



WHITEPAPER

# Maximize the Value of Microsoft Intune with 1E

Enable fully modern management with real-time visibility and granular control for security and compliance



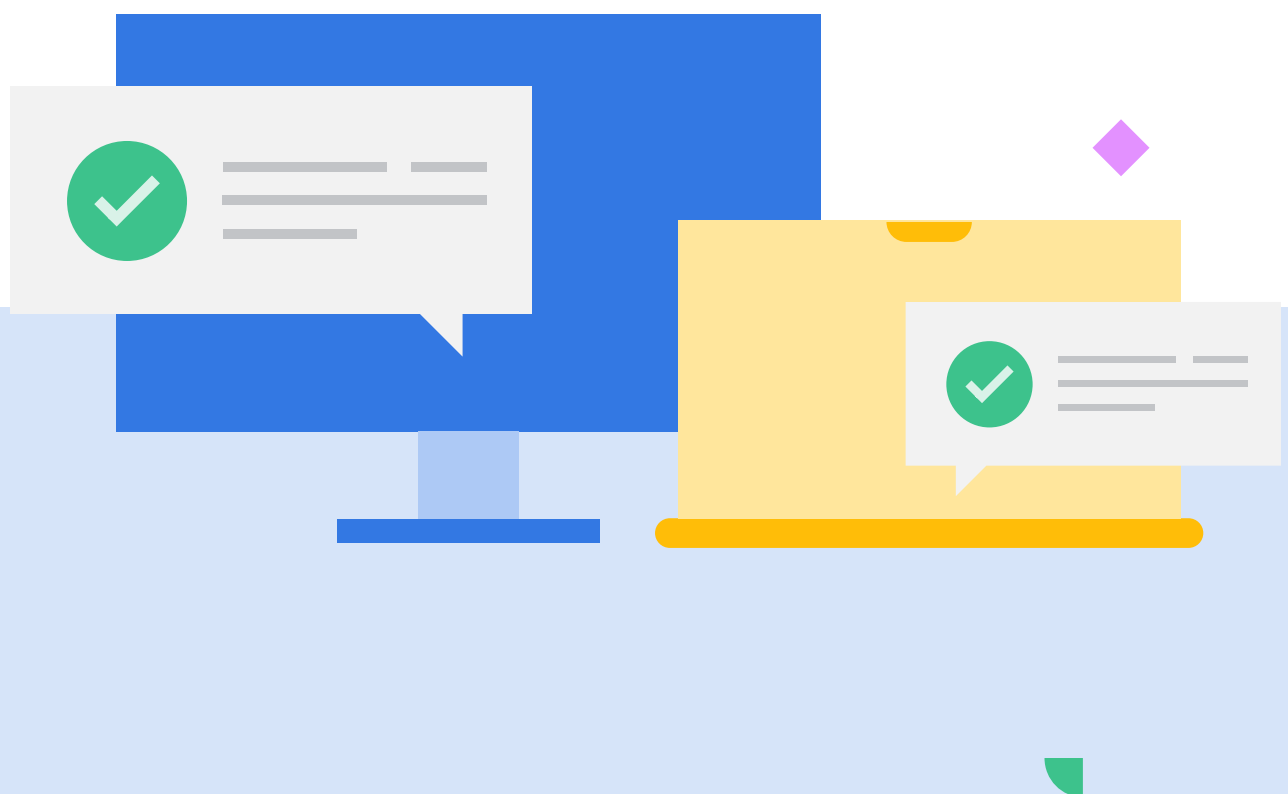
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# Executive Summary

The evolution from legacy Microsoft System Center Configuration Manager (ConfigMgr) to Microsoft Intune is great news for Microsoft customers, extending fully modern management across all types of devices. 1E can help you get even more value from your Microsoft investment with complementary capabilities to address key use cases in security and compliance.

Microsoft Intune provides a robust baseline of powerful, high-performance endpoint management capabilities. 1E adds value to Intune with lightweight, always-on communication and real-time actions that make it possible to address new vulnerabilities and misconfigurations as soon as they arise. With 1E, administrators also gain granular control to efficiently target deployments to specific groups, helping ensure compliance with diverse patching regulations across different regions.

Together, 1E and Microsoft are ushering in a new era of modern management.

