

NerdioCon

2025

— PALM SPRINGS





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2025
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**Crafting the
perfect end-user
experience:
Interactive deep-dive**



Agenda

Setting the scene

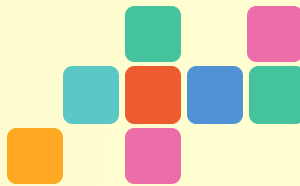
Poor vs. good user experience

Tools & configurations

Set up and testing

Deep dive and discussion

Take aways



Aaron Parker

Senior Staff Engineer, Office of the CTO

 @stealthpuppy.com



Brittinee Dennis

Sales Engineer/Intune W365
Technical Specialist



**When IT issues decrease,
employees view IT &
company investment
more favorably.**



What are we trying to solve?

1

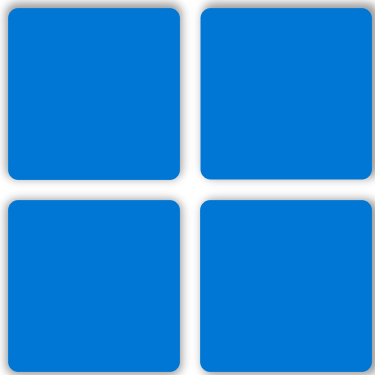
Deliver an exceptional, enterprise-grade user experience every time

2

A consistent experience across Windows PCs, Windows 365, & AVD

3

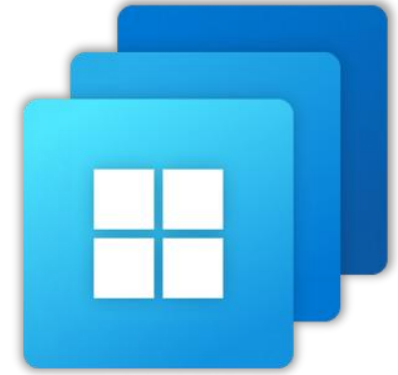
Make device provisioning more consistent



