

**Customer:** RHWL Architects

**Website:** [www.rhwl.co.uk](http://www.rhwl.co.uk)

**Customer Size:** 130 employees

**Country or Region:** United Kingdom

**Industry:** Professional services

Customer Profile

RHWL Architects is an architectural firm with a 40-year history that employs 130 people working from offices in London, England; Berlin, Germany; and Doha, Qatar.

Software and Services

* Windows Intune

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| Windows Intune  Customer Solution Case Study |
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|  | Description: C:\Users\user\Desktop\a-Projects\Intune\Logo\RHWLArchitectsJPEG.jpg |  | International Architectural Firm Adopts Cloud Solution for Managing Computers |
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“Windows Intune brings many administrative tasks under one roof. For organizations like ours, this makes desktop management much more straightforward.”

Dave Allerton, IT Director, RHWL Architects

RHWL Architects is an architectural firm that employs 130 people in three offices around the world. Its London-based IT support staff used multiple tools to manage desktops. RHWL Architects deployed Windows Intune, a solution that brings together Windows cloud services for managing and protecting computers with upgrade rights to Windows 7 Enterprise. The firm benefits from a reduced IT workload, more satisfied users, and tightened security.

For more information about Windows Intune, go to:

[www.windowsintune.com](http://www.windowsintune.com/)

Business Needs

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RHWL Architects is an architectural firm with offices in London, England; Berlin, Germany; and Doha, Qatar. It designs buildings ranging from sport stadiums to corporate headquarters for Fortune 500 companies. Its London headquarters has a small IT department, but there is no IT presence in the other offices. The firm wanted to improve its efficiency in managing the desktops of remote users in Berlin and Doha.

The IT support staff used multiple function-specific tools, and each tool required a different skill set. The firm wanted to simplify operations and lower costs by using centralized solutions wherever possible. It also needed a means to track software licenses and ensure compliance. It sought to reduce IT infrastructure requirements and move some operations to the cloud. Finally, it wanted to migrate its fleet of computers to the Windows 7 Enterprise operating system. RHWL Architects hoped to fund all of these improvements despite a shrinking IT budget.

Solution

RHWL Architects deployed Windows Intune, an all-in-one solution that brings together Microsoft cloud services for managing and protecting computers with upgrade rights to Windows 7 Enterprise. By using Windows Intune, the firm could offer the same level of IT support to remote users as it provides at the home office in London. With Windows Intune, IT can use a single, easy-to-use administration console to perform a variety of management tasks on computers that are located virtually anywhere.

“Windows Intune brings many administrative tasks under one roof,” says Dave Allerton, IT Director at RHWL Architects. “For organizations like ours, this makes desktop management much more straightforward.”

By using Windows Intune, RHWL Architects standardizes security and administrative policies across its three offices and improves the maintenance of remote computers. The IT department was able to identify which remote users have not received the latest Windows XP service pack and to upgrade those users’ computers. The firm can also better protect computers in Berlin and Doha from malicious software (malware) because support technicians receive alerts from Windows Intune that expose problems on any of the computers in the company’s fleet, and they can proactively resolve issues from anywhere.

Benefits

RHWL Architects has benefited from a much reduced IT workload, more satisfied users, and enhanced security on its fleet of computers across all locations. “We have a small IT shop, so we’re all IT generalists,” says Allerton. “The Windows Intune interface gives us a quick summary of all our issues and speeds up the whole process.”

Reduced IT Workload

The support staff at RHWL Architects now receives 10 percent fewer support calls from remote users. The staff also realized 40 percent efficiency gains by replacing multiple desktop management products with the comprehensive functionality of Windows Intune. The team takes advantage of the cloud-based infrastructure to reduce server infrastructure and save on maintenance costs.

The IT department uses Windows Intune to optimize licensing requirements for operating systems and other Microsoft software.

More Satisfied Users

Remote users have fewer complaints related to IT support levels because the support staff is able to deliver remote management by using Windows Intune.

Tightened Security

RHWL Architects has reduced its reliance on third-party security products. The firm can now take advantage of functionality in Windows Intune to centrally manage endpoint protection policies, even for remote users. The firm’s support staff has been able to remove malware threats on computers in the Berlin and Doha offices that weren’t detected by the third-party antivirus software product.

Windows Intune

Windows Intune simplifies how businesses manage and secure PCs using Microsoft cloud services and Windows 7, so your computers and users can operate at peak performance from almost anywhere. You can provide a better experience for your workforce that's easier to manage by standardizing your PCs on Windows 7 Enterprise or on an earlier version of Windows—it’s your choice. Windows Intune fits your business by providing a comprehensive desktop solution that gives you big tech results with a small tech investment.