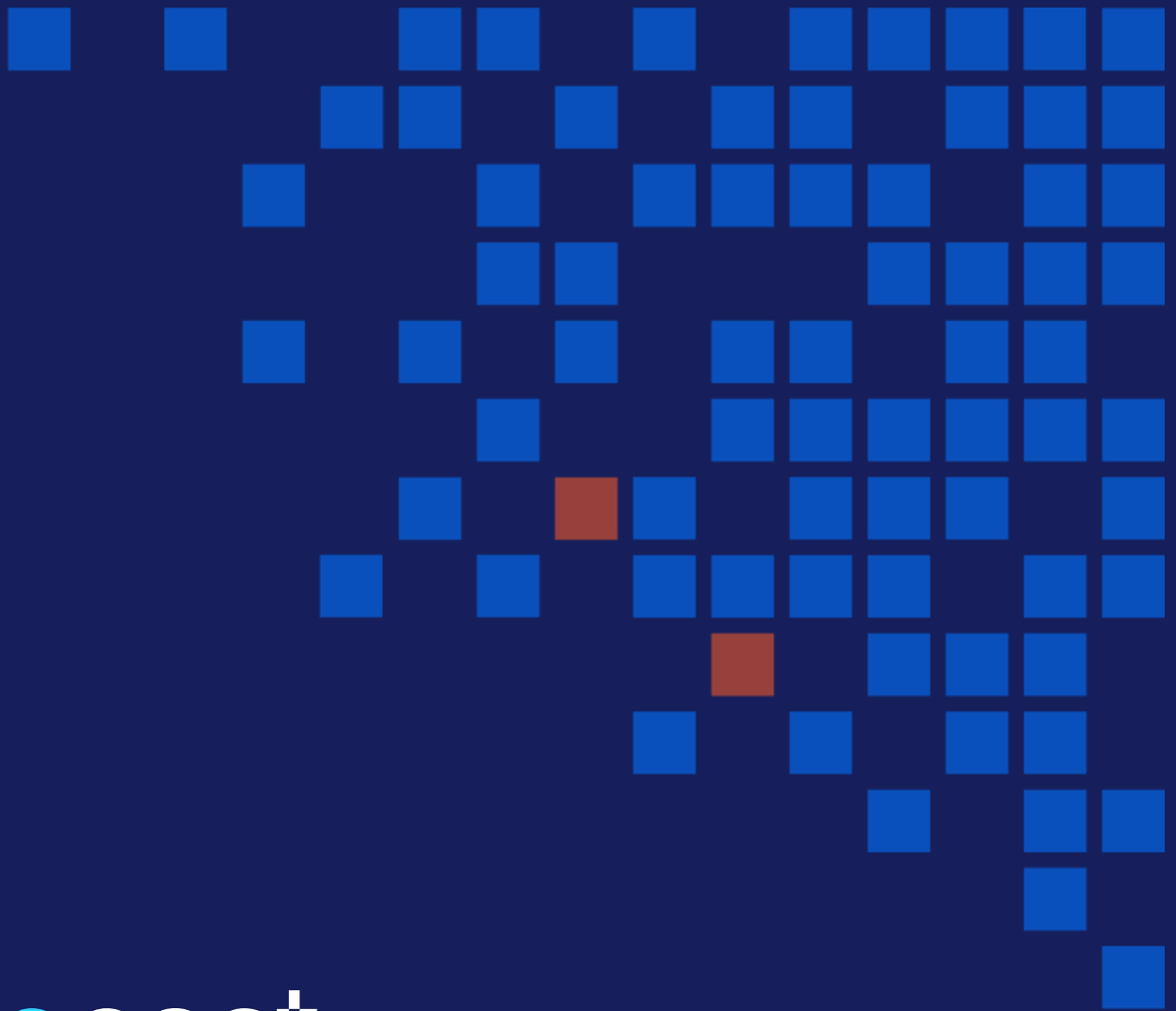




Recast

The State of Intune in 2026

Insights from 890 IT professionals on cloud migration,
application management, security priorities, and the future of
endpoint management

Introduction

The shift from Microsoft Configuration Manager to Intune is exposing just how difficult modern endpoint management has become. For many, this is not a smooth transition. It's a drawn-out, high-pressure balancing act where legacy tools still matter, cloud management continues to mature, and gaps between the two platforms create more work, risk, and frustration.

Recast conducted the State of Intune in 2026 survey to dig into this “messy middle,” in which IT teams are expected to modernize while keeping devices secure, users productive, and operations up and running. The findings show where organizations are making progress and where they struggle. The results offer a benchmark for cloud migration pace, security focus, staffing realities, and the ongoing effort required to manage endpoint environments at scale.



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Executive Summary

In April 2026, 890 IT pros around the world shared their insight and perspective to create a unique snapshot of the IT industry. Clearly, respondents see value in Intune and are pushing toward modernization, but the day-to-day reality is still manual and largely reactive. The results point to a market that is not looking for more platform promises alone. It seeks faster, more scalable ways to manage endpoint and application complexity.

Key findings

Intune pain points are notable, but the platform is well regarded overall

The operational reality of Intune is complicated. Many teams continue to spend significant time each week on manual packaging, patching, troubleshooting, and reporting. Most respondents describe their Intune work as either reactive or only partly proactive. That said, they are satisfied with Intune and feel confident in their ability to troubleshoot it. The takeaway isn't that Intune is failing. It's that teams still need better ways to reduce manual effort and move from day-to-day firefighting toward more scalable management.

- **Why this matters:** The tension between overall Intune satisfaction and persistent friction suggests organizations see value in Intune but need better support for day-to-day operational work.

81% like Intune, yet 65% lose 6 to 15 hours each week on manual work.

Application lifecycle management still runs on manual effort, causing a major operational burden

Application management remains one of the clearest pressure points for Intune teams. Respondents most often pointed to application packaging/deployment and third-party patching as their biggest challenges, and many still spend significant time each week on manual tasks related to these areas. Manual Win32 packaging and incomplete third-party patching automation remain common, even among organizations already using Intune. The result is an environment where Intune adoption has advanced, but the administrative burden around application management remains high.