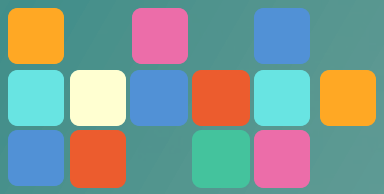
Windows PCs



**Azure Virtual
Desktop**



Windows 365

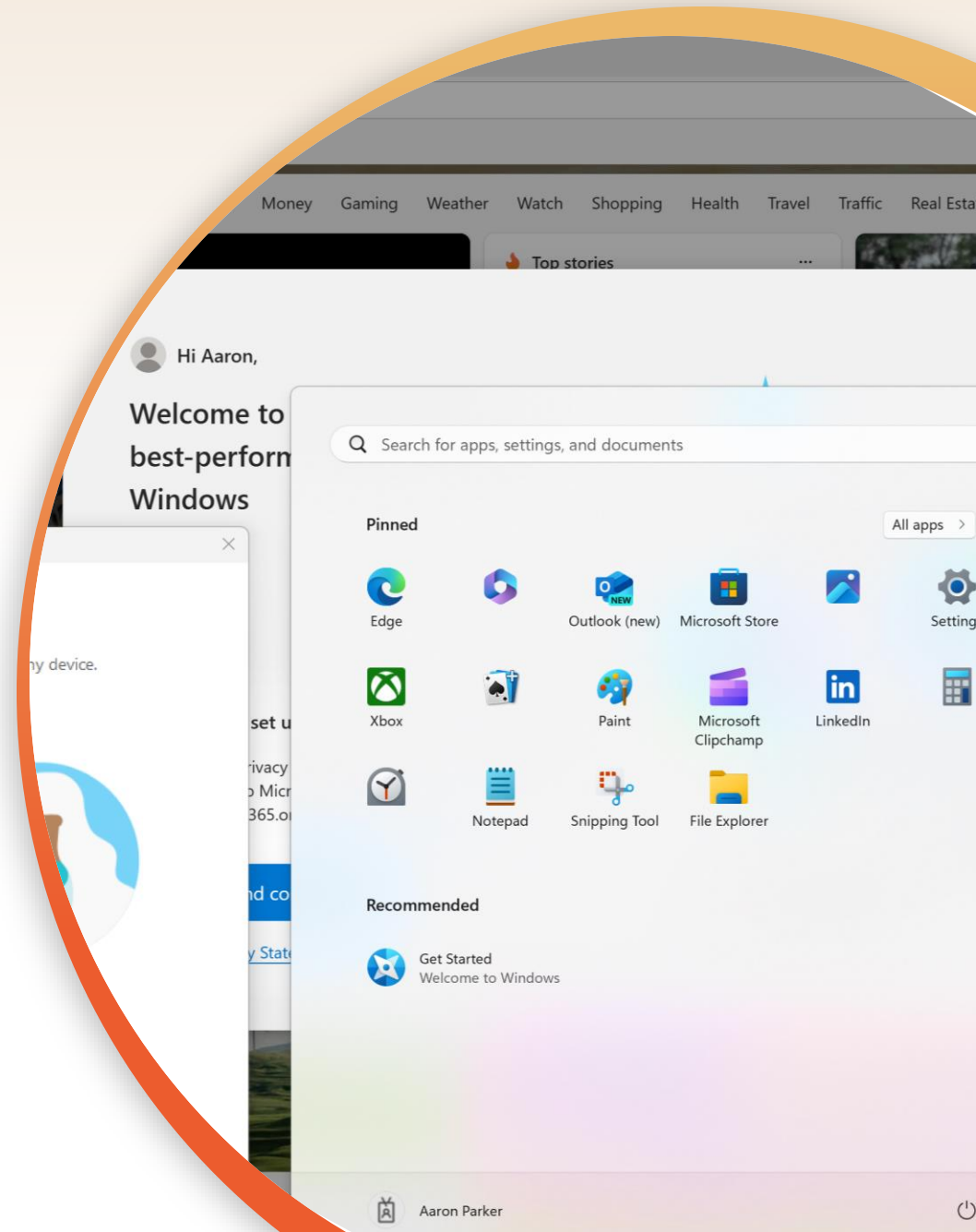


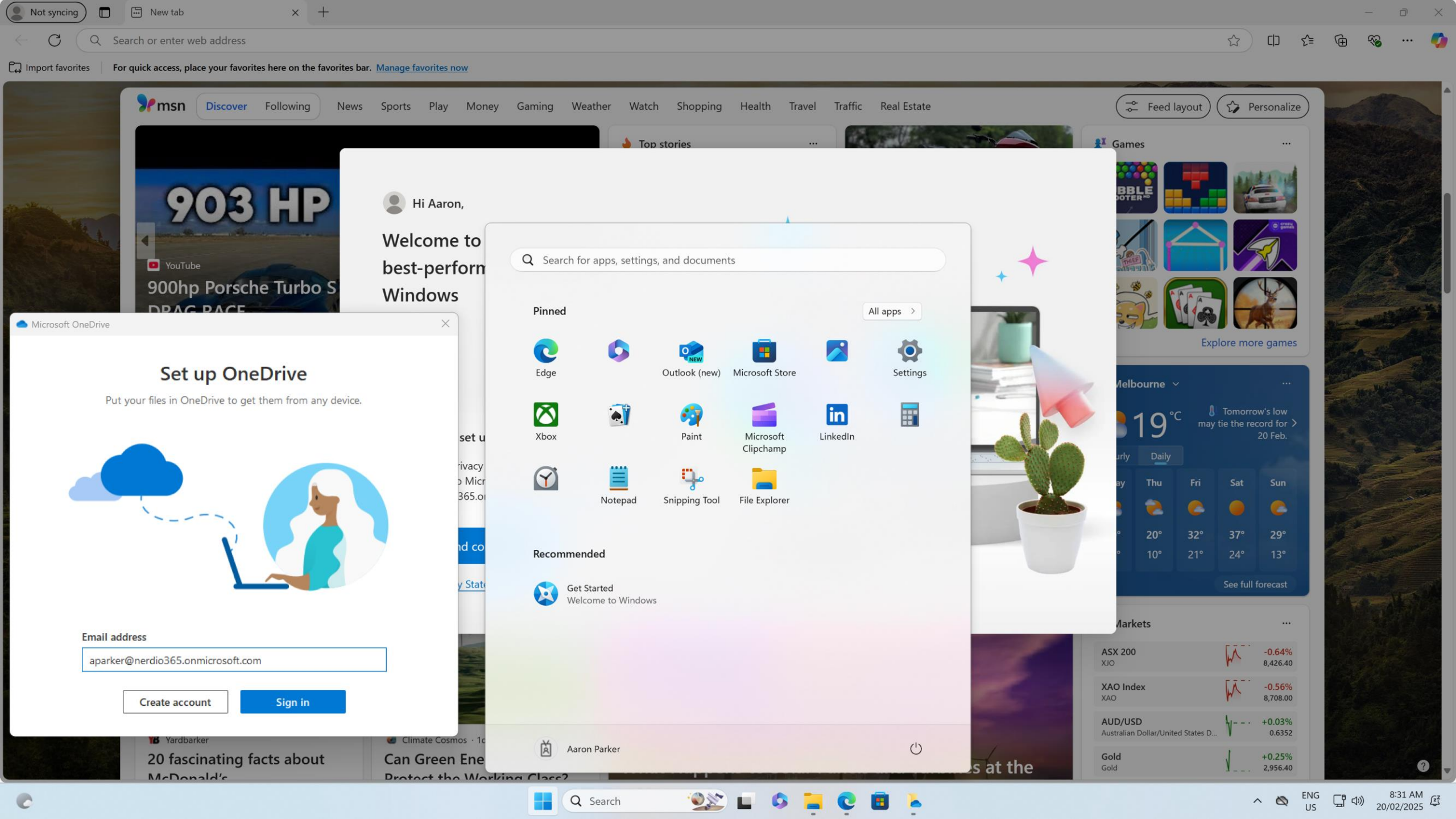
What's a poor user experience?



What's a poor user experience?

- Consumer features & unnecessary apps
- Interruptions to the user's workflow
- First run wizards & configuration questions
- Poor performance
- Latency





903 HP
900hp Porsche Turbo S
DRAG RACE

Top stories

Games

Explore more games

Melbourne

19°C

Tomorrow's low may tie the record for 20 Feb.

	Thu	Fri	Sat	Sun
20°	32°	37°	29°	
10°	21°	24°	13°	

See full forecast

Markets

ASX 200	-0.64%
XJO	8,426.40
XAO Index	-0.56%
XAO	8,708.00
AUD/USD	+0.03%
Australian Dollar/United States D...	0.6352
Gold	+0.25%
Gold	2,956.40

Microsoft OneDrive

Set up OneDrive

Put your files in OneDrive to get them from any device.

Email address

aparker@nerdio365.onmicrosoft.com

Create account Sign in

Hi Aaron,

Welcome to best-perform Windows

Search for apps, settings, and documents

Pinned

Edge Outlook (new) Microsoft Store Settings

Xbox Paint Microsoft Clipchamp LinkedIn

Notepad Snipping Tool File Explorer


Recommended

Get Started Welcome to Windows

Aaron Parker

Time & language > Language & region

Language



Windows display language


Windows features like Settings and File Explorer will appear in this language

English (United States) ▾

Preferred languages


Microsoft Store apps will appear in the first supported language in this list

Add a language



English (Australia)

...




