As businesses of all sizes rush to adjust to operations outside the traditional office space, subject matter experts become essential. Leveraging your current technologies with a major focus on security delivers immediate and significant benefits.

PROBLEM

KRAFT KENNEDY SOLUTION

Users need the ability to easily schedule and join multi-person audio and video conference calls, send instant messages, and communicate in real-time conversation threads.

MICROSOFT TEAMS QUICK START

Design, configure, and deploy technology to enable instant messaging, audio/video conferencing, screen-sharing, and real-time collaboration from Windows, iOS, and Android devices.

Scheduling a specific time for patches to be deployed is tough with everyone working from home but we can't ignore patches and other security updates.

SELF SERVICE ADOPTION

Enable end users to select the most convenient time based on their own schedules, to execute IT maintenance such as workstation patching. Ensure minimal disruption, all while having the reports to prove the updates are getting deployed successfully.

The resource drain required to deploy Windows updates, apply workstation firmware/BIOS, package/test/deploy applications, and ensure the user experience is consistent throughout the firm.

MANAGED DESKTOP

Adopt automation strategies that allow the backend desktop management systems to remain updated and be able to report on key performance indicators and security topics no matter where the devices are utilized.

The IT team is overloaded and sometimes needs expert assistance.

ESCALATION SUPPORT

Escalate specific technical questions to subject matter experts, while also offloading scheduled, proactive maintenance services.

Everyone is working from home, making on-site technical support impossible. If someone needs a new piece of hardware or has a hard drive failure, deploying a firm system must be done by the end user.

MICROSOFT AUTOPILOT

Allow an end user to fully provision a device using only their username and password, allowing deployment of the Firm image from any location.