



CASE STUDY

TRANSFORMING THE USER EXPERIENCE

WITH MICROSOFT ENDPOINT MANAGER

Cristo Rey Research Triangle High School is part of the Cristo Rey Network of 38 college preparatory schools, transforming education by providing over 12,000 students with a rigorous college preparatory education.

AT A GLANCE

CHALLENGES

- ✓ Inefficiencies Caused by Non-standard Software
- ✓ Security Risks Due to Lack of Processes/Policies
- ✓ Limitations to Support for Remote Workers

BENEFITS

- ✓ Cost reductions, Increased Efficiency, & Security
- ✓ Improved Remote Worker Support
- ✓ Decreased Complexity of IT Ecosystem



Different systems were purchased by different people. Now we have standard systems. It is easier to maintain and use. We couldn't be happier."



JAMES MCPHERSON

Director of Business Operations



PROBLEM ✓

The use of overlapping platforms like Google Workspace and Microsoft 365 caused confusion and increased remote work made IT support difficult. Recognizing these issues, Cristo Rey partnered with Net Friends for a solution: Microsoft Endpoint Manager (MEM).



APPROACH ✓

Structured Licensing: Implement group-based credentials, and establish tenant baseline settings in line with industry best practices.

Test Device Migration: Conduct a MEM migration test to ensure a seamless transition for all devices.

Implementation: A 22-step procedure to ensure the endpoints are correctly migrated and configured. A key part of this process was the implementation of stringent local administrative controls, further bolstering endpoint security.



SOLUTIONS ✓

For decentralized organizations like Cristo Rey, centralizing IT infrastructure can seem daunting. Concerns about downtime, costs, and complexity, along with administrator hesitancy, are common. However, Cristo Rey's successful MEM implementation demonstrate the benefits of this approach. MEM provides centralized endpoint control, enhanced security, cost savings, and increased efficiency.

Cristo Rey's MEM deployment, facilitated by Net Friends, delivered:

- Cloud-based file sharing: Consolidated file sharing simplifies storage and enhances user experience.
- Centralized admin controls: Streamlined access control and improved security.
- Remote endpoint management: Improved remote support access boosts remote worker productivity and reduces support costs.

Cristo Rey's James McPherson confirmed the project's success, noting its straightforwardness and improved management of ownership, updates, and permissions. This transition highlights how strategic IT transformation, implemented effectively, can directly address business needs and minimize disruption.



919-680-3763



NetFriends.com



Durham, North Carolina