

Intune Windows Secure Devices and Manage Updates Advanced Deployment Guides Office Hours [AmericasEMEA]-20250625_110031-Meeting Recording

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● **Amy Jarosky (AG Consulting Partners Inc)** started transcription



Amy Jarosky (AG Consulting Partners Inc) 0:10

Welcome everyone. Thank you so much for joining us today for the Intune Windows Secure Devices and Manage Updates Advanced Deployment Guides Office Hours. We are very excited to have you all here today and provide lots of information and some demos and.

This is part of our continuing series from about December on our ADGS. So again, welcome. I'm just going to start off with a few event logistics. If you'd like to turn on live captions, you may do so in your team's app by the More button.

Also note we are recording this call and the recording as well as the deck will be available on the FPC portal blog within the next day or so. So if you'd like to rewatch the session or view the materials again, just head on over to the blog and you may rewatch it there.

If you have any questions at all along the way, feel free to post them in the chat. We have an awesome team here ready to support you throughout the event and towards the end we will also enable the mics. If you'd like to unmute yourself, feel free to ask your questions in that way during our Q&A.

And then for the agenda, we're going to kick it off with how to position them to customers, the AD GS, that is, and Troy is going to handle that part. Then we're going to move into the Intune ADG demo. Ricardo is going to provide that for us.

And then we will move into the Q&A session. Again, I'd like to thank everybody for joining us and also for those of you that filled out the registration form and answered any challenges that you're having within this area. We really appreciate your questions and we will do our best to get to.

To all of them today.

And with that, I will now turn it on over to Troy.



Troy Reavis 2:14

Awesome. Thank you, Amy, and thanks everybody for being here today. I'm super excited. I don't get a lot of opportunities to to kind of interact with with our partner network, so I'm super duper excited. I'm just going to spend a second describing my role, just a little bit about my role and and but I'm going to get kind of parlay.

That directly into some perspective in my world, in my role with my customers, some perspective on how ADGS, how I've positioned them, some of the really common sort of dialogues that I find myself in with my customers.

And then last but not least, kind of touch on the the more common issues, kind of push back items that I'll hear from customers and kind of all that good stuff. So my name is Troy Revis. I'm a Fast Track architect in the I work with our financial service customers.

For any of you that don't know what the FastTrack architect role is all about, we are there's a there's a smaller number of architects than there are subject matter experts, kind of the more product aligned, you know, deeply technical.

Roles here in FastTrack, the architects, my roles, we are primarily here to drive kind of platform wide initiatives through these customers, in my case in the financial services industry.

We also, I also get very, very involved normally in a kind of the pre sales motions, the work that our Microsoft sales teams and customer success teams drive to ensure that customers, if they have a need that we can fit a Microsoft product around it and then in many cases in fact.

In fact, in most cases, my customers will have made a purchase. They will own a license set of features and functionalities and products for a specific purpose, and one of my critical roles is to help them get as much value out of that license.

That that SKU that they would have purchased beyond just that very initial commitment or intent to to deploy that essentially led them to make that license purchase at the beginning. So I've got a really neat role and so in my capacity as a FastTrack architect most of.

My years in this role, I'm I'm just starting my 6th year. It was actually one of the original when this role was first established, one of the original FTAS. Most of my years in this role was a very hands on, very SME led kind of manual if you will, kind of a one-on-one engagement model.

And over the last couple of years as we have invested more and more in in our AD

GS, I have been able to and and my peers, we've been able to really position these AD GS in order you know primarily to give customers the benefit of of having you know the the.

Knowledge of our best practices in writing in a in a means that they can use essentially however they they need to use it inside of their operations. So when I when I engage with my customers and when a DGS become a part of the dialogue, it's.

Primarily going to be two different modes of a discussion or kind of an engagement either a I was deeply involved as a part of creating the intent for that workload. So today we're going to talk about some Intune ADG. So let's say that it's a, it's a customer that's.

That is now planning to modernize their endpoints and leveraging Intune and and sort of related technologies to make that happen. So part part of the time when I am positioning ADG's, I will have been deeply involved early in the intent.