- **Why this matters:** Application packaging/deployment and third-party patching are still heavily manual, and until automation becomes more consistent, teams will find it nearly impossible to reduce workload and scale effectively in the wake of increasing security threats.

37% say app packaging & deployment is a top challenge.

The “messy middle” of hybrid and ConfigMgr-led environments is here to stay

The market will be in the “messy middle” for some time. The most common endpoint management model is a hybrid of ConfigMgr and Intune, and the largest single group of respondents says most workloads remain in ConfigMgr. Not many are running Intune-only environments. This suggests that while cloud adoption is advancing, many organizations are still in a transitional state rather than operating in a fully modern management model.

In fact, the findings point to the need to look more closely at what modern management actually is. The phrase “migrating to Intune” could mean a hybrid state for some and an Intune-only model for others. Instead of pure Intune environments, modern management is actually a best-of-both-worlds approach. Regardless of the model, IT pros need consistency in the form of an operational layer to keep things running smoothly.

When asked to look forward five years, most of those currently using only ConfigMgr expect to be in a hybrid state. Similarly, across all respondents who still use ConfigMgr in some capacity, more than half either have no plans to retire it or have no timeline even if they do expect to transition off the platform at some point. This is important. It's not just that the transition is slow. It's that many IT teams don't believe pure Intune is the destination.

- **Why this matters:** People still trust ConfigMgr and need effective capabilities to power their hybrid environments for years to come.

62% manage devices using both Intune and ConfigMgr.

The phrase “migrating to Intune” is open to interpretation.

For some, this could mean they are 100% on Intune, while others may interpret this as a hybrid/co-managed state where they still rely on ConfigMgr or Active Directory.

Security, cloud progress, and Windows 11 are top priorities in the next year

Over the next 12 months, respondents are focused on practical modernization priorities, including Windows 11 rollout, stronger security, cloud migration, and automation. These areas map closely to the pain points seen throughout the survey. Relatively small teams are trying to secure and modernize their environments while reducing the manual work required to keep them stable. The common thread is operational consistency. Whether teams are focused on migration, security, automation, or platform updates, they need help executing across the full environment.

- **Why this matters:** With everything on their plates, lean IT teams are stretched thin with multiple high-impact projects, which will further extend their transition from ConfigMgr to Intune.

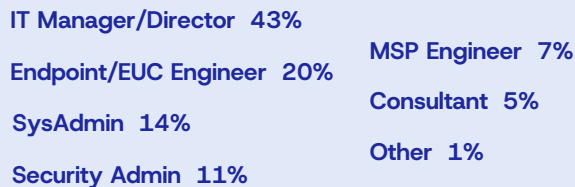
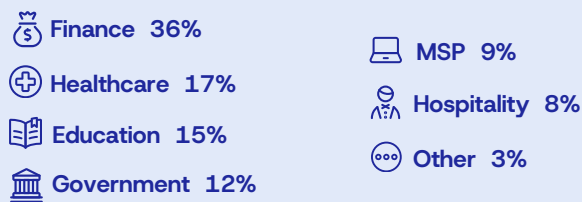
23% say their Windows 11 rollout is the top priority in the next year.

Methodology & Respondent Profile

Recast polled 890 global IT professionals in April 2026 to understand real-world challenges, tool usage, automation maturity, migration progress, and plans. The survey was deployed using customer databases and social media platforms. Recast's partners also shared the survey with their audiences over social media.

Industries, roles, & geographies

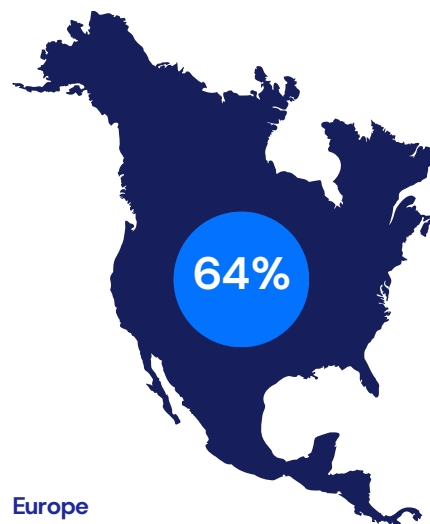
(n=890)



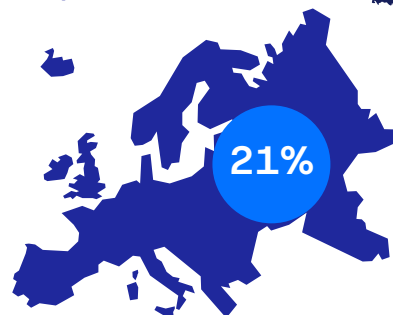
The findings draw heavily from people who either influence strategy directly or manage endpoint environments. That mix strengthens the value of the findings as it combines both leadership and operational perspectives.

Percentages throughout the report are rounded to the nearest whole number. Some questions were multi-select, so totals can exceed 100%. Response counts vary because of skip logic and retained partial responses. Of the total respondent pool, 203 used ConfigMgr only (no Intune) and were served a subset of questions.

