



CASE STUDY

A State Government Entity Uses Right Click Tools Insights to Enhance Warranty Reporting as the Team Moves Toward Intune

Customer snapshot

This organization operates a large, mixed endpoint environment that includes Configuration Manager, Intune, virtual desktops, and Macs. The team balances daily operational support with long-term planning around device lifecycle, reporting accuracy, and a gradual transition to co-management.

- **Industry:** Public sector/government
- **Team/roles involved:** Enterprise endpoint management leadership and admins, helpdesk staff
- **Environment/tools:** Configuration Manager, Intune, Autopilot, VDI, Jamf, ServiceNow, Right Click Tools, and Right Click Tools Insights
- **Endpoints:** 100,000
- **What triggered the project:** The need for accurate warranty and asset data to support refresh planning and reduce manual endpoint work
- **Constraints:** Agency-specific security boundaries, Configuration Manager performance at scale, reporting complexity, and limits in Intune manageability
- **Timeline:** Active co-management today, with a multi-year path toward becoming fully native Intune

The challenges

The team needed reliable answers about device age and warranty status. Their complex environment made even basic reporting slow and manual.

Warranty data was hard to trust

Without centralized, accessible warranty information, device-refresh planning required manual checks across tools and vendors.

Manual lookups slowed planning

Helpdesk staff and administrators spent time pulling device details instead of acting on them.

Scale amplified reporting pain

As the environment grew to 100,000 devices, Configuration Manager performance issues and report timeouts made large data sets harder to work with.

The move to Intune was already in motion

The shift toward Intune and co-management added urgency, since planning device replacement alongside platform change required accurate lifecycle data.





Team silos added friction

Agency-specific boundaries and split cloud and on-prem responsibilities made it harder to standardize how asset data was gathered and used.

The solution: Right Click Tools Insights

Rather than chasing a full platform overhaul, the team focused on improving visibility first, starting with warranty and asset reporting they could rely on day to day. They looked to Right Click Tools Insights, an advanced data and reporting solution, to quickly find warranty information and other device details.

Right Click Tools Insights reporting gives administrators and helpdesk staff a clear, centralized view into device warranty status so they can plan replacements and prioritize work based on lifecycle reality, not assumptions. This reporting fits into existing Configuration Manager-based workflows while supporting a gradual shift toward Intune.

The results

The biggest change hasn't been achieving one particular migration milestone, but steady improvement in how decisions are made and how much effort those decisions require.

Reduced manual and repetitive work

The team has reduced manual endpoint management effort by an estimated 3,000 hours per month across its 100,000-device environment. That 36,000 hours per year in reclaimed time equates to about 17 full-time positions.

Reporting to support daily operations

Administrators and helpdesk staff now have ready access to warranty, hardware age, and asset data, which are no longer locked away in spreadsheets, buried somewhere in SharePoint. Warranty reporting is a key input for hardware refreshes and replacement planning.

Platform change is easier to time

With clearer lifecycle data, the team can better align device refresh with Intune and Autopilot planning.

Looking ahead

The team is delighted with the visibility and value Right Click Tools Insights has delivered with warranty reporting. They are well positioned to better support their migration to Intune while devoting less time to manual work.

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