



# Microsoft Intune

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Infrastructure Architect at a tech services company with 5,001-10,000 employees

Keith Williams

### WHAT IS OUR PRIMARY USE CASE?

Serverless Win10 with App deployment, Azure Active Directory and remote support. Can now co-manage devices with both Intune and Configuration Manager!

### WHAT IS MOST VALUABLE?

The ability to (somewhat) manage full Windows 10 computers including EXE-based or MSI-based application deployments using Azure Active Directory as Identity. And NOW (last quarter 2017), the ability to co-manage computers with BOTH InTune and System Centre Configuration Manager allows complex application delivery and ConfigMgr reporting etc to add more value.

### HOW HAS IT HELPED MY ORGANIZATION?

For our customer, it meant no on-premise systems configuration infrastructure or identity management services were required.

### WHAT NEEDS IMPROVEMENT?

Logs and similar deployment/remediation detail for application delivery to Windows 10 computers should to be improved. Additional application deployment options e.g. MSI deployment with more complex parameters or additional side-by-side files, and non-MSI deployment options.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Unsure. Some application deployments to Windows 10 computers would not start for a long period, with no recourse but to wait and see.

### WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Not relevant in our situation.



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### **HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

It wasn't necessary to escalate an any point.

### **WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

We didn't have a previous tool. The solution was required to extract a company from another as part of a demerger. The new entity was our customer.

### **HOW WAS THE INITIAL SETUP?**

Application delivery to Windows 10 was straightforward for someone with prior System Centre Configuration Manager and application deployment skill sets.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We are the vendor. Intune expertise was low at the start of the engagement, but we now have a fully developed Modern Management (Intune) practice.

### **WHAT WAS OUR ROI?**

Not calculated

### **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Consider the Microsoft Enterprise Mobility Suite rather than choosing specific sub-components, e.g. only Microsoft Intune.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We didn't examine other tools.

### **WHAT OTHER ADVICE DO I HAVE?**

Allow sufficient time to pilot and test. With the ability to now co-manage computers with BOTH InTune and System Centre Configuration Manager, you can pilot-test Intune without compromising on your proven systems management using ConfigMgr.

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