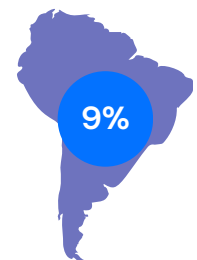
North America



Europe

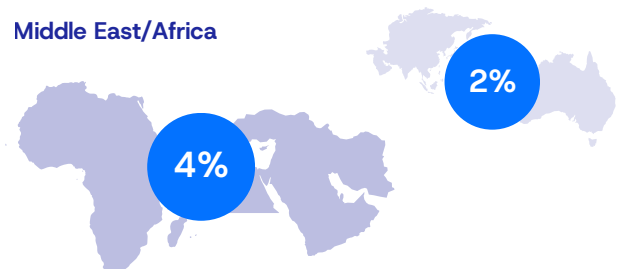


Latin America



Asia/Australia

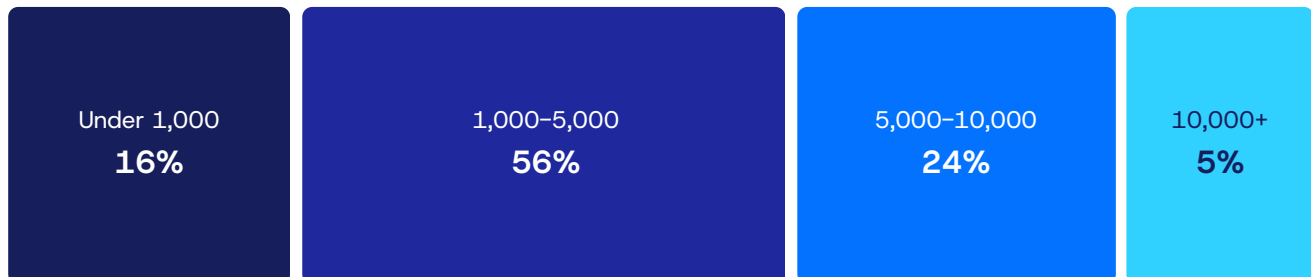
Middle East/Africa



2%

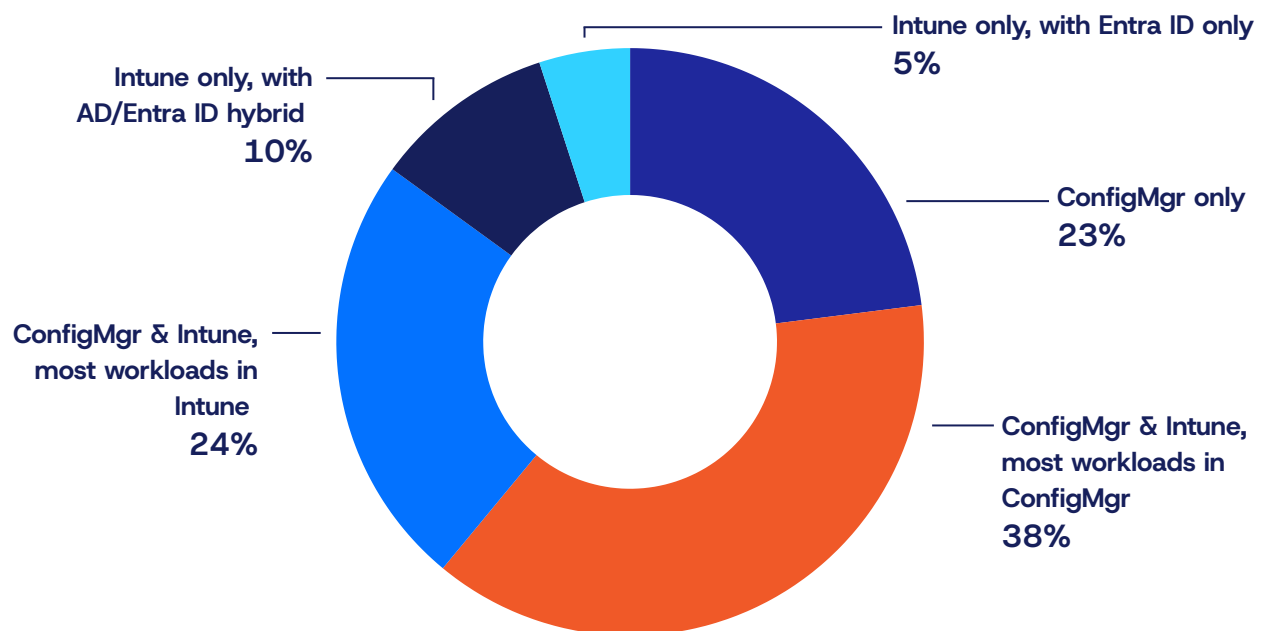
Devices & Environment

How many endpoints are you managing in your environment? (n=890)

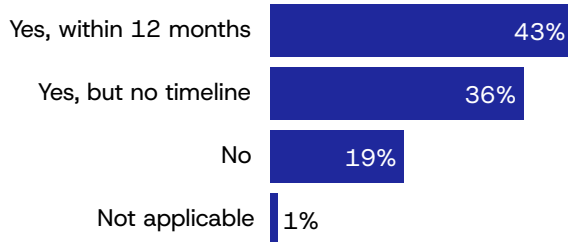


What best describes how you're managing endpoints today? (n=890)

Most organizations still operate in a hybrid state, with ConfigMgr and Intune used together in some form. The largest segment reports using both tools with most workloads still in ConfigMgr, while a smaller but still meaningful share says most workloads are already in Intune. Fully Intune-based management remains a minority position. This suggests that cloud transition is underway, but the market as a whole is not yet centered on Intune-only operations. The results also show that legacy tooling still plays a major role in day-to-day endpoint management.

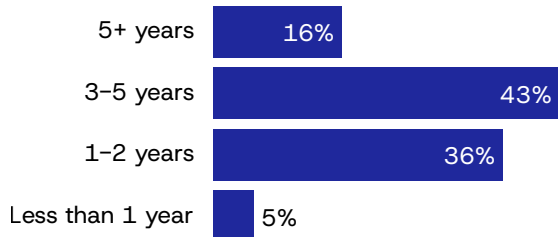


Are you planning to retire ConfigMgr? (n=757)



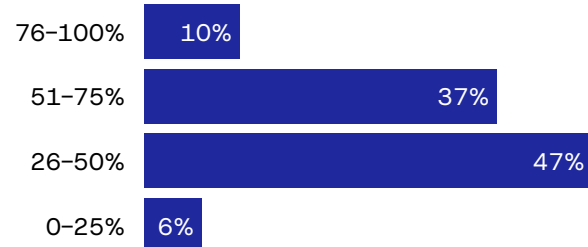
A meaningful share of respondents says they plan to retire ConfigMgr within 12 months, but more than half say they either have no timeline or no plans to retire it. This makes ConfigMgr retirement look more like a gradual shift than a sharp break. Even where the intent to move forward is clear, a lack of timing suggests uncertainty or competing priorities. The results reinforce the idea that ConfigMgr will remain part of many environments for some time.

How long has your organization been using Intune in production? (n=682)



The survey is clearly dominated by users with enough experience to evaluate the platform beyond early impressions. This experience makes the assessment of Intune's strengths and challenges later in the survey more meaningful.