Sometimes pre-sales motion for that, for that modernizing endpoint example. And so when I'm in that situation, what I will do is as early as possible in that role that I play, I will not just speak to sort of the technical values.

Of how Microsoft can help this customer modernize their endpoints. I will also very specifically speak to that customer about how Microsoft and our partners can support the enablement, the adoption, you know the value realization of that modernized endpoint initiative and when I do that.

I will always earmark the ADG as a very, very early step in that enablement process. Now sometimes my customers are I get engaged past that intent building phase, so they've already decided what they're going to do.

Perhaps they even have some some expectations, maybe even some dates down on paper. So in those instances what I will do is I will always assert. Usually in this instance I have to have to kind of reset a bit of an expectation, kind of pull the customer back.

And I will always assert that doing an immediate review of our deployment guide, it's essential to make sure that we have expectations set properly and that if there needs to be some adjustment to the different, maybe the different roles inside of the customer that need to be engaged to make it to make this initiative successful.

Successful or maybe it's just simply resetting of expectations on dates and and sort of what activities are going to be required of them. I will always assert that the ADG is the best way for us to do that. And so those are normally the two different ways

that I will initially position. It almost always is that decision or kind of how that works, it's almost always.

Is always dictated by how early on in this sort of thought process the customer is. So benefits. So once I've been able to kind of wedge in a milestone with this customer to review an ADG, I will also sort of create that compelling.

Decision for the customer by talking about the benefits and you know, although there are a number of benefits and I would love to see some of these in the chat. If if you guys have seen successful pitches and use of a DGS and maybe I don't call out some of the benefits, absolutely add those to the chat. That'd be awesome to kind of share.

And for my own perspective, but the three main benefits that I will always note for my customers, #1 is I want to make sure and I know this because they tell me this constantly. I want to make sure that my customers, the different contacts that I'm going to be working with.

I want to make sure that those folks have confidence in terms of the technology, the product, kind of how the different pieces and parts fit together, and especially how they can get themselves up and running quickly. I want to make sure that they have confidence in how this workload or this product is going to function.

A really good example and a constant issue when I do not have the opportunity to sort of lead with an ADG with my customers. A really consistent issue is we'll show up to the first meeting, right? We'll have our subject matter experts on the line. We're all geared up, right? The management team at the customer side, they're excited to hear about.

The immediate push of productivity and immediate push of outcome that we're gonna get after that first meeting. And we have to close the meeting after 6 minutes because we realize that the customer didn't have the proper permissions for anybody that's on the phone. So they're not able to log into their tenant or they're not able to kind of follow along.

Not able to sort of do some really initial configuration work and so we end up having a delay almost immediately. And it's a very simple delay, right? It's maybe a missing role for a user, maybe a PIM a customer needs to PIM their account and gain access to.

The in this case Intune. So anyway, so that's that is a great example, but I think confidence just as a whole is one of the main benefits that I always point out for my customers. #2 is customers always need our help or normally need our help to fill out

and create a robust project plan.

In many cases they need that plan. In my world, financial services, in many cases they need detailed project plans because it is an obligation of theirs. Being in a highly regulated industry, any technical change they have to have.

Very, very auditable, testable activities, steps that they've taken and the ADG is a phenomenal way for Microsoft and for us here, for us to be able to assert and kind of provide input into their project plans.

Exactly. You know, some of, if not all of what it's going to take for this customer to make the technical change happen. So that's number two, right? Number one is develop confidence in that real in that initial kickoff, make sure that we hit the ground running #2 is a key input into their project plan, the activities that they know they're going to.

To carry out and then #3 is that it serves as a no charge to the customer test plan that they can use in their dev and their non prod type of tenant environment. So every customer that I work with they are obligated to sort of do plenty of testing, plenty of development work in non production tenants.

Planet worlds before they are allowed to go into production with changes. And the reality is that sometimes that costs them money or sometimes there's a sort of there's a obligation for them to build that test plan and the reality very similar to input into their project plan. The reality is that having an online deployment.