English (United States)

language pack, text-to-speech, speech recognition, handwriting, basic typing

...


Region



Country or region

Windows and apps might use your country or region to give you local content

Australia ▾



Regional format

Windows and some apps format dates and times based on your regional format

Recommended ▾ ▾



Recycle Bin



Microsoft
Edge



Learn about
this picture



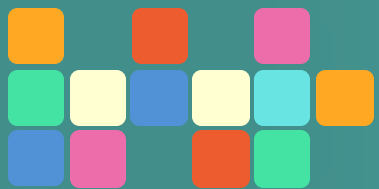
Email address

aparker@nerdio365.onmicrosoft.com

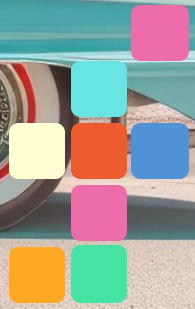
Advanced options ▾

Connect

No account? [Create an Outlook.com email address to get started.](#)



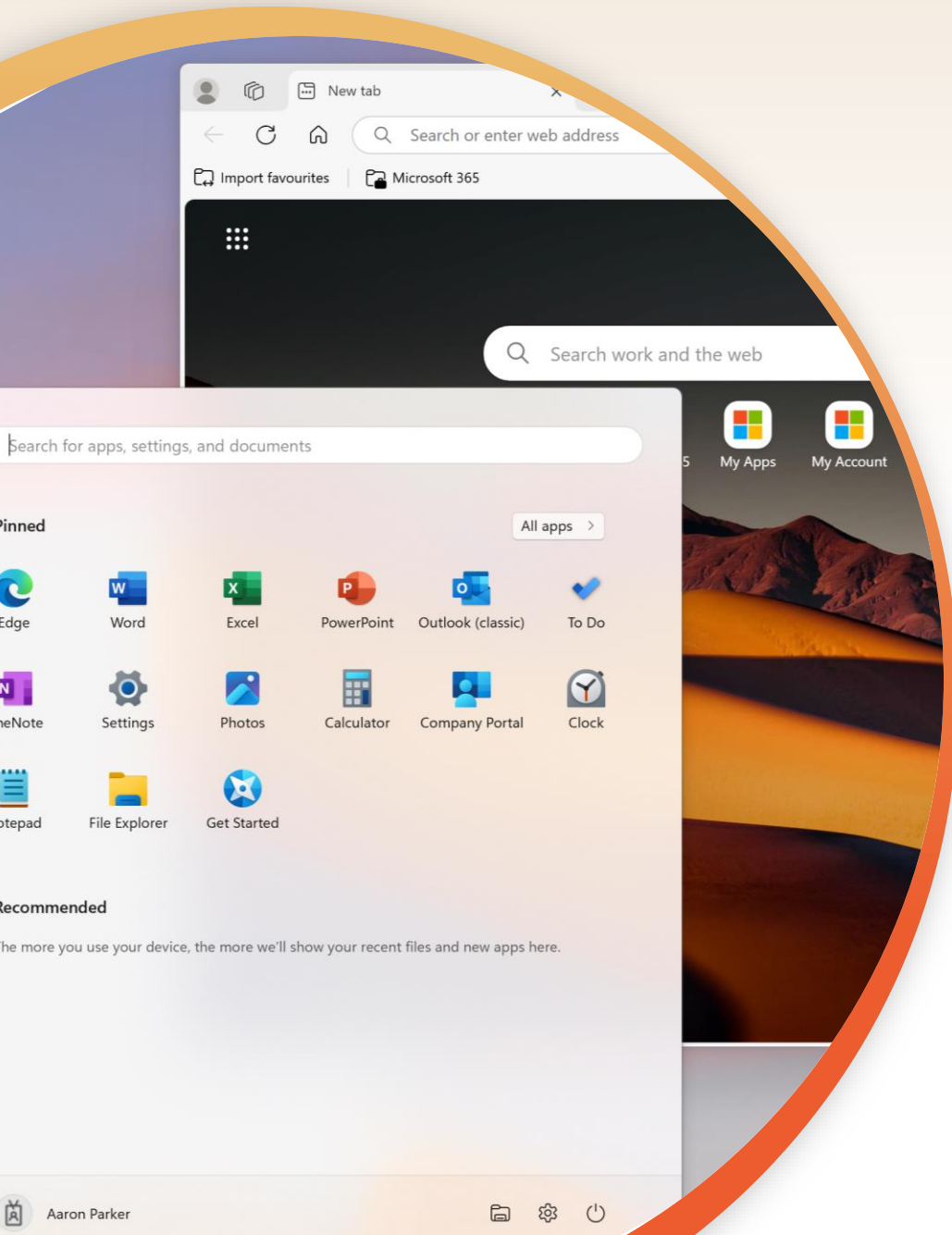
What's a great user experience?