Approximately what percentage of your endpoints are fully managed by Intune? (n=682)

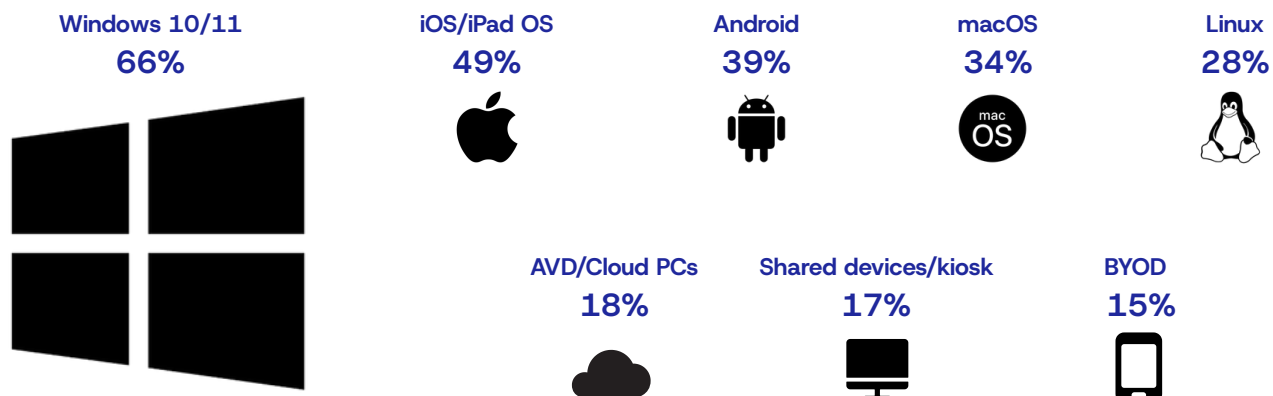


Only a small minority report that nearly all endpoints are fully managed in Intune. This shows that partial adoption (a complicated scenario) is the norm. It also helps explain why hybrid models remain dominant in the earlier results. For many organizations, Intune is clearly established, but it has not yet displaced legacy management across the full endpoint estate.

55% of those using ConfigMgr have no plans or no timeline to retire it.



What device types are you managing in Intune? (select all that apply) (n=682)



Intune is being used across a broad mix of endpoint types, not just traditional Windows devices. That breadth helps explain why unified endpoint management across multiple device types ranks so highly as an Intune strength. It also hints at why cross-platform issues still show up as an Intune challenge, albeit at 3%. It's possible that respondents in a hybrid environment are managing mobile devices on Intune while using ConfigMgr for other types of endpoints.

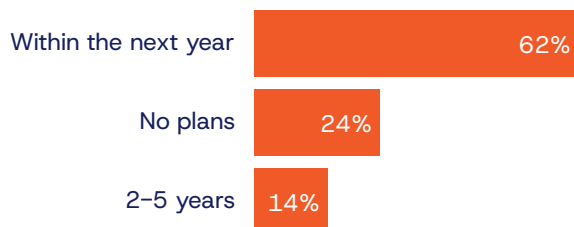
Where are you with your Windows 11 migration? (n=890)



Most respondents say their Windows 11 migration is either completed or in progress, with only a small share indicating it hasn't started. These results also align with the later finding that 23% say Windows 11 rollout is their top priority for the next year. It's surprising that 16% have either not started or are in the planning phase. The data makes clear that Windows 11 remains a major part of endpoint strategy.

For those using only ConfigMgr

When do you plan to migrate to Intune? (n=203)



Among respondents using ConfigMgr only, most say they plan to migrate within the next year. This likely means there is a migration plan in place. Importantly, “migrating to Intune” could also indicate the beginning of a co-managed state.

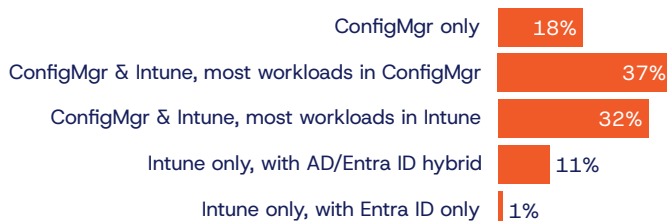
A smaller group says the move is two to five years away, and another group says they have no plans to migrate at all. This pattern suggests there is momentum toward Intune adoption, but not universal agreement on timing. It also indicates that some organizations still do not see migration as a near-term priority. The spread in responses reflects different levels of readiness and pressure to modernize.

What is preventing you from migrating to Intune? (n=203)



Regulations, lack of Intune expertise, and lack of cloud infrastructure are all notable barriers to migration for those in a ConfigMgr-only state. Together, these responses show that migration is not just a tooling decision. It often depends on governance, internal capability, and foundational IT maturity.

What does your ideal state look like in 5 years? (n=203)



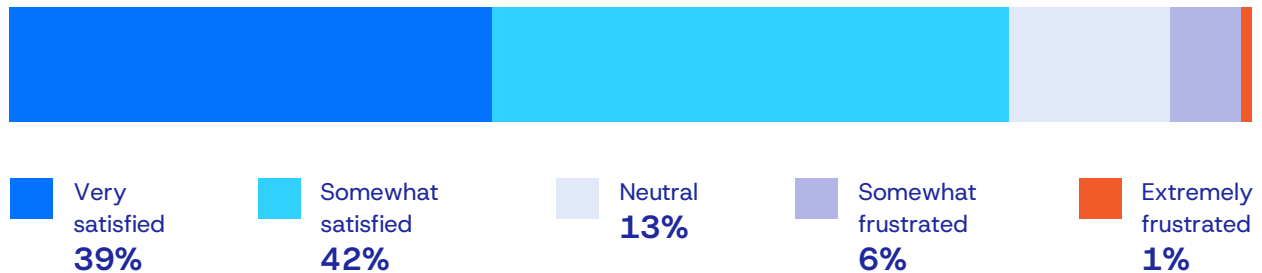
Even among ConfigMgr-only respondents, the most common future vision is not a full move to Intune-only management. Most respondents instead describe an ideal state that still includes both ConfigMgr and Intune, often with one platform carrying more of the workload than the other. A smaller group still sees ConfigMgr-only as its preferred future state. This suggests that many organizations do not view full cloud management as the only desirable end state. There appears to be caution about replacing ConfigMgr completely.



