



PARTNER AWARDS 2020

Modern Workplace

20-003813 - Brazil - Microsoft Endpoint Configuration Manager transforms BRK's environment

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Microsoft Endpoint Configuration Manager transforms BRK's environment

Highlights

- Environment transformation following the Microsoft best practices
- Unified management of the processes
- Agile and highly technical support releasing the client team to strategic activities
- Total licensing compliance

Client

BRK Ambiental is the largest private sanitation company in Brazil, benefiting 15 million people in more than 100 municipalities. Geographically diversified portfolio and operating in water and wastewater services, through partnerships with state-owned and private companies, as well as state and municipal governments, complementing public investments to ensure universal water supply and wastewater treatment coverage in Brazil. BRK Ambiental develops and improves innovative technologies, being entirely committed to promoting environmental conservation and helping develop and improve life quality of its surrounding communities. Company has approximately 5,529 employees.

Website - <https://www.brkambiental.com.br/>

Understanding client needs

When BRK named Solo Network as a business partner, the company had their System Center Configuration Manager tool already implemented but outdated, needing to be set according the best practices recommended by Microsoft. The outdated system reports were not trustable, which has made decision-making process more difficult. The company also needed a business partner that could offer agile and highly specialized support, because they didn't have a expert on the staff.

Solution

The project started with an environmental analysis to check all updates necessities for the use of SCCM. Knowing the BRK situation, Solo's team started to update, customize and create policies that would transform the IT environment, enabling the unified management of the processes, centralized deployment of Microsoft's licenses, simplified installations, automated updates and much more. Among the deliveries made by Solo Network that resulted in the update and modernization of the tool, some stood out:

- Microsoft licensing updates made by SCCM
- Software inventory and maintenance
- Customization and distribution of software Installation packages (Self Service store)
- Creation, customization and distribution of SO centered images
- Management of existing software licences
- Monitoring from a single console
- Remote Installation to all applications
- Remote installation of operational systems
- Creation and emission of trustable reports on hardware, software and licensing

- Implementation of energy management equipments
- Measure licenses usage
- Configuration of policies
- Working alongside the field teams with the troubleshooting of the problems with the customers on the machines
- Implementation of the improvements identified by Microsoft's PFE engineer

With the tool structured and counting with Solo Network's technical support, today BRK Ambiental has its environment managed by a tool that is cutting edge, structured and updated to provide facility, safety and improvement on the teams' productivity.

Products and services

- Microsoft Endpoint Configuration Manager
- Solo Network Services
- Solo Network technical support

Before	After
Configuration Manager outdated	Environment configured in best practices
Decentralized management	Unified management of the processes
Software compliance risk	Total licensing compliance
There was no qualified employee to manage their system	Specialized technical support

Customer Testimonial

"The service provided by Solo Network has turned our routines automated and standardized, and now there is extra time for us to think about business strategy and to invest in actions that guarantee the continuity of the business expansion."

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[Supporting Documents](#)

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