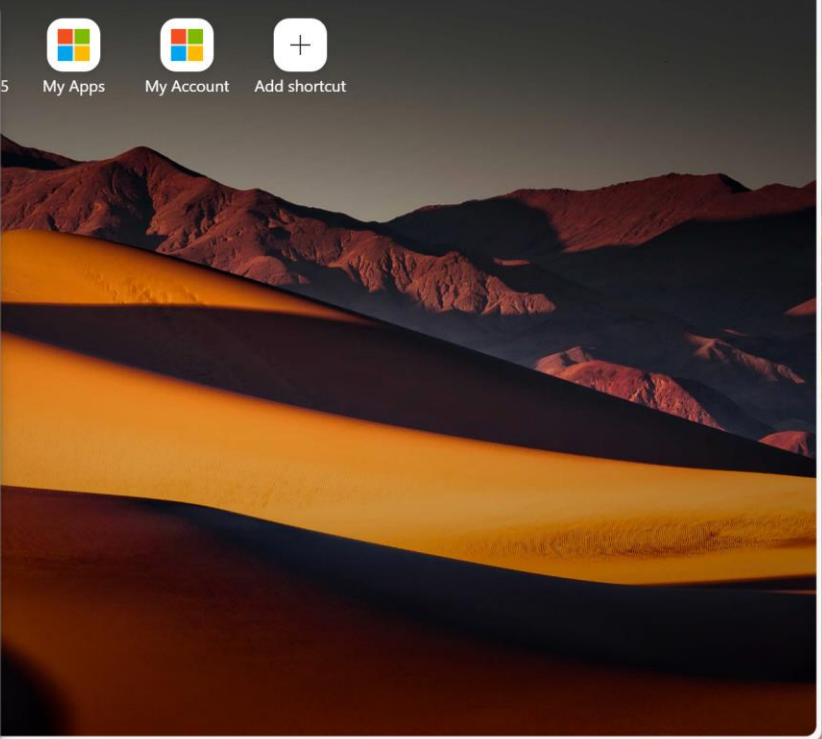
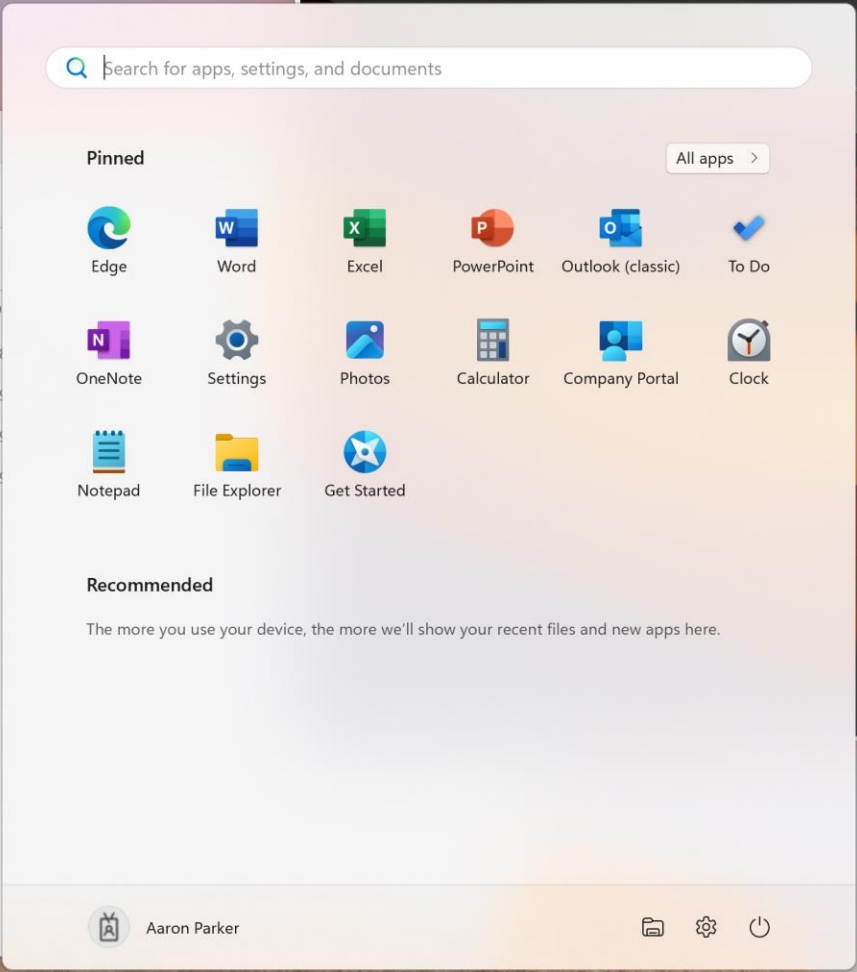
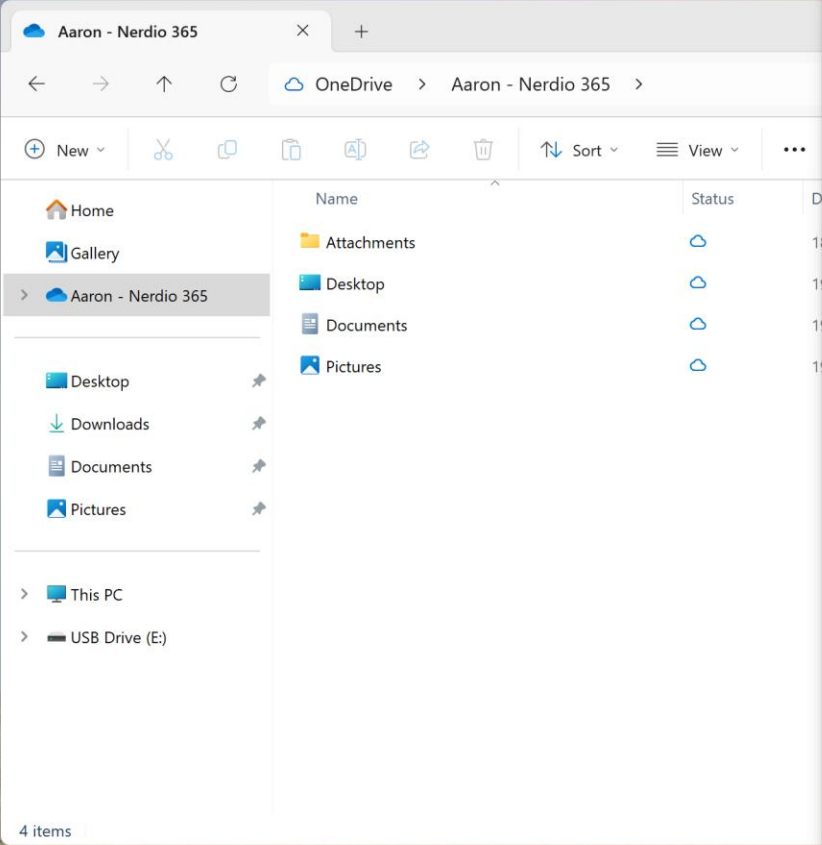
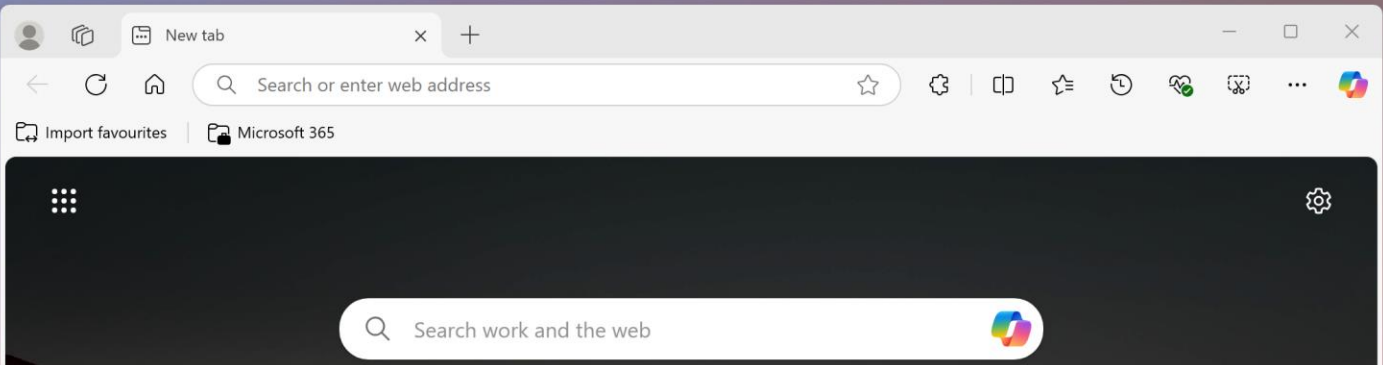