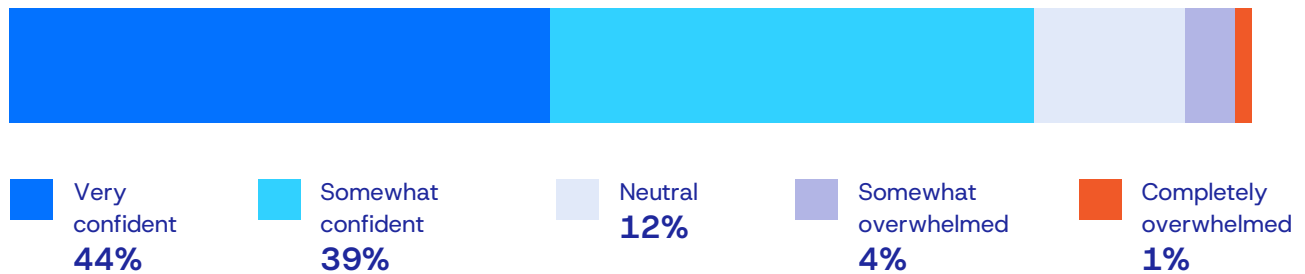
Intune Experience & Operational Reality

The overall perception of Intune is positive, even if some are experiencing friction. This is interesting in light of the operational challenges respondents point to later. In short, the platform is generally well regarded, but satisfaction does not mean the work is light or easy.

How would you describe your overall experience managing Intune? (n=687)

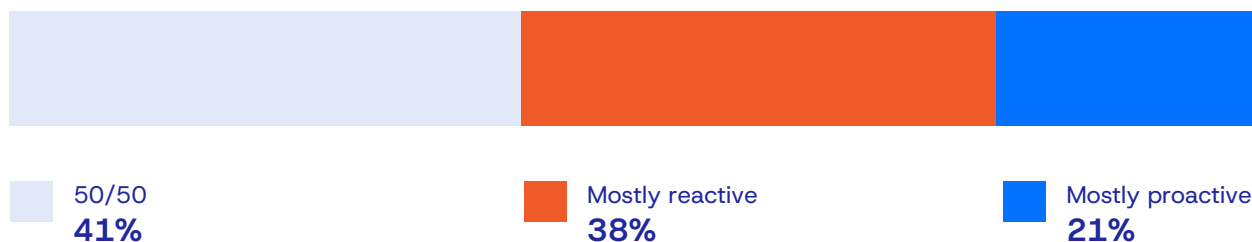


How confident are you in your ability to troubleshoot Intune issues? (n=687)



Confidence levels are generally high, and only a small percentage say they feel overwhelmed. Clearly, many teams have developed a working level of comfort with Intune. At the same time, strong personal confidence does not eliminate the platform and process issues highlighted in the survey. Troubleshooting may be familiar work, but it still takes time and remains a burden.

How much of your Intune workload is reactive (troubleshooting/firefighting) vs. proactive? (n=687)



Most respondents describe their workload as either evenly split or mostly reactive. This points to environments where teams are still spending substantial effort responding to issues rather than driving forward-looking improvements. This is important to note as reactive work often limits progress on automation, migration, and strategic modernization. The balance here suggests that many endpoint teams are still operating under day-to-day pressure. It also helps explain the continued emphasis on reducing admin workload.

How many people actively manage your Intune environment? (n=687)



84% of respondents report between two and six team members managing Intune. This suggests that many organizations are running endpoint environments with fairly lean staffing. That staffing reality adds context to the challenges around packaging, patching, and troubleshooting. It also makes the demand for automation easy to understand.

Intune's Strengths & Challenges

Respondents value Intune most when it helps centralize management and strengthen the broader Microsoft ecosystem connection. Zero-touch deployment and application management are also recognized, but they are not as dominant. This suggests that the platform's strategic value is clearest when it simplifies control and improves consistency. That is especially relevant for organizations supporting mixed device environments.

What are Intune's strengths? (select up to 3) (n=687)

Unified endpoint management across multiple device types (Windows, macOS, iOS, Android)

51%

Integration with Microsoft 365, Azure AD (Entra ID), and Defender

48%

Strong security and compliance policy enforcement

34%

Zero-touch deployment (e.g., Windows Autopilot)

28%

Application management and app protection policies

26%

Conditional access and Zero Trust security capabilities

17%

Remote device management and troubleshooting actions

14%

Policy-based automation (Wi-Fi, VPN, email configuration, etc.)

9%

Cloud-native scalability with no on-prem infrastructure

8%

Ease of use and intuitive interface

4%

Reporting and analytics capabilities

1%

What are your biggest challenges with Intune today? (select up to 3) (n=687)

Application packaging and deployment

37%

Third-party patching

33%

Troubleshooting device issues

32%

Windows Update management

29%

Reporting and visibility

28%

Device compliance policies

22%

Security configuration

21%

Autopilot provisioning

13%

Managing remote devices

11%

Migration from ConfigMgr

7%

RBAC/permissions

5%

Cross-platform management

3%

The top challenges represent practical, recurring operational tasks rather than edge-case concerns. This points to the work that consumes teams every week. The challenge list also aligns closely with the manual-hours data and the stated priorities around workload reduction and automation. The message is consistent: Many teams are still spending too much effort on routine endpoint operations and need support with operational tasks.

These results match very well with what we see in the field every day. Many companies think Intune will solve everything, but in reality, **application packaging is still the biggest challenge**. It takes more time and effort than expected, especially for complex or legacy applications.

We also see the same problem with third-party patching and reporting. These are very important for security and visibility, but Intune does not provide strong native solutions. Because of this, many IT teams need to use extra tools or manual work, which is not easy to scale.

