

ENHANCING DEVICE MANAGEMENT AND SECURITY FOR AN INTERNATIONAL AGENCY

CASE STUDY





OVERVIEW

Maclynn International is an award-winning matchmaking agency renowned for its psychology-led approach to creating meaningful connections. With offices in London, New York, Los Angeles, and New Jersey, the company requires a secure and efficient IT infrastructure to support its operations.

CHALLENGE

To maintain seamless operations, MacLynn International needed a comprehensive solution to enhance device control and streamline device management. Their existing system was inefficient, creating administrative burdens. Furthermore, their current antivirus software was causing system slowdowns, necessitating a more effective and resource-efficient security solution.

SOLUTION

To address these challenges, we recommended deploying all company devices to device management platform, ensuring centralised and streamlined management. Given that all devices operated on macOS, we advised leveraging Apple Business Manager (ABM) to establish an ABM account and synchronise devices with the device management tool. This approach would:

- Enable centralised control over company-managed Apple accounts.
- Streamline application ordering and assignment through the App Store.
- Automate the deployment of applications to end-user devices via Intune.

For enhanced security, we proposed replacing their existing antivirus with Microsoft Defender, which integrates Defender Antivirus, endpoint protection, and identity security features. This transition would provide a seamless and robust security solution without compromising system performance.

IMPLEMENTATION

The deployment process followed a structured approach:

1. Device Management Enhancement:

- Configured and synchronised all macOS devices with Apple Business Manager.
- Integrated ABM with device management tool, facilitating seamless account management and automated application deployment.
- Established automated application assignment and deployment via device management tool.

2. Security Enhancement:

- Deployed Microsoft Defender across all devices through device management tool.
- Configured security policies to enable real-time scanning, endpoint protection, and identity security.

3. Overcoming a Significant Challenge During Deployment:

One key application failed to enrol automatically on devices. After extensive internal troubleshooting and consultations with Microsoft, the root cause remained unresolved. Microsoft advised escalating the matter to Apple Support.

Upon investigation, Apple confirmed that an issue within their App Store update mechanism was responsible. Instead of updating existing applications, the App Store had released new instances of the application under the same name, requiring businesses to manually reconfigure and redeploy the application.

This lack of prior communication from Apple presented an unexpected challenge. However, once the issue was identified, we implemented corrective measures, including:

- Reconfiguring the Apple Business Manager app list.
- Updating the ABM-to-Intune connector.
- Redeploying all applications to ensure seamless auto-enrolment across devices.

OUTCOME

Following successful deployment, MacLynn International now benefits from:



Enhanced Security

Microsoft Defender provides real-time scanning, endpoint protection, and access to a security monitoring portal for device health, alerts, and recommendations.



Streamlined Device Management

Microsoft device management tool ensures centralised control and efficient management of all company macOS devices.



Automated Application Deployment

Applications are assigned and deployed automatically, reducing administrative workload.



Operational Efficiency

The integration of Apple Business Manager and Intune has optimised device provisioning, reducing complexity and IT overhead.

Contact Us

www.lucidica.co.uk
020 7042 6310
Unit 219, Brickfields, 37
Cremer Street
London E2 8HD, UK