Employment Guide gives them a, if not a complete, a nearly complete test plan that they can immediately begin to leverage into their non production environment. OK, so we've sold ADG or we've had the conversation, we've explained the benefits. Now let me talk a little bit about some of the really common issues.

Maybe issues with deployments that ADGS can help with or also just some general pushbacks that I hear about our deployment guides. So number one and by far the most common issue that I hear from customers is, well, I don't have permissions in the M365 tenant in the admin console world. I don't have permissions.

To log in and use the deployment guide inside of my tenant, that is a very common issue. It's also a very real and legitimate challenge. So the thing that I would tell everyone here is that Microsoft that we've got deployed to [setup.cloud dot Microsoft](https://setup.cloud.microsoft).

We've got deployed what's called a deployment toolkit. You can see that up on the ribbon if you go to setup.cloud.microsoft the deployment toolkit that will drop down into a number of workloads. You can actually expose all of the the products or all the

workloads at at one time from that deployment toolkit menu that gives.

Gives the customer absolute visibility into each deployment guide, but it's outside of the boundary of their tenant. So there is some limitations, there's some automation that they will miss out on, but that's OK again as we are getting started with most customers.

They will immediately have a permissions issue and So what I what I'm able to do successfully is point them to set up that cloud dot Microsoft using the deployment toolkit menu and we can walk through deployment guides regardless of of their access, their permissions, their roles inside of their tenant.

#2 is workload dependencies. So another challenge that customers will will constantly have is you know modernizing endpoints is a great example. So is maybe a copilot initiative where customers will realize that they have got broad workloads, broad products that need to be configured and tested and.

Work through with us. That's great. Our deployment guides are adapted to that situation, right? So the deployment guides are generally aimed at driving the deployment of a workload, a product. But there is illusion in different directions to dependent workloads that are also needed.

The ADGS will link them out to a different ADG and that's fine. The point is that customers have issues when they get into these highly dependent deployments and highly dependent enablement plans. And the reality is that we, Microsoft, we've cared for that in our ADG design.

Again is a great example. There is a lot of dependency when your customer is first getting into a kind of an Intune deployment or an endpoint focused deployment on things like Defender and Intra and the ADGS are designed around that. Lastly risks when customers do not follow our best practices so.

Again, these are kind of issues or pushbacks. In this case, this is an issue that occurs because customers maybe avoid our engagement, our guidance. ADG's do a great job of really driving this point home. But the last thing we want to do is have a customer that has made the investment, has deployed our technology.

Technology and they've run into things like not supported States or really poor user experiences. And they've run into these issues because they did not follow our guidance, our best practices tightly enough. And so ADG has become a tool that we can absolutely leverage to make sure that that does happen.

Or that we avoid that, that we avoid them not following our best practices. Last but not least, I just kind of want to point out here that feedback from this, this group

here, from our partners, from all of our customers that are using our ADGS, it is king. We do have a very, very significant focus on being able to continuously improve. Our ADGS and the self-service mode or the self-service ability of our customers and being able to sort of get up to speed quickly on our different products. So just note that through your PSM's, through your normal channel of feedback that any feedback you all have, it is amazing, it is a great value to us. And so we really, really appreciate any feedback that you guys continue to send through to us. OK, so I'm going to turn it over to Ricardo. He is going to do a much deeper dive into demonstrating a couple of our ADGS today.