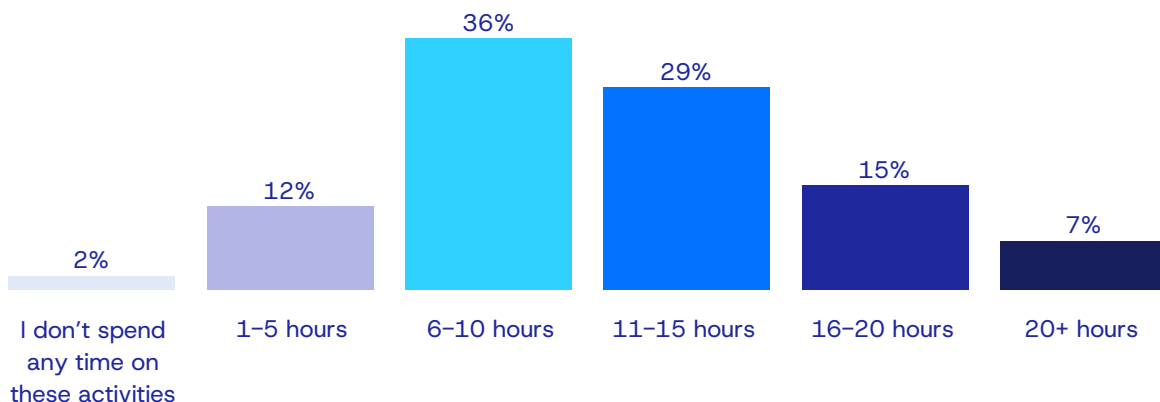
From our experience, the companies that succeed with Intune are the ones that understand this early. **They don't try to do everything with Intune only.** They add the right tools and build good processes. This makes a big difference between a basic setup and a strong, secure environment.

—Benoit Lecours, CEO at System Center Dudes

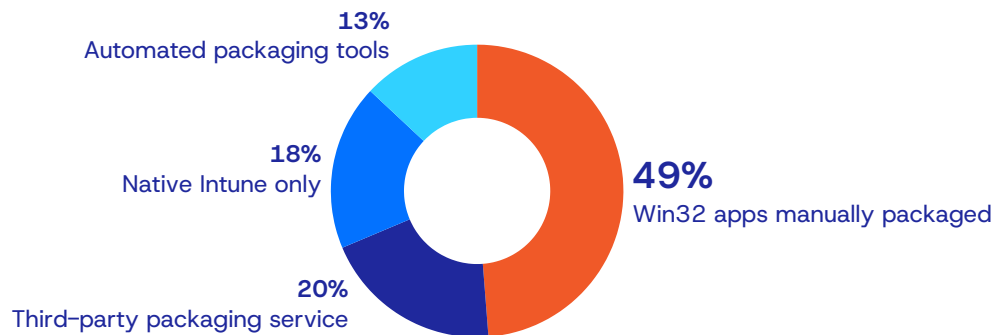
Application Management

65% of all respondents spend between six and 15 hours per week on these tasks, and 22% spend even more. This shows that manual effort remains a significant part of endpoint administration. Even in environments with automation in place, those gains do not appear to eliminate the operational burden. This is interesting in light of the satisfaction respondents reported with Intune overall.

About how many hours per week do you spend on manual packaging, patching, troubleshooting, and reporting? (n=890)



How are you packaging and deploying applications? (n=890)



At 49%, manual Win32 application packaging is by far the most common method of packaging and deployment. Automated packaging tools, native Intune-only methods, and third-party packaging services all trail behind. This helps explain why application packaging and deployment appear as the top Intune challenge. It also suggests that many organizations still rely on labor-intensive processes for a core operational task. Where workload reduction is a priority, this is one of the clearest areas for improvement shown in the survey.

Is third-party patching automated in your environment? (n=890)

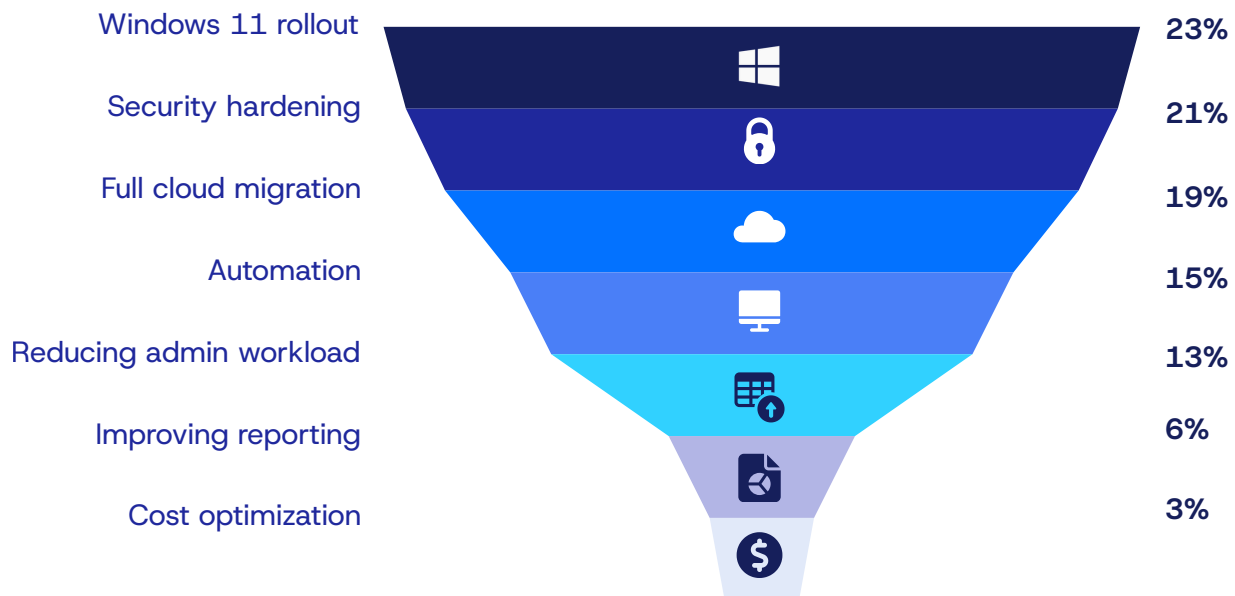


Although many organizations have made progress toward patch automation, many appear to be in flux. Once again, this aligns closely with the Intune challenges data, where 33% selected third-party patching as a top concern. It also reinforces the idea that automation maturity is uneven across the market. For many teams, patching still appears to be a source of hands-on work and complexity.

