

Revolutionising Device Deployment for Gloucestershire County Council



The Organisation

Gloucestershire County Council is responsible for providing essential services to the six districts that make up Gloucestershire. The council employs approximately 4,500 people across departments and functions.

Serving constituents requires highly capable devices, refreshed approximately every three years as they leave warranty and reach end of life. As with many public-sector organisations, the council adopted remote operations in 2020, giving every employee access to their own personal Microsoft laptop.

The IT team managed the devices through Microsoft System Center Configuration Manager (SCCM), the previous name for Microsoft Endpoint Configuration Manager. As the thousands of new devices issued in 2020 approached end of life simultaneously, the council decided it was time to modernise its approach to device configuration management.



The Challenge

The Gloucestershire County IT department gave itself a demanding mission:

Implement the cloud-based Microsoft Intune platform and the related Autopilot system before it rolled out its next wave of laptops, then configure the devices with the new system.

The council's mass device purchase during COVID lockdowns meant that 1,700 computers would all pass out of warranty simultaneously, followed shortly by 1,000 more. The impending need to configure replacements put a hard timeline on the Intune build.

To add a further challenge, the move to Intune coincided with an overall move to bring the entire IT estate in-house. The intended result, easy and fast configuration via Intune and Autopilot, validated the complex effort.



Finding the Right Technology Partner

Before committing to the system or devices, the council pitted Microsoft Surface against two other leading PC brands in a pilot. Surface won out on performance, feature set, individual price, and overall total cost of ownership. To implement these devices, the council turned to Kingsfield IT, a Microsoft Gold Partner and the world's only dedicated Surface specialist.

Gloucester County Council Assistant Director of Information and Communication Technology Sherrill Holder and Kingsfield Microsoft Surface Business Manager Matthew Green had previously connected at a Local Government Partnership Network conference, making it easy to start working together. Kingsfield's presence at the event reflected its status as an experienced, approved vendor on public-sector frameworks.

Kingsfield's close connection with Microsoft includes access to the End Customer Investment Funds (ECIF) programme. This scheme subsidises new Microsoft technologies to support organisations in their strategic transformation journeys. It reduces upfront costs through access to pilots, training, change management support, and more.

The Solution

The programme began with the Intune deployment, followed shortly by the introduction of 1,700 Microsoft Surface Laptop 5s. The Kingsfield team worked side-by-side with the council's newly in-house IT personnel, performing hands-on work on the Intune build and training to ensure the council could manage its own devices and run its periodic deployment efforts effectively going forward.

With the Intune build finalised and the configuration set, it was time to roll out the first wave of new Microsoft Surface laptops. With 1,700 5th Generation Surface Laptop for Business devices coming online simultaneously, this quick remote Intune immediately saved the council time and effort.

Between the first wave of devices and later deployments, new Microsoft devices debuted. The next major group of new computers consisted of approximately 1,000 Surface Laptop for Business 7th Generation PCs, the first Copilot+ device built for business use with unique, built-in generative AI features. The laptops were accompanied by specialised devices, including convertible tablets that enable easy note-taking.

Following the deployment, many critical applications are now available as easy, self-directed downloads that employees can complete from home through Intune. When an employee leaves, their laptop is easily flashed to remove all secure information.

“

That made a massive difference, not just having somebody that was at the end of the phone or on a Teams call. Having somebody who's prepared to come into your office(s) and take you through it and hold your hand.”

— **Sherill Holder**, Gloucestershire County Council Assistant Director of Information and Communication Technology



The Results

Performance in every aspect of technology management has evolved since the introduction of Intune and the rollout of the new Surface Laptop devices. Little time and effort savings add up, allowing employees to get more done, and the devices themselves are much more functional.



The way we used to build using SCCM and everything that was on the laptop used to slow down, so **we've gone from 10 minutes to log in to your laptop to 10 seconds to log in to your laptop.** Plus the battery life we're getting from the laptops because we haven't got all of this bloatware that we would have had on the device previously because of how we now configure and deploy the applications through Intune, and also because we've made a lot of changes in how we support the end-user device in the background."

— **Sherill Holder**, Gloucestershire County Council Assistant Director of Information and Communication Technology

The IT team has taken full advantage of its greater control to deliver data security and a smooth user experience. Despite the relative newness of the fully in-house IT model, engineers are self-sufficient and have the knowledge to work through issues themselves.

The connection with Kingsfield is an ongoing and collaborative two-way partnership. Rather than simply working together on Microsoft deployment matters, Kingsfield and the Gloucestershire County Council share information and recommendations about preferred vendors.

The council has achieved zero-touch deployment after loading its critical applications into Intune. This improved experience is helping Gloucestershire County attract top talent from all across the U.K. For all the efficiency gains already realised, there is an interest in achieving even greater levels of IT performance.

This level of IT excellence is available to public-sector organisations and corporations alike when they engage with the experts from Kingsfield IT.

We deliver solutions tailored specifically to you and your needs:
[Contact us today to get started.](#)