of devices, including laptops, tablets, and smartphones, often with different operating systems, making it difficult to manage security and configurations.

2. **Remote Work Needs**: With the rise in remote and hybrid work models, there was an urgent need to ensure that devices accessed the council's systems securely, no matter where the employees were located.

3. **Compliance and Security**: As a local government agency, Brimbank needed to comply with strict data security regulations while ensuring that sensitive information remained protected against cyber threats.

4. **Scalability and Efficiency**: The council needed a solution that would scale easily as their IT infrastructure grew and provide administrators with the tools to manage devices efficiently without manual intervention.

The Solution

Borderless CS recommended Microsoft Intune, a robust solution for Endpoint/mobile device management (MDM) and mobile application management (MAM), that would integrate seamlessly with Brimbank's existing Microsoft 365 environment.

Key Implementation Features:

1. **Centralized Management**: Microsoft Intune enabled Brimbank to manage all endpoints—whether personal or council-issued devices—from a single, cloud-based console.

2. **Policy Enforcement**: Intune's policy enforcement capabilities allowed the council to enforce security protocols such as password requirements, encryption, and remote wipes for lost or stolen devices.

3. **Conditional Access**: The solution ensured that only compliant devices could access sensitive council resources, providing an additional layer of security for remote users.

4. **App Protection**: Intune provides mobile application management to safeguard applications accessed on mobile devices, preventing unauthorized use of sensitive apps.

5. **Seamless Integration**: Intune seamlessly integrated with Brimbank's existing Microsoft environment, including Office 365 and Azure AD, which simplified user management and enhanced security features.

6. **Remote Management**: Borderless CS ensured the council's IT team could manage devices remotely, performing software updates, troubleshooting, and enforcing security policies from anywhere.

Results

The implementation of Microsoft Intune by Borderless CS had a significant impact on Brimbank City Council's IT operations and cybersecurity posture:

1. **Improved Security**: Intune's Endpoint, mobile device management, and conditional access policies helped Brimbank achieve a higher level of security, reducing the risk of data breaches and unauthorised access.

2. **Enhanced Compliance**: The council was able to meet compliance requirements by enforcing security protocols and maintaining a consistent security posture across all devices.

3. **Operational Efficiency**: With centralised device management, Brimbank reduced the time and effort required for managing individual devices. Administrators could push updates, troubleshoot, and deploy software remotely, leading to faster response times and more efficient IT operations.

4. **Support for Remote Work**: The ability to manage and secure devices remotely empowered Brimbank to support its growing remote workforce, ensuring that employees could access council systems securely from anywhere.

5. **Scalability**: As Brimbank continued to expand, Microsoft Intune provided the scalability to manage new devices and users without the need for additional infrastructure or resources.

Conclusion

Through the expert implementation of Microsoft Intune by Borderless CS, Brimbank City Council achieved a more secure, efficient, and scalable endpoint management solution that aligned with their growing need for remote work support and compliance with government regulations. Borderless CS, as a leading cybersecurity company in Australia, delivered a solution that not only addressed Brimbank's immediate challenges but also set the foundation for future growth and cybersecurity resilience.

This successful deployment serves as a testament to the value that Microsoft Intune can bring to local governments and organisations looking to enhance their security and operational efficiency in today's digital landscape.