Why optimize the desktop?


User experience is key

- Less noise
- Faster to “usable”
- Speeds new device deployment or resets
- Happy users
- Consistent experience





Time & language > Language & region

 Some of these settings are managed by your organisation.

Language



Windows display language
Windows features like Settings and File Explorer will appear in this language

English (Australia) ▾

Preferred languages
Microsoft Store apps will appear in the first supported language in this list

Add a language



English (Australia)
language pack, text-to-speech, speech recognition, handwriting, basic typing



Region



Country or region
Windows and apps might use your country or region to give you local content

Australia ▾



Regional format
Windows and some apps format dates and times based on your regional format

Recommended ▾ ▾

Time & language > Date & time

2:34 PM

Wednesday, 19 February 2025



Time zone
(UTC+10:00) Canberra, Melbourne, Sydney



Region
Australia



Set the time zone automatically

On ☒



Set the time automatically

On ☒



Show time and date in the System tray
Turn this off to hide your time and date information on the taskbar

On ☒ ▾

Additional settings

Sync now
Last successful time synchronisation: unspecified
Time server: unspecified

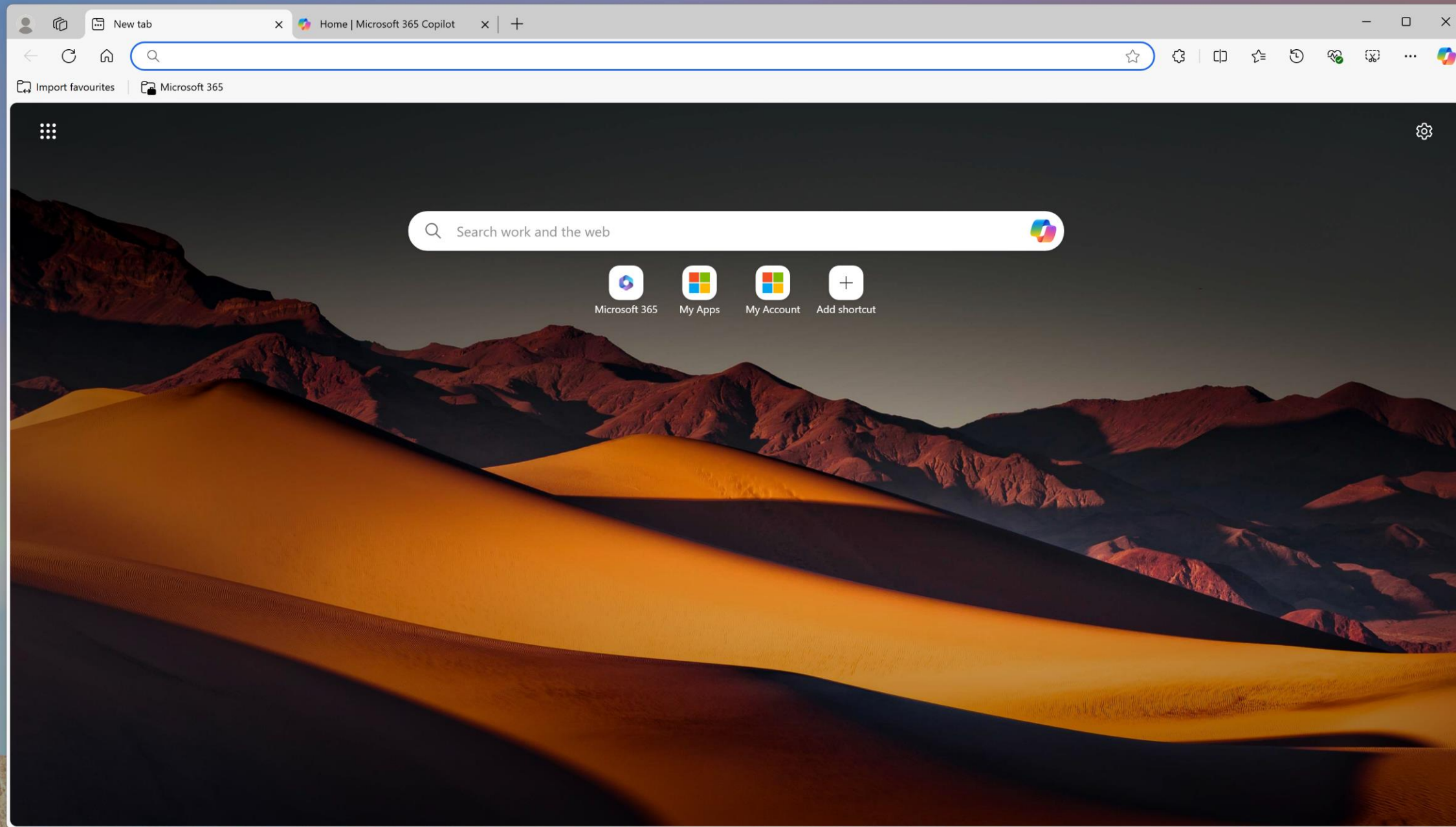
Sync now

Show additional calendars in the taskbar

Don't show additional calendars ▾



Recycle Bin



New tab and 1 more page



2:42 PM
19/02/2025





AutoSave



Document1 - Word



Search

File Home Insert Draw Design Layout References Mailings **Review** View Help

Comments

Editing

Share



Editor



Spelling and Grammar



Thesaurus



Word Count

Proofing

Read
Aloud

Speech

Check
Accessibility

Accessibility



Language



New Comment



Next



Delete



Previous



Show Comments

Comments

Filter All
Markup

All Markup



Show Markup



Reviewing Pane

Markup



Tracking



Compare

Compare



Protect

Hide
Ink

Ink

Language



Change proofing language for:



Selected text



Current Document

Mark selected text as:



English (Australia)



English (United Kingdom)

Afrikaans

Albanian

Alsatian (France)

Amharic

Arabic (Algeria)

Arabic (Bahrain)

The speller and other proofing tools automatically use dictionaries of the selected language, if available.



Do not check spelling or grammar



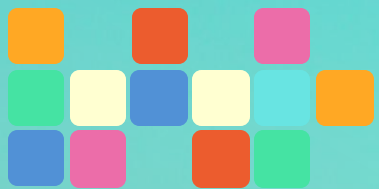
Detect language automatically

Set As Default

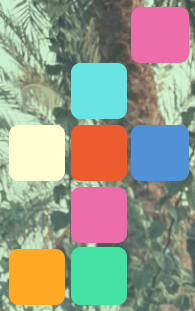
OK

Cancel





Creating a great Windows user experience



Why

Why does user experience matter?

1

Boost productivity

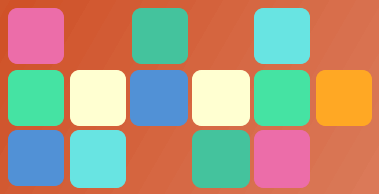
2

Improve satisfaction

3

Increase performance





Preferences, not policies



Policies vs. preferences

	Policy	Preferences
In-built apps	Target & remove with Intune	Remove in gold image / Autopilot
First run popups / wizards	Intune policies	Set in gold image / Autopilot
Start menu	Force Start menu via Intune	Set default in gold image / Autopilot
Wallpaper, settings etc.	Force via Intune policies	Set default in gold image / Autopilot

Tools to build a great user experience

What's in the toolbox for Nerdio Manager and Microsoft 365 customers?

Windows PCs

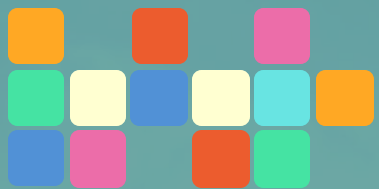
- Windows Autopilot or Device preparation policies
- Device pre-provisioning
- Customization package
- Microsoft 365 Apps Win32 custom package
- Intune device configuration profiles
- Sync via M365 Apps, OneDrive, Edge

Windows 365

- Desktop images and/or Device preparation policies
- Customization package
- Microsoft 365 Apps Win32 custom package
- Intune device configuration and compliance profiles
- Sync via M365 Apps, OneDrive, Edge

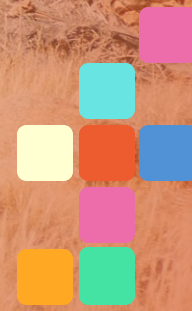
Azure Virtual Desktop

- Desktop images
- Customization package
- Microsoft 365 Apps custom package
- Intune device configuration profiles or Group Policy
- Sync via M365 Apps, OneDrive, Edge



★ *NerdioCon* ★
2025
PALM SPRINGS

Windows Autopilot or Device preparation?



