JOBS
22
UK
More than just a job

wanstor

Case Study

Jobs 22 reimagines onboarding using zero touch deployment services

The Result

"The opportunity to build the IT requirements for a new business from scratch is incredibly exciting.

"One of the things we were clear about from the outset was that we wanted to be light on infrastructure. As far as possible we wanted all our services to be cloud based.

"One of our first challenges was to be able to deploy computing devices to new starters. In the past, this has involved delivering equipment to offices and configuring it with the appropriate software.

"Now, with Wanstor's expert help and guidance, we are able to do this remotely, in minutes.

"Wanstor's recommendations and advice were key enablers for this work and Dustin did a superb job of getting this all set up for us," said Ian Stockley, Director of IT at Jobs 22.

"Jobs 22 had a requirement to deploy 200 new devices very quickly – we were concerned about how we would store equipment and bring on new employees in time.

"Using Zero Touch deployment services was a game changer.

"The simplified method of device configuration cut down on a huge amount of logistical work, avoiding the need to store large numbers of preconfigured devices," said Dustin–Lee Duxbury, Head of Architecture at Wanstor.

Key Outcomes

- Fast on boarding of new starters with IT equipment, eliminating need for a gold image

- Reduced time, cost and logistical challenge by onboarding Zero Touch deployment

- End user experience is now vastly simplified, meaning everything is configured and ready to go on startup

- Cloud only solution meets Jobs 22's infrastructure–light strategy

- Zero Touch deployment is scalable, robust and secure

Background

Jobs 22 is an ambitious new business founded by Catch22, a British charity, in partnership with the Angus Knight Group.

It is not a typical startup, however – Jobs 22 draws on over 200 years of expertise from both organisations in order to build a new approach to helping those who face career obstacles in finding work.

The organisation's mission is to deliver a thoughtful, effective and commercial approach to creating employment opportunities by addressing the social, economic and wellness challenges faced by unemployed individuals in the UK.

Jobs 22 works at partnering with local organisations and charities to create bespoke support systems that empower people with the skills they need to succeed at work.

The Challenge

Since its launch Jobs 22 experienced rapid growth and found itself needing to onboard and enable over 500 new starters with IT equipment and services inside a twelve month period.

The challenge in deploying devices to new staff was to streamline logistics without sending equipment to headquarters first, but to instead configure new endpoints with appropriate software remotely before shipping these directly to staff.

Historically, this meant provisioning custom software profiles that required imaging onto devices using a multicasting network or build room.

Maintenance of the software on these endpoints would need consideration to allow applications and hardware updates.

Solutions such as SCCM were expensive, difficult to set up, and required a team to manage.

These historical processes, coupled with the challenge of having most staff now working from home, meant that to fulfil these deployment plans required a new way of thinking.

The Solution

To reimagine this process, Wanstor proposed the use of Microsoft's Zero Touch deployment services using AutoPilot and Intune.

Configuring this solution requires less input by removing the need for gold software images that require constant updating with either SCCM or similar MDM solutions.

Autopilot seamlessly handles the addition or removal of applications, device rebuilds, and the reconfiguration of policies on remote devices – all without requiring access to VPN services.

Once a device is connected to the internet, it automatically receives any updates to Intune policies ensuring continuous compliance.

This use of Zero Touch deployment means that new team members can have a device provisioned and automatically configured on startup.

This simplification of the build process and the elimination of what would have been referred to in the past as a gold or master image, sets a new standard for efficiency in the new starters' onboarding process for Jobs 22.
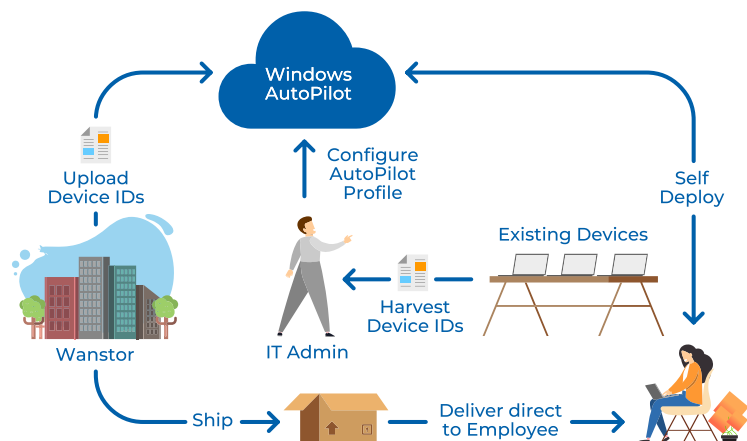
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Ian Stockley
Director of IT