Delivering seamless application updates across the enterprise

Client
A leading global distributor for specialty chemicals and food ingredients

Company Size
4,000+ employees

Location
Global

Featured Partners

Microsoft

The client faced significant challenges in deploying and updating applications across devices using Microsoft Intune. Compliance requirements, downtime, and limited user support created inefficiencies that slowed operations and impacted productivity.

Marlabs provided expert support services to streamline deployment and updates, ensuring compliance with organizational policies and improving agility. By integrating Intune with applications like Office 365, ServiceNow, and Dynamics, the solution enabled faster resolution of issues, reduced downtime, and created a more responsive IT environment.

Data Strategy

Digital Product Engineering

Cloud Engineering

Application Development

The Challenge: Application deployment lacked compliance and efficiency

Objective: Ensure efficient and compliant application deployment and updates using Microsoft Intune.
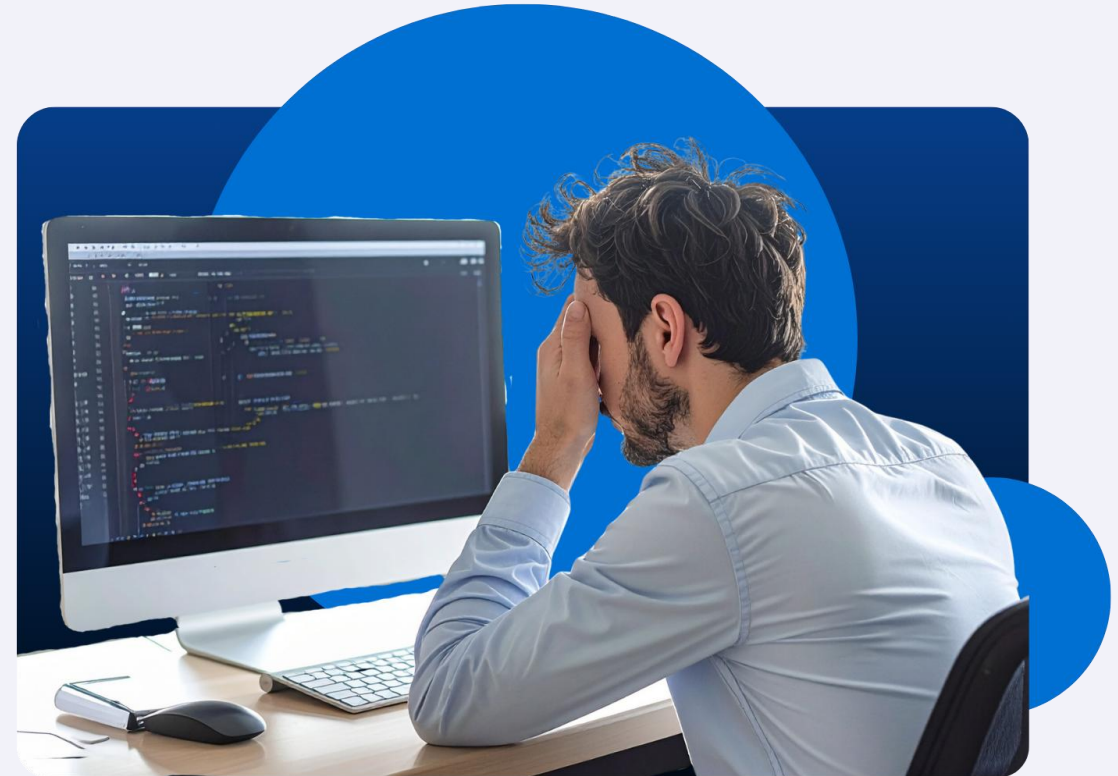
Existing Issues: End users encountered downtime, compliance requirements, and inconsistent support for application deployment.

Solution Needed: Expert support services to streamline deployment, ensure compliance, and resolve technical issues.

Outcome: Reduced downtime, better compliance, and an agile and responsive IT environment.

The client struggled to deploy and update applications at scale using Microsoft Intune, which introduced compliance gaps and productivity losses. End users often faced downtime and unresolved technical issues, resulting in workflow disruptions.

The Solution: Delivering expert support for application deployment & compliance

Marlabs designed a comprehensive support solution that ensured seamless deployment and compliance while resolving technical challenges. The approach leveraged Microsoft Intune to automate updates, enhance mobility, and create a responsive IT environment.

Phase 1: Deployment Support & Compliance

We provided expert support to ensure applications deployed through Intune were compliant with organizational policies.

Workstreams:

- Policy validation
- Deployment support
- Compliance monitoring

Phase 2: End-User Assistance & Resolution

The team delivered support for non-developers and end users to quickly resolve application issues.

Workstreams:

- Helpdesk services
- Issue resolution
- End-user support

Phase 3: Integration with Enterprise Applications

Marlabs enabled smooth operations by integrating Intune with Office 365, ServiceNow, SharePoint, and Dynamics.

Workstreams:

- Office 365 integration
- ServiceNow integration
- Dynamics & SharePoint integration

Phase 4: Ongoing Optimization & Agility

Our team strengthened IT infrastructure by reducing downtime, enhancing mobility, and ensuring responsiveness.

Workstreams:

- IT optimization
- Mobility enhancement
- Continuous monitoring

Services and Technologies Used:

Services:

- Data Strategy
- Digital Product Engineering
- Cloud Engineering
- Application Development

Technologies:

- Microsoft Intune
- Microsoft Office 365
- ServiceNow
- SharePoint
- Dynamics

The Results: Impact on the client organization

The solution provided seamless application deployment and support to ensure compliance and reduce downtime. End users gained faster access to applications and updates while IT teams maintained a more agile and responsive environment. The client's infrastructure became more efficient, which enabled innovation and productivity.
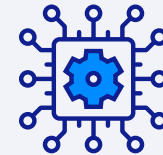
Improved Compliance: The solution ensured application deployment aligned with organizational policies.

Greater IT Agility: The IT environment became more responsive and adaptable.

Reduced Downtime: End users experienced fewer disruptions and faster resolution of technical issues.

Seamless Integration: Intune integration with enterprise applications enhanced operations.

Increased Productivity: Employees gained reliable access to applications and updates.

Scalable Support: Expert services ensured the system could adapt to future needs.