Modern Device Management for HM Courts & Tribunals Service

Executive Summary

As part of UK Court Reform, HM Courts and Tribunals Service (HMCTS) required a solution to manage devices used for access to court documents by the public (litigants in person) and visiting judges. Whilst only connected to the internet, these devices had to have a sound security configuration and be remotely managed, audited and configured.

HMCTS had already bought HP all-in-one devices and were talking to a supplier that was proposing a traditional device management approach using PC imaging, third-party management tools and engineering visits for deployment.

Having discussed the challenge and very high original costs, Through Technology provided an alternative approach leveraging the modern cloud-based management tools already available through HMCTS' Microsoft 365 E3 Licensing. Microsoft Autopilot and Intune were used to configure and manage Windows 10 devices securely from Microsoft's cloud, removing the need for expensive third-party tooling, on-premise servers and engineer visits.

This resulted in very significant financial savings for HMCTS, both for the initial development and across the solution's full lifecycle.

HM Courts and Tribunals Service

"With plans to deploy 4,000 devices across circa 270 sites, HMCTS needed a simple light-touch solution for deployment and ongoing device management. Through Technology's use of Microsoft Autopilot & Intune leveraged our existing investment in Microsoft 365 to deliver a secure configuration and low ongoing management overheads.

Their lead architect delivered expertise and flexibility to accommodate our requirements, support initial deployments and handover the solution to our BAU support team."

Alastair Tooke – Senior Project Manager

Through Technology

Challenges

- HMCTS needed to deploy Windows 10 PCs to courts across the country for Litigants in Person and laptops for Judges to access court documents from repositories over the Internet.
- Due to the large number of sites and wide geographic distribution, their supplier's proposed traditional approach to deployment and management was resulting in very high costs.
- The devices had to be configured – and remain configured – in a secure manner and pass HMCTS' internal security accreditation process and external solution review by Microsoft.
- Requirements were in flux regarding the client software required.
- The Intune toolset was and is still evolving, requiring experience and expertise to deliver an effective solution.
- While looking to support the project with HMCTS onsite staff, those staff were not IT engineers and had other work to do.

How we helped

Through Technology quickly produced a fully costed proposal and worked with HMCTS to contract for the work through the UK Government's G-Cloud Framework. The work was delivered in three discrete work packages.

Requirements & Design – Working closely with the customer to understand their requirements and produce designs for the Windows 10 configuration, supporting configuration of Microsoft Intune and scripting to bridge gaps between the client's requirement and the capabilities of the Microsoft toolset.

Proof of Concept – Implementation of the solution in Through Technology Labs, production of guidance for HMCTS staff, security accreditation and solution review by Microsoft.

Ongoing Support– Where HMCTS requirements were changing over time along with the development of other solutions in the Court Reform programme, Through Technology provided a flexible arrangement for the client to call-off additional days of support from our solution architect to respond to requirement changes and handover to the client's team.

Results & Return on Investment

The solution was delivered on time and to budget, with savings estimated by the client to be in excess of £1M throughout the solution lifecycle.

The solution passed the customer's cyber security assessment and accreditation successfully and was subject to a successful solution review with Microsoft.

Through Technology handed over the solution to the customer's primary IT service provider, including full documentation and knowledge transfer sessions enabling it to be operated by their incumbent supplier and existing IT service contracts.

	Devices	Locations
Public	1,500	270
Judiciary	2,500	270
Total	4,000	270

"Internet-only connectivity, secure management, and the geographic spread of devices called for a modern device management solution. With HMCTS' prior investment in hardware and Microsoft 365, Intune, Autopilot and scripting was the logical choice to provide the best value to the client"

Peter Hanney – Managing Partner

Further information and resources

For more information about how Through Technology could help you make a difference in your organisation, saving money, improving security and modernising your systems: please contact us at enquiries@throughtechnology.uk or speak to our managing partner, Peter Hanney on 07412 683710.

Also please have a look at the following resources:

- throughtechnology.uk – Our Website
- Digital Marketplace – Our Services on the UK Government's G-Cloud Framework

Thanks for reading!

.

Through Technology