



CASE STUDY

A Large Real Estate Firm Improves Endpoint Reporting Across Configuration Manager and Intune

Customer snapshot

This end user support and operations team manages a large and growing global endpoint environment.

- **Industry:** Real estate
- **Environment:** Co-managed Microsoft Configuration Manager and Intune
- **Endpoints:** 6,000
- **Devices:** Primarily Windows, with a small percentage of Macs
- **Recast solutions:** Right Click Tools and Right Click Tools Insights

The challenges

For any IT team managing thousands of endpoints, getting the right information can become more complicated as devices span multiple management platforms. That's exactly what happened for this IT team. They needed to operate effectively in Configuration Manager as well as Intune, and reporting in this co-managed environment had become painful.

More devices were moving to the cloud

As the company added cloud-only enrollments, those devices were no longer visible in its Configuration Manager environment.

Reporting meant looking in more than one place

The engineering lead pulled much of his reporting from Configuration Manager, then had to reference Intune for additional information.

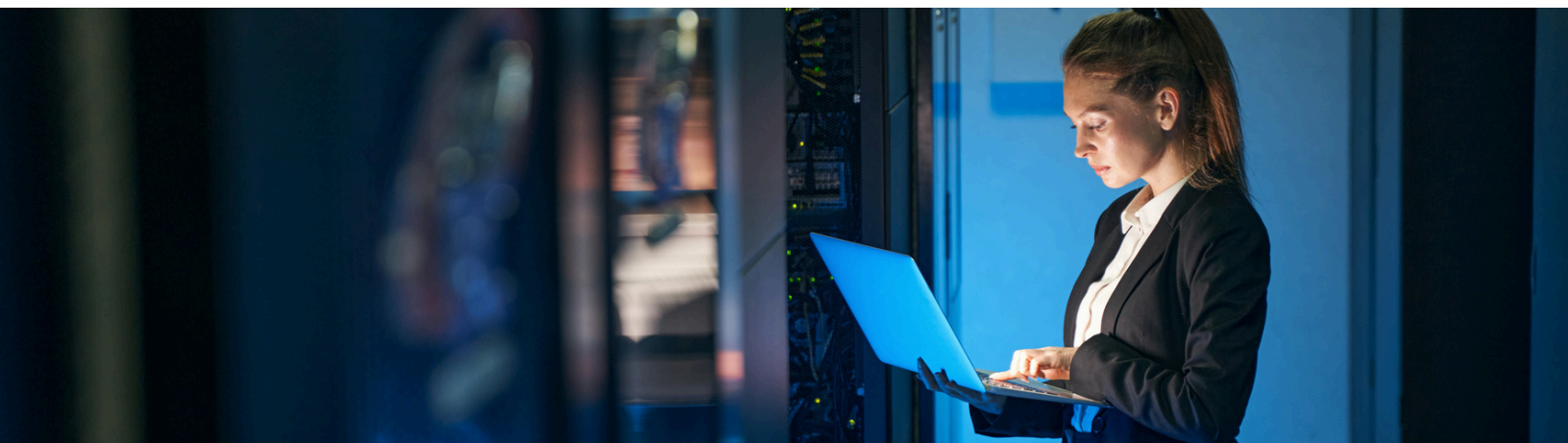
Scale amplified reporting pain

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

There was no fixed finish line for the cloud transition

The organization knew it was headed toward cloud-only management, but the team was still operating in a hybrid environment without a set timeline for completing the move away from Configuration Manager.





The solution

This team now uses [Right Click Tools Insights](#) for reporting and analytics alongside [Right Click Tools Enterprise](#) for day-to-day endpoint management.

Right Click Tools unlocks more than 200 management actions directly from the Configuration Manager and Intune consoles across collection, client actions, security, and more.

Insights provides the device intelligence missing from Configuration Manager and Intune, delivering detailed hardware, software, and warranty insights from a single pane of glass. It also provides warranty capture for Intune-managed devices.

The results

For this IT team, the appeal of Right Click Tools Insights is easy to understand. Reporting is already an important part of their process, and bringing Configuration Manager and Intune reporting closer together fits naturally with both the team's current needs and their plans for increased cloud reliance.

Consolidated reporting

Insights provides a more unified view of information across Configuration Manager and Intune, rather than treating them as separate reporting environments.

Built for today and tomorrow

Insights delivers visibility across the hybrid environment today and will continue to provide device intelligence from multiple data sources after the company standardizes on Intune.

The organization still has a way to go on its cloud journey, and that's exactly why reporting across both environments matters. They're well positioned to manage their endpoints smoothly today and for years to come.

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