

Think Solutions

How Think Solutions streamlined M365 and device management with Nerdio



Industry: Managed Service Provider

Platform: Nerdio Manager for MSP

Region: Australia

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.



Challenges

- Managing multiple customer environments with inconsistent security policies.
- High administrative overhead and inefficiencies in Microsoft Intune management.
- Lack of visibility into configuration changes, leading to security risks.



Solutions

- Implemented Nerdio to unify and automate Microsoft Intune and M365 management
- 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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"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."

For over 25 years, Think Solutions has delivered IT services and Microsoft-based solutions to customers across Australia. As demand grew for help with Microsoft 365 (M365) policy management, compliance, and cybersecurity, the team wanted to streamline operations and add more value for their customers.

Traditional methods of policy creation and enforcement were repeated across constantly across customers, and Think Solutions was after a platform that could help template policies aligned with cyber security frameworks and baselines. This allowed the team to provide their customers with a quicker time to value, added consistency across customers for their support staff, and removed inconsistent deployments and time-consuming onboarding. Think Solutions needed a smarter, more agile and scalable solution.

That's when they discovered Nerdio.

The tipping point: Projects were taking too long for repeatable tasks

The Think Solutions projects 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, the industry was shifting, automation was becoming a priority, and customers demanded value from their service providers.

"We were constantly implementing compliance policies with Intune across our customer base, but noticed that tasks we're repeatable and we knew it wasn't sustainable."

— **Daniel Reid, Projects, Team Leader.**

Enter Nerdio: one platform, endless efficiency

After connecting with Nerdio, Think Solutions realized they could unify and standardize their 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.
- From weeks to clicks: the measurable impact.

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

"We've done it once; we've done it right. Now, all our customers can benefit from the time we've invested creating M365 policies aligned to frameworks such as NIST and Essential 8."

— **Noel Brodie, CEO/Founder, Think Solutions**

Security you can trust

With role-based access, auditing, and centralized policy control, Nerdio has helped Think Solutions align to 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."

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, The team 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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