Windows Autopilot profile

1 Out-of-box experience (OOBE) 2 Review + save

Configure the out-of-box experience for your Autopilot devices

Deployment mode ⓘ

User-Driven

Join to Microsoft Entra ID as ⓘ

Microsoft Entra joined

Microsoft Software License Terms ⓘ

Show

Hide

i Important information about hiding license terms

Privacy settings ⓘ

Show

Hide

i The default value for diagnostic data collection has changed for devices running Windows 10, version 1903 and later, or Windows 11.

Hide change account options ⓘ

Show

Hide

User account type ⓘ

Administrator

Standard

Allow pre-provisioned deployment ⓘ

No

Yes

Language (Region) ⓘ

English (Australia)

Automatically configure keyboard ⓘ

No

Yes

Apply device name template ⓘ

No

Yes

Create a unique name for your devices. Names must be 15 characters or less, and can contain letters (a-z, A-Z), numbers (0-9), and hyphens. Names must not contain only numbers. Names cannot include a blank space. Use the %SERIAL% macro to add a hardware-specific serial number. Alternatively, use the %RAND:x% macro to add a random string of numbers, where x equals the number of digits to add.

Enter a name *

%SERIAL%

Enrollment status page

Block device use until required apps are installed if they are assigned to the user/device

AllSelected

+ Select apps

Blocking apps

3 apps selected (100 max)

Application	Publisher	Version	Remove
Company Portal	Microsoft Corporation		Remove
Microsoft 365 Apps for enterprise, ...	Microsoft	16.0.18129.20030	Remove
Windows Customised Defaults 240...	stealthpuppy	2409.16.188	Remove

Only fail selected blocking apps in technician phase

NoYes

Review + save

Cancel

Windows Autopilot device preparation policies

Apps

Select up to 10 managed apps you want to reference with this deployment. These apps should be assigned to the device security group you selected earlier. You can check the installation status for these apps in the device details for devices in this deployment.

+ Add — Remove

<input type="checkbox"/>	Allowed Applications ↑	Publisher	Version
<input type="checkbox"/>	Microsoft 365 Apps for enterprise, Cur...	Microsoft	16.0.18129.20030
<input type="checkbox"/>	Windows Customised Defaults 2409.1...	stealthpuppy	2409.16.188

Scripts

Select up to 10 PowerShell scripts to install during this deployment. These scripts should be already assigned to the Device group selected earlier. You can check the installation status for these scripts in the device details for devices in this deployment.

+ Add — Remove

<input type="checkbox"/>	Allowed Scripts ↑
<input type="checkbox"/>	Enable location detection
<input type="checkbox"/>	Remove shortcuts from Public desktop

Next

Microsoft 365 Apps

1

Prepare

- Microsoft 365 Apps admin center
- Device configuration files (configuration.xml)

2

Deploy

- Win32 package
- Installing Microsoft 365 Apps with Visio and Project

3

Manage

- Policy configurations
- Viewer mode

Customizing the Microsoft 365 apps

Application preferences		
Search for a setting by name		
Show only: Office Access Excel OneNote Outlook (classic) PowerPoint Publisher Project Visio Word		
App	Setting	Status ↓
Office	Allow roaming of all user customizations	Configured
Office	Disable Opt-in Wizard on first run	Configured
Office	Allow users who aren't admins to install language accessory packs	Configured
Office	Primary Editing Language	Configured
Office	Disable Office Backgrounds	Configured
Office	Disable First Run Movie	Configured
Office	Disable Office First Run on application boot	Configured
Office	Default Office theme	Configured
Excel	Default file format	Configured

Customizing the Microsoft 365 apps

```
m365apps - O365ProPlusVisioProRetailProjectProRetail.xml

1 <AppSettings>
2   <Setup Name="Company" Value="stealthpuppy" />
3   <User Key="software\microsoft\office\16.0\common\toolbars" Name="customuiroaming" Value="1" Type="REG_DWORD" App="office16" Id="L_AllowRoamingQuickAccessToolBarRibbonCustomizations" />
4   <User Key="software\microsoft\office\16.0\common\general" Name="shownfirstrunoptin" Value="1" Type="REG_DWORD" App="office16" Id="L_DisableOptinWizard" />
5   <User Key="software\microsoft\office\16.0\common\languageresources" Name="installlanguage" Value="3081" Type="REG_DWORD" App="office16" Id="L_PrimaryEditingLanguage" />
6   <User Key="software\microsoft\office\16.0\common\fileio" Name="disablelongtermcaching" Value="0" Type="REG_DWORD" App="office16" Id="L_DeleteFilesFromOfficeDocumentCache" />
7   <User Key="software\microsoft\office\16.0\common\general" Name="disablebackgrounds" Value="0" Type="REG_DWORD" App="office16" Id="L_DisableBackgrounds" />
8   <User Key="software\microsoft\office\16.0\firstrun" Name="disablemovie" Value="1" Type="REG_DWORD" App="office16" Id="L_DisableMovie" />
9   <User Key="software\microsoft\office\16.0\firstrun" Name="bootedrtm" Value="1" Type="REG_DWORD" App="office16" Id="L_DisableOfficeFirstrun" />
10  <User Key="software\microsoft\office\16.0\common" Name="default ui theme" Value="0" Type="REG_DWORD" App="office16" Id="L_DefaultUIThemeUser" />
11  <User Key="software\microsoft\office\16.0\excel\options" Name="defaultformat" Value="51" Type="REG_DWORD" App="excel16" Id="L_SaveExcelfilesas" />
12  <User Key="software\microsoft\office\16.0\onenote\options\other" Name="runsystemtrayapp" Value="0" Type="REG_DWORD" App="onent16" Id="L_AddOneNoteicontonotificationarea" />
13  <User Key="software\microsoft\office\16.0\outlook\preferences" Name="disablemanualarchive" Value="1" Type="REG_DWORD" App="outlk16" Id="L_DisableFileArchive" />
14  <User Key="software\microsoft\office\16.0\outlook\autodiscover" Name="zeroconfigexchange" Value="1" Type="REG_DWORD" App="outlk16" Id="L_AutomaticallyConfigureProfileBasedOnActive" />
15  <User Key="software\microsoft\office\16.0\outlook\options\rss" Name="disable" Value="1" Type="REG_DWORD" App="outlk16" Id="L_TurnoffRSSfeature" />
16  <User Key="software\microsoft\office\16.0\outlook\setup" Name="disableroamingsettings" Value="0" Type="REG_DWORD" App="outlk16" Id="L_DisableRoamingSettings" />
17  <User Key="software\microsoft\office\16.0\powerpoint\options" Name="defaultformat" Value="27" Type="REG_DWORD" App="ppt16" Id="L_SavePowerPointfilesas" />
18  <User Key="software\microsoft\office\16.0\word\options" Name="defaultformat" Value="" Type="REG_SZ" App="word16" Id="L_SaveWordfilesas" />
19 </AppSettings>
```