Ricardo Gomes 16:35

So thank you, Troy. So as Troy mentioned, I'm Ricardo Gomes. I'm one of the SMEs here in Microsoft's Fast Track and my responsibility is to basically provide technical guidance to customers on how to deploy our many products. I'm. Focus on the Intune side of things or on the cloud endpoint workload and I help customers deploy ID to Windows device and managing Android, iOS, Mac OS, Linux, you name it. So it's part of the Fastrack benefits to help customers deploy that. And one of the big tools that we started to use is the ADGS because they provide the technical guidance, but also the the structure that we provide the assistance to our customers. OK, so I'll start sharing my screen. Really quickly, here we go. And the first thing that I'm going to do is to showcase how you can get to the ADGS. Probably already know, maybe you don't, but like Troy said, there's basically two ways you can get there. The very first one is if you go to set up. Microsoft. Oops. Set up the cloud dot Microsoft. You can get access to the AD keys on the unauthenticated part of things. So if I were to Scroll down, I would then to select one of the workloads that I may be interested in deploying. So in this particular case I'm going to select the A. The key for the workload intern. Then I would go here to manage updates which is a topic for today's call and I would select Windows updates. So I'll click here, go to guide and he already chopped me to one place I was testing this last night and here you're going to provide. Will be presented with all the guidance that you want to see. Now on the admin side

of things, if you go to the AKA dot Ms. admin, which is the admin portal for your M5 tenant, you click here on the.

Advanced deployment guides. You have access to basically the same thing where you can go through the deployment guides, you can click on all the guides and here normally I'll just look for intent.

Click on Deploy Intune and from here you get almost the same experience that you would get from the setup.microsoft.com to basically get to the wizard that we want. In this particular case again manage updates click on.

On the Windows one.

And again, you're going to be presented exactly with the same content. Now again, like Troy was mentioning, there are some things that are going to be missing from the unauthenticated part, which is assigning tasks to other people within the organisation or some automations. But again, the guidance is going to be the same. You're going to have exactly the same links, same experience, which again when you are presenting with with a customer that does not have access to the admin.actual.com, it's a perfect example that you can provide these links to them and you can at least have a smooth experience with them to basically.

You know, provide them something to be presented on that call in case of lack of those permissions.

Now I'm going to take the queue and I'm going to start presenting here the ADG for the managing Windows updates. It's a very hot topic because customers want to know how they can manage their endpoints and basically in Intune there's basically two solutions today. You have the Windows updates.

Update for Business, which now has been renamed to Windows Autopatch and just to differentiate between the two policies that currently exist, the old Windows Autopatch got renamed to Windows Client Update Policies if you don't know about that.

But I'll I'll still because this is a very recent change, I'll keep referring it to Windows updates for business and giving the queue to the kind of the policy whenever it's applicable. And Windows Auto Patch is still Windows Auto Patch is the automated way to basically automate and deploy Windows Updates and not just Windows Updates.

That's right, you have Office updates or M365 Apps updates, Edge updates and Teams updates. So by accessing here the ADG, you're going to be presented to what you want to deploy. And most when I show this to customers, they're going to ask me,

OK, I have to.

Which one should I pick? And here it's going to highly depend on what the customer has available and what they want to manage in their devices. OK, so if they just want to manage the Windows updates and they do not have access to Windows Auto patch licensing.

So they would need to go with just the Windows Update for Business policies if the customer has a mixed environment where they have, for example, enterprise licenses and education licenses.

What they can do is potentially divide their environment in two and manage the enterprise licenses with Windows Autopatch and if on the education licenses they can utilize the Windows Update for Business policies to manage. How you split those we're going to see that.

In just a minute, OK, in case if you want to manage this within Autopatch, it's normally the recommendation that I give because it's a lot easier. There's a lot less steps involved. There are some metrics that are some warnings that the customer can evaluate on the portal while on Windows App for Business things a little bit more manual.

Now, I'm not going to dive too deep into each of the steps. I'm going to be a little bit more practical. I'm going to showcase a couple of challenges that customers present to me while I'm going through the ADG. And by the way, thank you for some of the feedback that all the community provided to us.

There were some questions that were given to us in advance and this next guide I'm going to give you is based on those questions.

So going through the wizard, we provide a little bit of a terminology in case there are some keywords that we are going to use and not in this call and also in DDG. So this basically gives the customer a little bit of heads up of some of the terms what we are going to use, what do they mean. So this is basically why do we have this terminology.

In terms of prerequisites, depending on the selection that we did here on the overview, we're going to provide you with prerequisites for both solutions now because Windows Autopatch will still.

