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HENSEL

Company Profile

For over 90 years, the family-owned company Gustav Hensel GmbH & Co. KG has been ensuring the safe distribution of electrical energy in industry, commerce, and infrastructure. Almost 1,000 employees in 13 countries work enthusiastically to take the products and services to the next level, including solutions for photovoltaics and e-mobility that actively contribute to the energy transition.

Technologies

■■ **Microsoft Intune**

Modern and secure Mobile Device Management

Challenge

- Procurement of various mobile devices from different suppliers and manual onboarding by the IT department
- Utilization of three different administration consoles for endpoint management
- Transparent communication towards employees during the migration

Solution

- Deployment of a Mobile Device Management solution with Microsoft Intune
- Migration and configuration of 90 iOS and 95 Android devices
- Implementation of a comprehensive data protection strategy integrated within the MDM
- Assistance with the independently conducted rollout

Benefit

- Cost savings and IT relief through a unified management tool and Zero Touch
- Enhanced data protection through Conditional Access
- Additional Mobile App Management with App Protection Policy

The modern workplace enables increasingly flexible work with various devices - anytime and from different locations. However, with a simultaneous rise in cyberattacks, this poses ever greater challenges in endpoint management for companies. Therefore, Gustav Hensel GmbH & Co. KG has decided to switch its Mobile Device Management to Microsoft Intune and has partnered with novaCapta, a suitable Microsoft expert, for assistance.

FOR A SAFE ELECTRIC FUTURE.

From Airwatch to Intune - with the novaCapta Best Practices Package

Procuring diverse Android and Apple devices from different suppliers and manually onboarding them, in addition to managing three different administration consoles – this high workload was a challenge for Hensel's IT department in the area of endpoint management. The goal was, therefore, to streamline Mobile Device Management in the first step. In addition to standardizing device manufacturers, this involved transitioning from Airwatch to Microsoft Intune, as Hensel had strategically opted for M365 and could achieve cost savings by acquiring additional Intune licenses.

many employees use their personal devices for work as well, Hensel emphasized clear data separation that still allows for a seamless transition to ensure a continued harmonious user experience. These specific areas are also covered in the fixed-price offering: In addition to the basic setup of Mobile Device Management (MDM), there is a focus on implementing security best practices.

> " By switching to Microsoft Intune, we feel a significant relief: Not only have we centralized the management of all mobile devices under ‚one roof,' but we also benefit from Zero Touch through the self-service option. "

Alexander Stupperich – Information Technology Department, Gustav Hensel GmbH & Co. KG

In the novaCapta Microsoft Intune Workshop, the rules and requirements that needed to be met were jointly defined, along with understanding the capabilities and limitations of Intune and how a migration could be executed collaboratively. Subsequently, Hensel chose to implement Intune and became the first customer to benefit from the novaCapta Intune MDM Best Practices Package. The most important scenarios for Hensel, in addition to device migration, were topics related to data privacy and compliance – including questions about file storage and permissions for forwarding to Outlook and Teams. Since

Comprehensive data protection for corporate data

With the support of novaCapta, Hensel successfully migrated and configured a total of 90 iOS and 95 Android devices into Microsoft Intune. Furthermore, comprehensive data protection measures were implemented for company data: „Through Conditional Access and App Protection, we can ensure that data within corporate apps is always secure," explains Alexander Stupperich, Information Technology Department at Hensel.

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After the joint preparation, Hensel carried out the roll-out entirely independently. novaCapta provided support through individual sessions, during which they conveyed the use of the console and demonstrated potential tasks, issues, and solutions. It was particularly important to keep employees informed transparently throughout the migration, as Patrick Schneider, Head of IT Services Department at Hensel, explains: „When it comes to new processes and tools, everyone needs time to adapt. Therefore, communication was crucial here: We wanted to

> **We felt exceptionally well-supported by novaCapta. The collaboration was characterized by trust and transparency and proceeded exceptionally quickly and smoothly.**

Patrick Schneider – Head of IT Services Department, Gustav Hensel GmbH & Co. KG

clearly and comprehensibly explain why we were transitioning to Intune and the advantages it brings to each target audience."

Rollout: Zero Touch through self-service

During the rollout, employees had the option to choose between a full-service onboarding with appointment scheduling and a self-service option with video instructions. The latter worked so well that new devices are now directly sent to employees by the provider with corresponding instructions, relieving the IT department significantly.

In addition to the workload reduction, Hensel benefits from two other advantages thanks to Microsoft Intune: Firstly, the IT team was able to establish an App Protection Policy and restrict content sharing via the Outlook App through the comprehensive Mobile App Management capabilities. Secondly, they can generate meaningful reports through Power BI dashboards.

At the national level, the Intune project has now been successfully completed. Long-term and strategically, the plan is to expand the use of Intune to Windows devices on one hand and to migrate the devices of foreign subsidiary companies on the other hand. With its accumulated experience, Hensel is well-prepared for these future endeavors.

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