Plans

Windows 11 rollout is the top priority, followed closely by security hardening and full cloud migration. One surprise is that improving reporting came in sixth. The spread of responses shows that organizations are balancing platform change, security posture, and operational efficiency. These are not isolated goals. They connect directly to the migration, staffing, and workload issues shown throughout the survey.

What is your top priority for the next 12 months? (n=890)



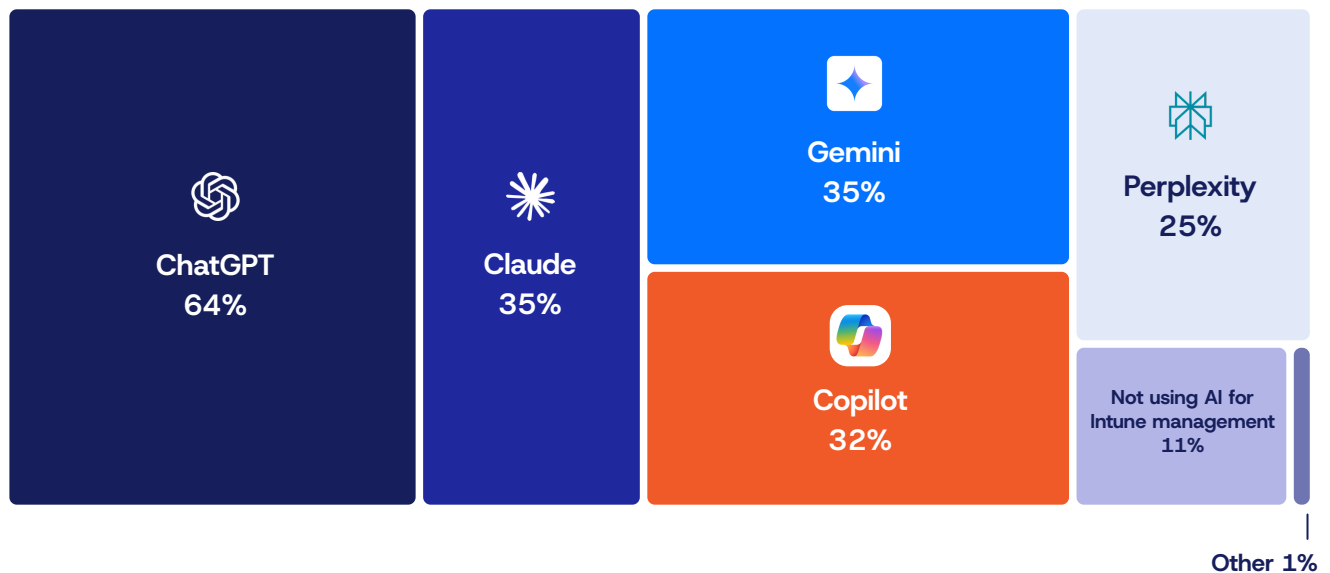
I was hoping that Windows 11 rollout was a lower priority (and that it was already done), but I understand this from an application compatibility and hardware lifecycle (TPM) point of view. Automation will help with reducing admin workload (but it will increase the admin workload at first).

—Harm Veenstra, Microsoft MVP

Tools & Community

AI experimentation is already underway, but adoption is not uniform. The results show a market that is open to AI support, though still fragmented in terms of preferred tools. The data does not capture how these tools are being used or whether the LLMs are free or paid versions. Because of this, the findings only support adoption patterns, not use cases.

Which AI tools are you using to assist with Intune management? (n=684)



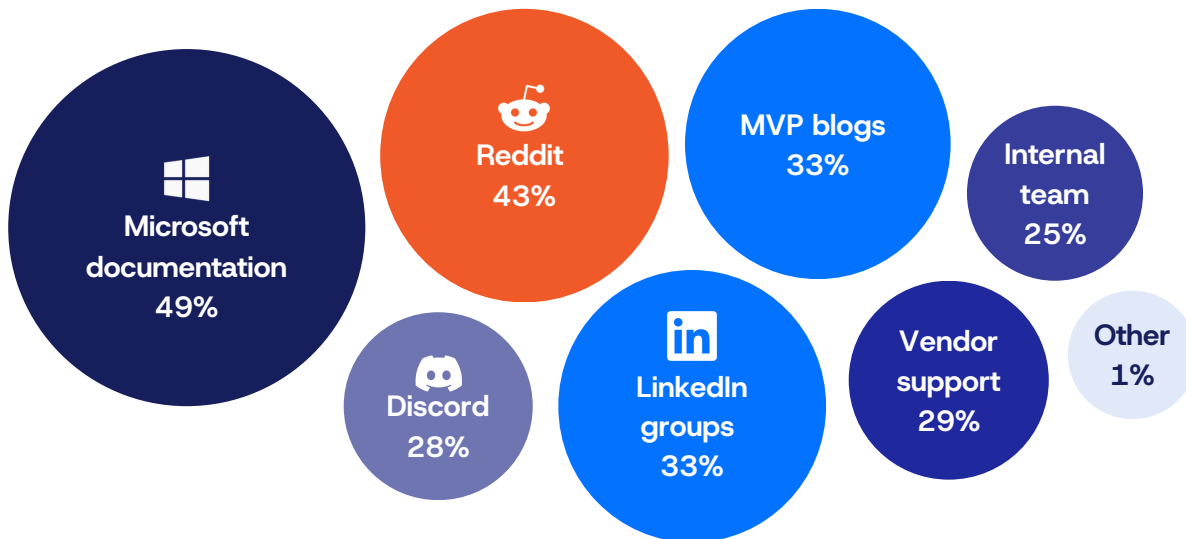
The thing that jumps out to me most in this chart is how close the tools are to each other. Claude, Copilot, and Gemini sit within just a few responses of one another, and ChatGPT leads but not by the dominant margin its general market position might suggest.

Honestly, it matches my own behavior: I switch my primary AI tool roughly every two weeks. The reason is every couple of weeks a new model drops that raises the bar to a new level. What I see in the data is that there is not a clear leader, that every tool/model has their strength.