We make use of some of the Windows Update for business policies or Windows Client Update policies. They basically stack. So if you are going to go within Windows Auto patch, you need to pay attention to both prerequisites. So for example.

Your device needs to be enrolled. That's one thing you need to do. You need to meet

the licenses. You need to have some of the for the driver policy, because although you can deploy driver policies separately, Windows Auto Patch will still deploy driver update policies if it should.

Who do so?

Next on the Windows Auto patch, things seem to be a little smaller, but again, these are the ones that the extra requirements that we need to have in order to deploy Windows Auto patch into our environment. OK, and one of the things that I've seen customers ask me here is.

Can you manage BIUD devices or home personally owned devices from devices that our end user may have within the home which they want them to use to access corporate resources? Can I actually manage?

The patch level on those devices and the answer is depends. If they have a Home Edition PC, the answer is unfortunately no. Why? Because if you are going to click in the prerequisites and again.

Just go back in here. Apologies, you click on the review the prerequisites and you click here. Oh look, sorry, not this one.

Meet Autopatch prerequisites. You click in here, you're going to be presented with this patch, and if you Scroll down one of the prerequisites, apart from the networking, the data, the diagnostic data, which you can push from Intune to be honest. If you look at the Windows editions, you're going to see that we only support professionals.

Education, enterprise, pro education or pro workstation editions. Most likely customers or at least the area end users. What they are going to use is personal devices which may be using home editions. OK, so in this situation is basically a different, completely different topic.

But normally I tell them to utilize something like Windows 365, which is a different license in the completely out of the topic for today, but it's basically a cloud solution where users can utilize their Home Edition PCs.

To remote desktop quote UN quote into a Windows device which is an enterprise device which then they can utilize to work in those devices. Yes can be managed by Windows Autopatch. OK, so unless their users are being provided with a pro license. And be taught how to enroll their device into Intune into Intra. That's unfortunately not going to happen.

O Let me just go back into here.

And then when we move into the configuration side of things, the other question

that may be presented to you by customers is if I have a splitted environment, so I can I want to deploy Windows Update to Business and Windows Autopatch, how do I?

I split the environment in two and effectively to basically be able to manage these two types of licenses that I may have in my environment. So one of the ways is to basically start configuring Windows Auto patch. OK, so the first thing that I will do. And let me just go back here into my Intune tenant. You go here to the tenant administration and you start by creating the first auto patch group. I already have one created in here. Well, at least two.

But I'll just create one to give you an idea what I'm talking about. So I'm just going to give here a first name. I'm going to create a deployment group which you can go here to the groups, you create a brand new group and you create an assigned group. And the reason for that, I'll just go into that because you need to basically be able to be able to add either devices or groups. So groups are going to be able to add, be able to add you.

Devices from other systems. So for example if you create an Azure AD group and you want to add OU's or not OU's if you want to be able to add SCCM.

Groups. There's a functionality that you can utilize to add devices into Azure AD groups. You can utilize dynamic membership rules using the dynamic device queries in Azure AD, or you can even use automation if you want to.

The easiest way that to to basically use these autopatch groups is to basically if you create if you are already using in your environment Windows Autopilot, you can add some Windows Autopilot device groups into here. An example if I were.

Go back into one of my groups and let me just copy here one of my already existing. Here we go.

Members.

Oh, not this one. Sorry.

I got the the wrong way.

This is the one.

Members, you can see that I don't have any devices per se, but I have other dynamic groups. Now just to clarify, Microsoft does not recommend you to use Nessus groups in any other side of Intune, so to apply policies or to deploy applications. Auto pass is probably the.

Only solution that we currently have that you can use other groups to deploy or to onboard devices into a solution. We don't recommend you to in Windows Autopatch

to basically deploy or to use multiple nested groups.

So we were only recommended to use one level of analysis group. So you create a dynamic, sorry an assigned group and inside of that assigned group you can add either devices or dynamic groups.

So I'll do a little bit of stopping here really quick and ask Simir if there's any pressing questions that you may want to bring to all my attention.



Sameer Parab 31:04

Derek Cardone, there is currently no questions here.



