



## CASE STUDY

# How a Top North American Bank Reduced Manual Application Deployment Work While Preparing for Intune

## Customer snapshot

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This top financial services provider supports a complex Windows environment and is actively planning a broader transition to Intune and Autopilot. The team prioritized stability, security, and minimizing disruption while modernizing how applications are deployed and maintained.

- **Industry:** Financial services
- **Team/roles involved:** Endpoint administrators, engineers, customer success, and onboarding stakeholders
- **Environment/tools:** Configuration Manager, Intune, Autopilot, and a digital experience monitoring (DEM) solution
- **Endpoints:** 13,000
- **What triggered the project:** Need to reduce manual application management work and prepare for increased Intune usage
- **Recast products:** Right Click Tools, Right Click Tools Insights, Right Click Tools Patching
- **Constraints:** Network access approvals, proxy configuration, DLP restrictions, permission models

## The challenges

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The team was under pressure to modernize endpoint management, balancing cost, security, and operational risk while replacing a broken patching process. Every pain point reinforced the same need: Reduce work now without blocking progress toward Intune.

### High VDI cost and slow onboarding led to a push for simpler operations

Rising VDI expenses and ineffective engineer onboarding, complicated by IP transfer limits between environments, increased urgency to streamline how applications were managed and delivered.

### Strict DLP controls slowed troubleshooting and support

Heavy DLP tooling made it difficult to securely share logs or files with external teams, dragging out investigations and resolution times.

### Limited Intune control stalled co-management plans

The team lacked granular endpoint control in Intune, which delayed migration to Intune and reduced confidence in expanding usage.





### **Manual packaging and shared application packaging team created bottlenecks**

Reliance on contractors and a shared application packaging team slowed application packaging and introduced coordination issues, forcing engineers back into hands-on work.

### **Network and infrastructure blockers disrupted updates**

Tools like NetSkope and Blue Coat proxies, combined with server hardening policies, routinely blocked required URLs and complicated third-party updates.

### **Expired patching solution created immediate risk**

With a previous third-party patching license expired, the team lacked a reliable way to deliver timely updates, especially after Patch Tuesday.

## The solution

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The organization took a phased, practical approach that focused on reducing time-intensive work first while deferring broader platform adoption until the basics were working well.

### **Start with a focused rollout**

The team began with Right Click Tools Patching to address the most immediate pain around application deployment and maintenance.

### **Validate through a proof of concept**

A POC helped confirm that the tooling could operate within existing security and network constraints.

### **Work through access and setup deliberately**

Onboarding sessions and follow-up technical calls addressed permissions, server setup, proxy configuration, and API access.

### **Plan for enablement**

Training, documentation, and regular check-ins would be key to expanding usage across a growing team.

## The results

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With the initial rollout of Right Click Tools Patching in place, the team shifted from managing friction to building momentum toward future phases.

### **Reduced manual deployment work**

With a catalog of over 6,000 applications, Right Click Tools Patching automated key parts of application deployment, lowering the amount of manual work required day to day.

### **More predictable operations**

Deployments became easier to manage and more consistent, which increased confidence across the team.

### **Clearer path to Intune**

With application management stabilized, the organization was better positioned to increase Intune usage and plan for Autopilot.

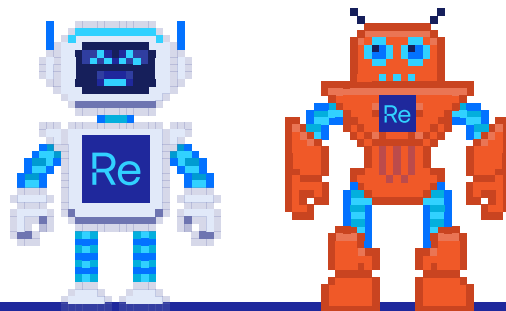




For this organization, the biggest win was getting out of the cycle of manual deployment work that had been consuming time and energy. Right Click Tools Patching reduced that burden, enabling the team to focus on what's next: building a steadier, more practical path toward broader Intune adoption.

“Right Click Tools Patching is running 24/7, putting out new apps for us that are automated through a deployment process. It’s doing a great job. It has removed a ton of internal team toil and has been very successful.”

—Systems Administrator



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