Customized defaults

PowerShell solution for machine level settings & the default user profile: <https://stealthpuppy.com/image-customise/>

Machine

- Machine-level configurations & optimisations
- Supports client & server

User

- Default user profile optimisations
- Default Start menu

Virtual desktops

- Virtual desktop specific optimisations for performance gains

Intune configuration profiles

PoliciesImport ADMX

+ Create

Refresh

Export

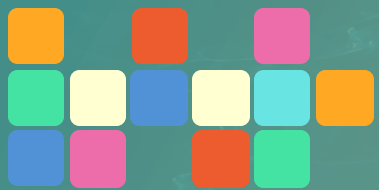
Columns

Search

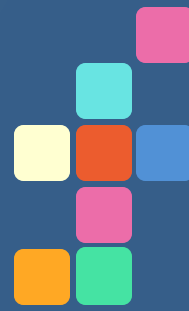
Platform: Windows Phone 8.1, Windows 8.1 and later, ...+1

Add filters

Policy name	Platform	Policy type
Prod-Windows-WindowsUpdateSettings-Device	Windows 10 and later	Settings catalog
Prod-Windows-SecurityExperience	Windows 10 and later	Windows Security Experience
Prod-Windows-MicrosoftOneDrive-Device	Windows 10 and later	Settings catalog
Prod-Windows-MicrosoftEdge-ProgressiveWebApps-User	Windows 10 and later	Settings catalog
Prod-Windows-MicrosoftEdge-Extensions-Device	Windows 10 and later	Settings catalog
Prod-Windows-MicrosoftEdge-Device	Windows 10 and later	Settings catalog
Prod-Windows-MicrosoftDefenderUpdateControls	Windows 10 and later	Defender Update controls
Prod-Windows-MicrosoftDefenderExclusions	Windows 10 and later	Microsoft Defender Antivirus exclusions
Prod-Windows-MicrosoftDefenderAntivirus	Windows 10 and later	Microsoft Defender Antivirus
Prod-Windows-Microsoft365Apps-User	Windows 10 and later	Settings catalog
Prod-Windows-Microsoft365Apps-Device	Windows 10 and later	Settings catalog
Prod-Windows-FirewallRules	Windows 10 and later	Windows Firewall Rules
Prod-Windows-EnableStorageSense-Device	Windows 10 and later	Settings catalog
Prod-Windows-EnableSmartScreenPhishingProtection-Device	Windows 10 and later	Settings catalog
Prod-Windows-EnableFirewall	Windows 10 and later	Windows Firewall
Prod-Windows-EnableDeliveryOptimization-Device	Windows 10 and later	Settings catalog
Prod-Windows-EnableCredentialGuard-Device	Windows 10 and later	Settings catalog
Prod-Windows-BitLocker	Windows 10 and later	BitLocker
Prod-Windows-BaselinePolicies-User	Windows 10 and later	Settings catalog



Deep dive & demos



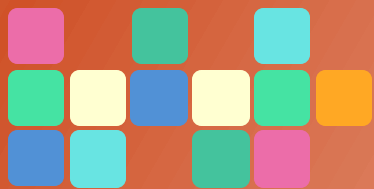
Deep dive

Physical PCs

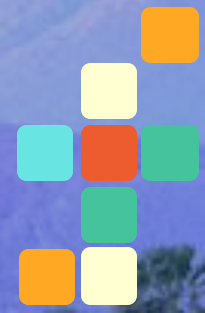
1. Enroll Windows VM into Autopilot
2. Assign Autopilot profile
3. Review Intune policies and assignments
4. Package Microsoft 365 apps
5. Review customized defaults
6. Validate Autopilot profile assignment
7. Sign into Windows PC
8. Review first sign-in user experience

Windows 365 & AVD

1. Review Desktop images
2. Review Microsoft 365 apps packages
3. Review PowerShell scripts
4. Review customized defaults
5. Review Intune policies and assignments
6. Review first sign-in user experience



Review



Takeaways

User experience is key to perceived & actual performance

Windows Autopilot requires considered **configuration & expectations**

Configure enterprise-ready defaults for **Windows, Edge, M365 etc.**

Microsoft 365 provides key services to sync user preferences

Enable users to move **seamlessly** across physical & virtual with minimal effort



Resources

Intune policies



Microsoft 365
apps packager

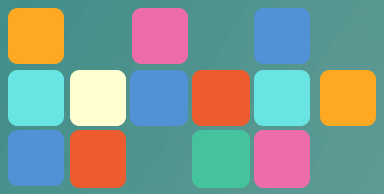


Customized
defaults



Scripted
actions





Thank you!

