



Highlight

Mobile Device Management Migration for Large State Agency

Overview

A large state agency serving more than 2 million people needed to migrate its mobile device management from AirWatch/Workspace ONE to Intune as part of a broader initiative to standardize mobile devices, policies, and security management. Approximately 2,000 devices were integral to daily operations and supported state-level customer service requirements.

Solution

New Era Technology analyzed client data, incorporating business requirements and categorizations to identify all devices requiring migration precisely. The team identified data gaps and provided solutions to audit and validate over 4,000 existing device records. To achieve this, New Era focused on several key activities that ensured a smooth and efficient migration process:

- **Data Analysis and Cleanup:** Identified and corrected data gaps to improve device record accuracy.
- **Migration Planning and Execution:** Developed detailed plans covering database design, schedule management, and process oversight for a seamless transition.
- **Project Coordination:** Oversaw daily activities, facilitated stakeholder meetings, provided regular status updates, and managed go-live events to track progress and address issues promptly.
- **Technical Guidance:** Provided a step-by-step technical plan tailored to the agency's specific requirements, availability needs, and organizational structure.

Outcome

In collaboration with Microsoft and the client team, New Era successfully removed over 2,200 outdated records from AirWatch and migrated nearly 2,300 mobile devices to Intune. Additionally, the team resolved policy-related challenges to ensure compliance with strict security standards. To support long-term operational efficiency, New Era enhanced Intune's reporting features, enabling more comprehensive tracking of device inventory and usage. This successful migration streamlined mobile device management, improved data accuracy, and ensured the agency's continued compliance with state and federal security standards.

Want to learn more about this project or solution?

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