Gartner Peer Insights ‘Lessons Learned’: Implementing Unified Endpoint Management Tools

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UEM tools offer an advanced digital security architecture that fosters an effective centralized integrated management system for a range of devices, such as smartphones, computers and IoT. I&O leaders can learn from the implementation experience of their peers shared on Gartner Peer Insights.

Overview

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process to ensure they are authentic.

We analyzed 230 Peer Insights reviews to identify lessons learned implementing unified endpoint management (UEM) tools. This report focuses on the responses to the questions: "If you could start over, what would your organization do differently?" and "What one piece of advice would you give other prospective customers?" To browse all reviews, see the full list of Unified Endpoint Management Tools reviews on Peer Insights.

Peer Lessons Learned

This edition of “Lessons Learned” summarizes clients' firsthand experiences with implementing UEM tools. The peer advice results both from successful implementation projects and learnings based on what went wrong. This peer perspective, along with the individual detailed reviews, is complementary to expert research and provides a holistic view to the implementation process. Reviewers who submitted their lessons learned represent a cross-section of small- to midsize and large organizations. (See Figure 1.)
Below are some key lessons learned and most cited recommendations by Peer Insights reviewers to help infrastructure and operations (I&O) leaders in their UEM tool implementation process.

Lesson 1: Analyze Your Business Requirements and Devise the Implementation Strategy Accordingly

Most peers recommend a thorough evaluation of the business requirements before the UEM tool implementation. They suggest to chart out a proper course of action that helps prioritize the implementation of the core functionalities of the tool.

A peer highlights the importance of analyzing the business requirements:

“You must assess your business requirements, reasons and objectives for undertaking the project. You can then appropriately identify the needs of the users and organize the tool for meeting the key business requirements and common use cases.”

Application Professional, Unnamed Sector

Another peer adds:
“Understand your immediate needs from the tool and implement the most needed core functionality first. Expand to use the rest of the product gradually as possibilities are endless.”

Infrastructure and Operations Professional, Government/Public Sector

Peer recommendations include:

- Prepare a list of high-priority functionalities based on the current organizational requirements.
- Identify key processes, especially the ones that are unsecure, and evaluate the implications of their interaction with the tool for a smoother rollout.
- Chart out an optimum resource utilization plan that factors in the technical support needs of the organization as well.

Recommended reading:

“Prepare for Unified Endpoint Management to Displace MDM and CMT”

Lesson 2: Ensure Rigorous Vendor Evaluation Through POCs

The entire bench of peers recommends to draw a diligent comparison between the suitable vendors. They advocate performing proofs of concept (POCs) to test the various use cases.

A peer articulates about thoroughly comparing the vendors:

“Ensure that you make an honest comparison between the vendors. Do not fall into the Hype Cycle of other large vendors in the UEM space that may be too large to provide adequate support and development for your needs; or have a tool set that is purpose built for their ecosystem and thus may only meet your minimum requirements.”

Enterprise Architecture and Technology Innovation Professional, Healthcare Sector

Another peer adds:
“While doing a POC, ensure a real-life scenario to see what fits your organization’s environment in the most optimum manner. A lot of these tools provide the basics that you need for your corporate environment, but some have their pros and cons. Thus, it is best to see what fits your needs.”

Security and Risk Management Professional, Manufacturing Sector

Peer recommendations include:

- Communicate the requirements to the vendor to ensure that the tool is tailored accordingly.
- Ensure a clear understanding of all the tool features before the implementation.
- Perform extensive testing to ensure the tool functions as desired.
- Check the tool's compatibility with all the devices.
- Finalize the devices to integrate with the tool to arrive at an appropriate pricing structure.
- Ensure professional support and training services in the contract.

Recommended reading:

“Solution Criteria for Unified Endpoint Management Systems”

Lesson 3: Revise the Device Policy and Size the Infrastructure as Needed

Peers suggest revising the device policy as per the organizational requirements. They also recommend sizing the organization’s infrastructure to meet these requirements.

In this context, a peer states:

“Ensure you put quality time and effort into designing a device policy that is suited to your organization while keeping in mind the end goal and future variables.”

Infrastructure and Operations Professional, Services Sector

A peer then remarks about sizing the infrastructure:
“Size the infrastructure appropriately to handle the additional support needs for device management as well as increased mobile projects.”

Enterprise Architecture and Technology Innovation Professional, Services Sector

Peer recommendations include:

- Prepare a policy for the enrollment and maintenance of devices.
- Ensure proper connectivity between all the network servers before the implementation.
- Upgrade the legacy configuration manager to streamline the management of the tool upon implementation.

Recommended reading:

“Critical Capabilities for Unified Endpoint Management Tools”

Lesson 4: Employ Professional Support During the Implementation

Most peers recommend onboarding professional support from the vendor’s team or a third-party service to ensure the implementation is successful.

A peer highlights the importance of professional support:

“If you want to implement this properly, seek out a professional implementation specialist who can assist you to deploy this within your organization’s environment.”

Technical Professional, Services Sector

Another peer adds:

“You may work with the vendor for implementation support as it was a lot of hit and trial within my organization which could have been mitigated otherwise.”

Infrastructure and Operations Professional, Services Sector

Peer recommendations include:

- Dedicate ample time for the implementation to ensure everything works as desired.
- Engage the vendor’s support team for professional assistance.
- Appoint internal administrators to supervise the implementation.
- Document all the steps of implementation for ease of replication if required.
- Configure the tool to manage all the devices from a centralized hub.
- Integrate the tool with the cloud server.
- Set up the auto-update and auto-tracking features for ease of use.

Recommended reading:

“Adopt Continuous Endpoint Engineering and Modern Management to Ensure Digital Workplace Success”

Lesson 5: Boost End-User Functionality Through Structured Training Sessions

The peers remark that training the team will have lasting benefits on the success of the tool. It will enable the team to reinforce the foresight that’s required with the implementation of the tool, keeping in mind the dynamic market scenarios.

A peer highlights the importance of training:

“Ensure you implement the right amount of training in order to optimize the tool in the most efficient way possible for all end users.”

Infrastructure and Operations Professional, Unnamed Sector

Another peer adds:

“Ensure you train the internal administrators with the advanced UEM knowledge to optimally maintain the tool.”

Application Professional, Government/Public Sector

Peer recommendations include:

- Disseminate all the tutorial videos that allow the end users to understand the ins and outs of the tool.
- Implement a structured training program for the internal administrators to equip them with the multifaceted capabilities of the tool.
- Ensure the vendor assists in providing training within the organization.
- Train all the end users to foster collaboration on maintaining a secure end-to-end network architecture.

Recommended reading:

“Magic Quadrant for Unified Endpoint Management Tools”

Methodology

Of the Peer Insights survey data considered for this market, only those responses meeting the following criteria were included in this synthesis:

- Reviews less than 12 months old.
- Responses that pertain to the project experience and are not tied to the capabilities of a vendor.
- Reviews were clustered into the top-five most-referenced categories (lessons learned) and then listed in order of relevant phases in the project life cycle.

The results of this synthesis are representative of the respondent base and not necessarily the market as a whole.

Gartner Recommended Reading

Some documents may not be available as part of your current Gartner subscription.

“Top 10 Technologies That Are Defining the Future of Mobility, 2019 Update”

“Prepare for Unified Endpoint Management to Displace MDM and CMT”

“Critical Capabilities for Unified Endpoint Management Tools”

“Advance and Improve Your Mobile Security Strategy”

“Solution Criteria for Unified Endpoint Management Systems”
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