Two more points I see: Adoption is amazingly good. Only 11% aren't using AI for Intune management at all. That shift happened remarkably fast. ChatGPT is beating Copilot 2:1.

—Jannik Reinhard, Microsoft MVP

Where do you go for help with Intune issues? (n=687)



IT pros rely on both official guidance and peer-driven communities for Intune support. For many, troubleshooting and learning are distributed activities rather than something handled through one dominant channel. The results point to the importance of accessible documentation and knowledge-sharing ecosystems. The data does not indicate which sources are most effective, only that they are commonly used.

The top three say a lot about how layered Intune support has become. My own first stop is Microsoft's documentation. It is generally high quality, kept current, and authoritative, so it answers most of the questions about what is supported and how a feature is meant to work. From there I go to MVP and community blogs. They tend to be where the field-tested, scenario-specific answers live, the ones that show how things actually behave in a real, mixed estate. With Intune shipping changes almost constantly, the community often documents new behavior before the official guidance catches up.

Reddit ranking so high is a telling signal in itself. To me it has largely replaced the old Microsoft forums as the place admins go for quick, peer problem-solving when they hit an edge case. That same shift is moving into real-time spaces, too. I have recently become more active on Discord, and that is increasingly where these conversations happen as they move from search-and-read toward ask-and-answer in the moment.

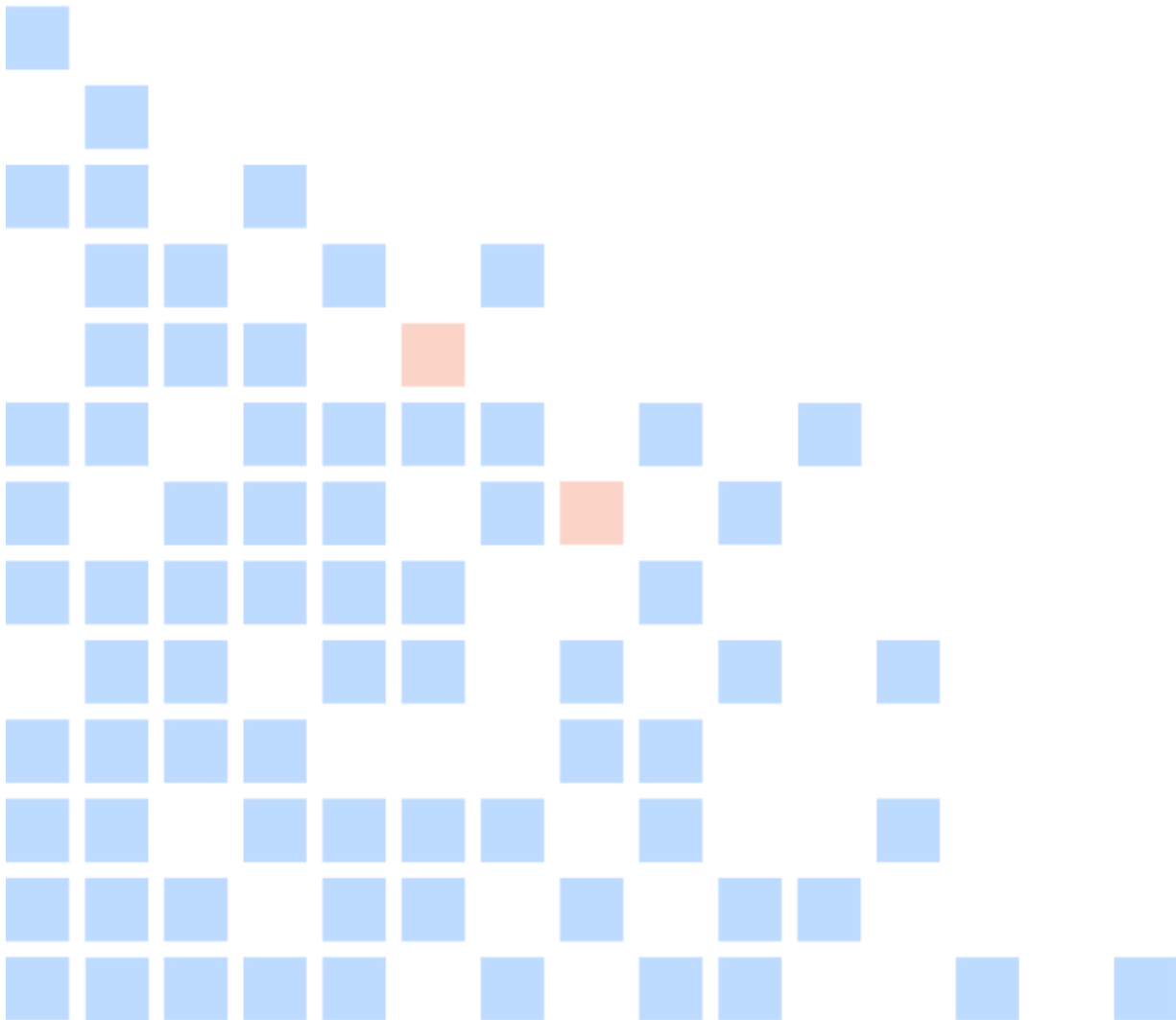
The takeaway I would draw is that these sources are complementary, not competing. The strongest support experience combines authoritative vendor documentation with practitioner and community knowledge, and that community layer is increasingly live and conversational.

—Daniel Engberg

Conclusion

Managing endpoints and applications today is no easy feat, despite general satisfaction with Intune as a platform. The survey data clearly shows that even if Intune is the desired end state, the “messy middle” between ConfigMgr and Intune is a long-term reality for many organizations, and application lifecycle management is a critical unsolved operational problem. Even those who are satisfied with Intune are spending nearly two days a week doing manual work on it.

Those two realities sound contradictory, but they're not. This tells us there's a need for a supportive operational layer to make the full system work. With trusted Microsoft foundations already in place, IT teams must look to complementary capabilities to bridge the gaps and reclaim lost hours.



Recast

Thank you to our survey partners

This report was created in partnership with industry leaders and Microsoft MVPs.

Daniel Engberg →

Jannik Reinhard →

Harm Veenstra →

System Center Dudes →

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