

AN IT APPROACH TO DEVICE LIFECYCLE MANAGEMENT

How Jungle IT helped Inflo Group manage their assets, from provisioning to deploying and maintaining devices.



About Inflo Group

Inflo Group Limited is a global software company specialising in making leading- edge technologies for accountancy firms. Using cloud-based, digital solutions, Inflo's software empowers accountants to reduce the impact of manual auditing tasks. With a mission to keep information and systems managed securely, Inflo are ISO 27001 certified and is committed to maintaining their security posture.

Overview



Industry:
Technology



Services Adopted:
Managed End-User Computing
Device Lifecycle Management



The Challenge

IT Teams look different in every business and often cover various responsibilities. For Inflo, the responsibility for Device Lifecycle Management fell to their Security Team. New starters had to come into the office to have their device provisioned and ready for usage, making onboarding a laborious task.

The collection, wiping and redistributing of leavers' equipment also fell to the team, which became demanding for a growing international business. Driving to become a fully remote business, Inflo knew they needed to outsource this process relieving the Security Team of the time-heavy provisioning, logistical and administrative tasks associated with managing devices in the field.

Inflo didn't have a technology refresh strategy in place, so devices in the field were ageing with poor performance, impacting employee productivity. Inflo needed a device refresh rollout plan to ensure employees had the right technology to work efficiently and collaborate effectively across the business.

The Jungle IT Process

We embarked on a strategic technology review with Inflo, identifying areas to innovate based on their current infrastructure.

We performed assessments and workshops onsite at Inflo, whilst liaising with Dell, Microsoft, and external finance companies to find a solution on their behalf. Findings and solution approaches were presented back to key stakeholders alongside Inflo's Information Security team. Inflo chose Jungle because they were impressed by our internal expertise and our approach to finding a solution. This evidenced by our industry-recognised certifications and accreditations.



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Key Areas of Focus

- Ensuring users have devices tailored to their needs.
- Improving the device lifecycle management process. Managing onboarding from our Technical Operations Centre.
- Creating a great first impression for new starters.
- Reducing the workload for internal security team.

Our Approach

Device Provisioning and Refresh

The first priority was understanding Inflo's users and their problems with the technology. From onsite assessments and interviews, we identified two types of users at Inflo: standard and developer role. After collaborating with Dell Technologies, we built the perfect device specification for each user group and looked into four-year leasing options that supported their ideal device refresh timeline.

Out-of-Box Experience

Inflo utilised the Out-of-Box Experience, which included building a custom image for the devices in our Technical Operations Centre and the deployment of each device. Each user received their new laptop, Inflo-branded merchandise, instructions for setting up and access to our Service Desk support should any

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Device Lifecycle Management

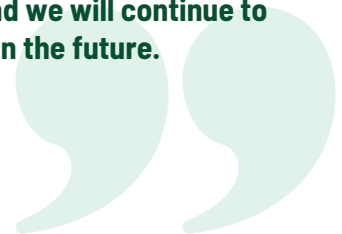
To create a productive environment for Inflo's Information Security team, we created a zero-touch policy with our Managed End-User Computing services. This means that new starters and leavers' devices are imaged, sanitised, and repurposed from our Technical Operations Centre. We liaise directly with End-Users to provide instructions on their new device or device that is being collected..



End-User Computing freed up time for me to focus on driving Inflo's growth by reducing manual, time-consuming tasks.

I was able to leave that to Jungle IT, who do a great job of it. Everybody at Jungle has been great, particularly David Blythe and Matthew Simmons who have supported us with new equipment and technical requests.

Having Jungle to lean on has been a great help, and we will continue to rely on them in the future.



Zero-Touch Policy

Our method of provisioning and deploying devices whereby the client has requested no or limited internal involvement.



The Outcome

Implementing a 4-year device refresh strategy and zero-touch policy meant Inflo could focus on the core business tasks. Giving time back to the internal Information Security team has enabled a greater focus on their current responsibilities of not only managing but innovating the information and data management systems.



Seamless technology experience for new starters



Time recovered for internal IT teams to innovate



More powerful devices for an enhanced user experience

THE SIX STAGES OF YOUR DEVICE LIFECYCLE

A Comprehensive Device Lifecycle Approach

From planning to giving your devices a second life, we simplify employee onboarding, work, and offboarding for a hassle-free tech experience with our combined Out of Box and Device Lifecycle Experiences.

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