

Think Solutions

How Think Solutions streamlined M365 and device management with Nerdio



RESULTS

95%

Reduction in customer onboarding time with Nerdio

100%

Standardized security policies across all customers.

<250

Legacy VDI license cost barrier eliminated for small and mid-sized businesses.

Industry: Managed Service Provider

Platform: Nerdio Manager for MSP

Region: Australia



Challenges

- Managing multiple customer environments with inconsistent security policies.
- High administrative overhead and inefficiencies in Microsoft Intune management.
- Rising licensing costs are making virtualization solutions unaffordable for mid-sized businesses.
- Lack of visibility into configuration changes, leading to security risks.



Solutions

- Implemented Nerdio to unify and automate Microsoft Intune and M365 management.
- Leveraged Nerdio's cost-efficient AVD model to transition customers away from legacy VDI.
- Standardized configurations across customers to improve security and compliance.
- Reduced onboarding time by 95% with pre-configured policies and automated deployment.

**Ready to
get started?**

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"For small businesses, legacy VDI isn't viable anymore. With Nerdio and AVD, we can deliver a better experience, faster and more affordably."

For over 25 years, Think Solutions has delivered IT services and Microsoft-based solutions to customers across Australia. As demand grew for help with device management, cybersecurity, and virtual desktops, the team faced a challenge: legacy virtualization tools no longer met the needs of their clients.

Traditional licensing models had become rigid and costly—especially for smaller businesses—and managing Microsoft Intune and Entra ID across disconnected tenants led to inconsistent deployments, security risks, and time-consuming onboarding. Think Solutions needed a more agile, scalable solution.

That's when they discovered Nerdio.

The tipping point: Too many tenants, too little control

Project Engineer Dan Wheeler and his team had spent years manually building customer environments. Each Microsoft tenant was unique, each deployment required its own setup, and without centralized oversight, configurations often drifted—introducing risk and inefficiency.

Meanwhile, legacy virtualization vendors were pricing out small to mid-size customers with high seat minimums and complex licensing. Operational complexity was rising, and customers were left without a clear path forward.

"We were reinventing the wheel for every customer, every week. It wasn't sustainable." — Dan Wheeler, Project Engineer, Think Solutions

Enter Nerdio: One platform, endless efficiency

After connecting with Nerdio, Think Solutions realized they could unify and standardize their Microsoft 365 (M365) management offerings using Nerdio Manager for MSP.

The platform allowed them to:

- Manage Microsoft Intune, Entra ID, and endpoint security from a single, consistent interface.
- Apply uniform naming conventions and policies across all customer tenants.
- Use role-based access controls to reduce security risk.



- Eliminate the need to log into each tenant individually.
- Transition customers from legacy virtualization platforms to Azure Virtual Desktop with automated provisioning and cost optimization.

From weeks to clicks: The measurable impact

95% faster onboarding

Previously, onboarding a new customer meant building every policy from scratch. With Nerdio, Think Solutions can replicate a well-architected M365 management deployment in minutes, accelerating implementation timelines and boosting customer satisfaction.

“We’ve done it once; we’ve done it right. Now we just click a button.”

— Dan Wheeler

Security you can trust

With role-based access, auditing, and centralized policy control, Nerdio has helped Think Solutions align with government frameworks like the Essential Eight and meet cyber insurance requirements.

“Before Nerdio, our technicians had broad admin access. Now, permissions are scoped, actions are tracked, and risk is significantly reduced.”

Seamless legacy platforms

What once looked like a months-long migration is now a streamlined process. Think Solutions can move clients to Azure Virtual Desktop in just one to two weeks—reducing costs and improving user experience.

“For small businesses, traditional virtualization isn’t viable anymore. With Nerdio and AVD, we deliver a better experience, faster and more affordably.”

Efficiency meets IP

With automation and consistency handled by Nerdio, Think Solutions has shifted from a time-based services model to one focused on delivering intellectual property and strategic value.

“Instead of constantly building from scratch, we now have the time to improve our solution. It’s less stressful for our team—and more valuable for our clients.”

What’s next: Building on a shared vision

Think Solutions sees Nerdio as a long-term strategic partner—one that shares its vision for simplicity, automation, and security. As Nerdio expands its M365 management capabilities, Dan is excited to continue innovating on top of the platform.

“So much of what Nerdio builds aligns with ideas we’ve had for years. They’re making Microsoft more manageable, and that’s a game-changer for partners like us.”

About Nerdio

Nerdio is a leading provider of powerful, simplified cloud management solutions for businesses of all sizes. Trusted by managed service providers (MSPs) and enterprise IT departments alike, Nerdio equips organizations with seamless, cost-effective management tools for Azure Virtual Desktop (AVD), Windows 365, and comprehensive Modern Work solutions.

With thousands of customers worldwide, Nerdio accelerates cloud adoption, enabling companies to thrive in an era of hybrid work by providing modern, future-proof technology that adapts to evolving workplace needs.

For more information, please visit **www.getnerdio.com**.



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