

THE FIRST SOLUTION OF ITS KIND.

Designed to help companies thrive, not buckle under the continuous treadmill of application updates.

Managed Desktop is an innovative methodology developed by Kraft Kennedy to manage continual deployment, patching, and compatibility for your firm's desktops and mobile devices.



HOW IT WORKS

MANAGED PLATFORM

- MECM SQL and infrastructure updates
- MECM task sequence maintenance
- Windows 11 upgrade process configuration
- Intune/Autopilot management
- Device driver and BIOS/UEFI updates
- Monthly Executive Summary meetings
- Access to Kraft Kennedy's CMInsights for MECM advanced reporting



MANAGED APPLICATIONS

- Access to Kraft Kennedy's AppBakery
- Application portfolio management via AppBakery
- Application version feature analysis via AppBakery
- Application packaging via AppBakery
- Monthly customized application rationalization and feature analysis newsletter

appbakery by Kraft Kennedy



YOUR MODERN, SECURE MANAGED DESKTOP

Managed Platform
+
Managed Applications

MANAGED DESKTOP ESCALATION SUPPORT

25+ reactive support hours

Add-on to existing Managed Desktop Agreement

High level reactive desktop troubleshooting

Access to Kraft Kennedy's Enterprise Client Systems team



MECM ESCALATION SUPPORT

REACTIVE SUPPORT SERVICES

25+ reactive support hours

High level reactive MECM troubleshooting

Access to Kraft Kennedy's Enterprise Client Systems team and wide knowledge base

PROACTIVE MONITORING SERVICES

MONTHLY

Review health and status of Endpoint Configuration Manager infrastructure including:

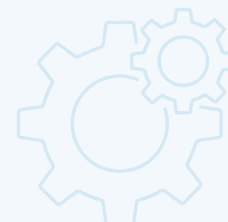
- Site Status
- Component Status
- MECM Client
- Automated Deployment Rules

Apply outstanding Windows, SQL, and Endpoint Configuration Manager patches, if requested, during an agreed-upon maintenance window. The time spent applying these patches will be deducted from the available Support Hours.

Provide, and update if requested, any new Administrative Templates for recently released versions of Windows. The time spent updating the templates in the central store will be deducted from the available Support Hours.

Review versions of operating system deployment components including:

- Microsoft Endpoint Configuration Manager
- Microsoft Deployment Toolkit
- Windows Assessment and Deployment Kit
- MECM SQL Server



Deliverables:

A report on any recommendations as well as issues encountered/remediated as part of the ongoing monitoring and monthly services

SEMI-ANNUALLY

- Review SSL certificates for expirations
- Review Endpoint Configuration Manager backup status
- Review licensing, Enterprise Agreements / Software Assurance agreements, etc. for expirations



ANNUALLY

Perform an architecture, configuration, and performance assessment of the Client's MECM environment

Conduct a strategic MECM planning session, lasting up to four (4) hours, with the Client to identify goals and priorities, review and discuss trends, and develop recommendations to address identified goals, requirements, and priorities for the upcoming year

Deliverables:

- An MECM wellness report
- A bulleted list of notes taken during the annual strategic meeting

APPLICATION LIFECYCLE	MANAGED APPLICATIONS	MANAGED DESKTOP
Application Portfolio Management via AppBakery	✓	✓
Application Rationalization Meeting		AS REQUESTED
Application Version Feature Analysis via AppBakery	✓	✓
Application Packaging via AppBakery	✓	✓
Application Integration		✓
OPERATING SYSTEM DEPLOYMENT AND APPLICATION DELIVERY		
CMInsights		✓
Deployment Infrastructure Updates (MECM)		✓
Deployment Task Sequence Maintenance		✓
In-place Upgrade Process Development		✓
Device Driver Updates		✓
Device Driver Testing		
Print Driver Deployment		AS REQUESTED
Print Driver Testing		
Managed Pilot Testing and Remediation		✓
Production Deployment Management		
Production Deployment User Coordination		
Profile Management Updates		✓
Intune Policy or Group Policy Settings Updates		✓
User Acceptance Testing (UAT) Execution		
Remote Access Services (Citrix/AVD/RDP)		✓
PROJECT MANAGEMENT		
Monthly Status Report and Meeting		✓

ABOUT KRAFT KENNEDY

Kraft Kennedy is a multidisciplinary consulting firm with decades of experience solving business-critical problems for law firms, law departments, corporations, financial services firms, and nonprofits.

Founded in 1988, today Kraft Kennedy has six offices across the United States and has worked with many global organizations.