Ricardo Gomes 31:08

OK, perfect. So utilizing the registration groups is basically the best way you can add a device in bulk because you can basically create your own dynamic groups as you see fit and then automatically add them into a specific autopilot.

Uh, group. Uh, sorry, auto patch group.

Once the devices are added in here, automatically they are going to be added into auto patch. OK, adding them into auto patch, dynamic distribution groups. I'm just going to add here a couple of them are going to be basically giving you the possibility of reaching the devices into a specific experience.

And what do I mean by experiences is you saw me creating or at least already having two different autopilot groups. The first one I used is to basically utilize.

It's basically you adding devices or workstation devices into my autopilot auto patch groups. OK, these are the patch group, the autopatch groups basically are going to be able to manage my workstation devices and my workstation device are basically. Devices that are assigned to users that are managing systems like the IT department or or users are basically working on business. Basically they are using their devices to work and prove and be productive.

On the business side of the of the company.

Other types of devices that may be not prone to be able to be rebooted, either they are kiosk devices, they are devices that are being used by multiple users at the same time. Those devices may need to have a different experience of rebooting their devices into Windows Autopatch. OK.

In that specific situation, you may want to utilize a different auto patch group to basically add them into this management experience. OK, so.

So here what you can do is instead of utilizing the same Autopatch group for

everything, which I've seen some customers do, which is something that I strongly recommend against because one of the big benefits of Windows Autopatch is to basically be allowing you to add the device into a group.

And allow Autopatch to basically provide you with the good distribution of your devices throughout the multiple device groups that you have available. OK and in in in you can I still add for example an IT department group.

So here for example, I'm going to add my IT devices here.

Hmm, sure why it's not adding here and I I can add my Windows Auto patch registration group here.

And I'll basically just assign a couple of percentages here.

And basically what this is going to do is always going to make sure that my devices from IT are always going to be on the test group and any device, any other device that are going to be added into this registration group, 10% are going to be added into the ring #1.

20% are going to be added into ring #2 and the the rest or the remaining devices are going to be added into the ring #3. Now IT devices or any other assigned groups that we use can be added into both these group.

And into the the distribution group. The only big difference is every time that a device is going to be added into ring #1, ring #2 or ring #3, there are first and foremost are going to be added in are going to be honoured if they are added into an assigned group.

When they are assigned to added to an assigned group, they always going to be added into a test or to ring number one or to ring #2 rings.

Clicking Next, you can manage updates or update types in Windows Autopatch and one of the things that we highlight in our ADG and again part of our onboarding experience that we have in Fast Track and based on also in your deployment experience is you can basically add any type of group here now.

So one of the things that we always warn our customers to not do is if they already have a structured way of deploying updates for their Windows 365 updates is to not.

Tick this box because the way that we add devices into Windows on a patch and again this is exclusive to Windows on a patch not to Windows update for business or update client policies. If we are we are going to migrate devices from whatever.

Deployment group that they are or current channel or multi enterprise channel, sorry multiple price channel or any other channel. We are going to put them into Windows C5 app update.

Another great thing about Windows Auto patch is to basically presets. So these presets instead of we are going to basically specify a specific update experience. For each and every single auto patch group we can specify here to say we are going to provide an experience for these auto patch group for information worker and all of these groups are going to be specified as.

Automatically install and restart, so a different experience deployment experience. Or you can specify this into a reboot sensitive device and this will apply all these presets to every single ring.

Once you finish this, you are going to create Windows Auto patch and that's it. And that is basically everything that's going to be covered. I'm not sure why this went back again.

Give me a second because this is giving me a little bit of trouble. Apologies for that. OK, it went back all the way up.

And this is basically everything that is being covered on this part, not just what I showed you, but also the creation of Autopatch group, setting up device registration. And if everything were to go wrong, Autopatch will basically provide you with other information about your devices and everything is highlighted in each and every single part of it. Again, apologies.

I'm not going to be able to provide with an extensive and very detailed information on every single step of creating an auto patch group and verifying all the patches and updates and whatnot, but everything is highlighted in here and hence why we provide this.

Guys, because in case if you are not able to provide everything towards a single call, the customer can go back in here and review everything you've talked about and also everything that may be coming and therefore you are able to provide customers with an experience.

And a follow up to that current session that you are provided to them. Now I wanted to highlight also other things that we are not going to be able to cover today, which is the bandwidth optimization. We are how you are going to be able to manage a high large deployment.

And reporting. Reporting can come come in very multiple ways and forms. One of each is the Windows update for business reports, which is covered in. Let me just go here next. Sorry here.

You can click in this link over here and you can click in this link over here and this will basically give you almost everything that you need to know on how you can

configure the diagnostic data.

How you can enable the processing and again this has always always policies that you need to create and enable in your tenants.

You can click in here to monitor the the the reports and once you do everything you can also go here into woof AKA dot Ms. slash woof B reports and and once you create everything you'll be able to access this reports from here.

Also, Windows Auto Patch will also provide you with specific reports which you can access from the Intune portal from the reports.

And point it a little bit. Sorry. Um.

Click in the wrong place again. Windows updates, quality updates which will provide with this nice little graph and customers are really enjoyed these because they provide them as first of all over time and also for each.

Windows Update for Business policies here for each auto patch.

Oops.

OK, so we are out of time. I would like to leave at least five, ten, 5 minutes for Q&A and that's basically how these keys can potentiate and how guide you through.

Our content when deploying a Windows Update for Business policies or managing and maintaining your patch levels within your environment.

I was. I hope this was useful, provided you some context and information on how to deploy or at least do you leverage the ADGS within your customer conversations and I hope this can help you. Thank you.

Pick back conversation to Amy. Thank you, Amy.



Amy Jarosky (AG Consulting Partners Inc) 42:06

All right. Thank you very much for that. That was great. So I have enabled the microphones. If anybody has any questions, feel free to unmute yourself. We would love to support you in any way possible, so.

Take it away.

You can also use the chat as well if that works better for you.



Troy Reavis 42:44

Maybe just to get the ball rolling, Ricardo, do you have a, are there any of the questions that came in prior to the call today? Do we have any of those that maybe we could discuss?



Ricardo Gomes 43:00

I've tried to cover as much as I could in terms of all the questions. So everything went through the BIOD and how to manage home personally on devices or even botch enroll them into Windows Auto patch on how to enroll them into these.



Troy Reavis 43:04

OK.

Perfect.



Ricardo Gomes 43:20

Patching solutions. I did try it, but again, unfortunately 30 minutes is not more. It's not enough for every single topic. The only one I was not going to be able to cover in high detail is the bandwidth management which is covered by Windows. Deliver optimization, which is also included in our ADG.



Troy Reavis 43:44

Gotcha. Thank you.



Ricardo Gomes 43:46

And again, like I was conversation with conversating with one of our colleagues, I was able to cover everything within this topic, but it took me one hour and a half. So yeah, unfortunately, unless there's a very specific.

Question that you, the partners or anyone in the call may want to ask. I believe I'm not going to be able to cover everything into just a couple of seconds or 5 minutes.



Amy Jarosky (AG Consulting Partners Inc) 44:34

We'll give it one more minute if anything pops up for any of the partners. Otherwise we'll give you some time back, but feel free to continue to use the chat. We'll monitor it for the rest of the day just to make sure nothing lingering.

Appears.

Also, I've posted an event survey in the chat. We'd love to hear how we did today, the good and the bad. We take all partner feedback seriously and we really value it. So anything that you might have on your mind, we'd really appreciate your thoughts and comments and feedback.

Otherwise, if there are no questions, we will let everybody go for the day.
Thank you all for joining us. We really appreciate your time and we will see you all very, very soon.



Troy Reavis 45:35

Thanks, Amy.



Ricardo Gomes 45:38

Thank you everyone. Enjoy the rest of the night.



Sameer Parab 45:41

Thank you. Bye.



Amy Jarosky (AG Consulting Partners Inc) stopped transcription