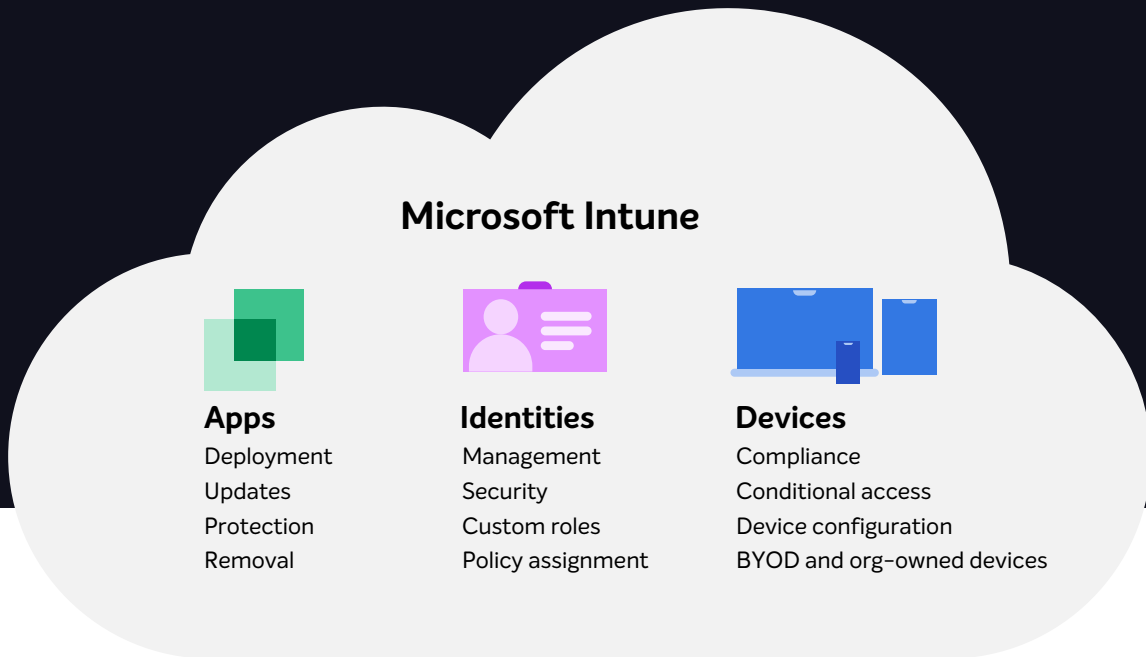




## What Microsoft Intune offers customers

The transition from ConfigMgr to Intune is an exciting opportunity for Microsoft customers. The latest generation of Microsoft’s cloud-based unified endpoint management service brings together Configuration Manager, Desktop Analytics, Autopilot, and familiar Intune MDM capabilities in an integrated solution. In this way, Intune simplifies app and device management across all types of corporate and BYOD devices — mobile, desktop, and virtual — to better support today’s hybrid workforce. Designed for scale, Intune works incredibly well, as 1E customers have confirmed.

As you’re coming up to speed on Intune, there are a few areas to be aware of where additional functionality may be needed to ensure that you’re meeting all your requirements for security and compliance.



## Rapid response to new risks

To communicate with endpoints, Intune relies on a “Poll and Pull” methodology in which devices periodically check in to report their status, check for updates, and execute any new configurations. This means that, as Gartner explains in a recent research note, “Actions, such as applying policy or assigning applications, executed in Intune can take up to eight hours to apply.”<sup>1</sup> An eight-hour sync window is fine for many use cases, but sometimes you need to move more quickly — especially in the case of new threats, vulnerabilities, and compliance gaps.

<sup>1</sup> Timon Watson, “The Top 10 Gotchas of Microsoft Intune,” Gartner, 3 April 2023.

## Continuous compliance across regions

Intune is a powerful solution to push patches and settings across your organization with speed and scale, but large businesses often face different requirements in different regions. For example, global enterprises typically fall under different regulatory mandates in Europe than in the U.S. As compliance rules continue to proliferate around the world, many organizations need an efficient way to target specific updates to specific regions. As Gartner puts it, “with Intune, this level of granularity is not available, requiring the use of additional tools to extract the necessary information to manually create the target groups.”<sup>2</sup>

1E can help you meet these needs so you can unlock the full power of Intune while addressing all your use cases in the best way for your organization.

## How 1E complements Intune

1E customers have long relied on our solution to complement Microsoft management solutions. Our peer-to-peer technology and bandwidth management capabilities have made it possible to distribute content through the Microsoft System Center Configuration Manager platform with optimal efficiency, helping enterprises reduce operational costs, improve success rates, and address scenarios that go beyond out-of-the-box Microsoft capabilities.

Now, with the transition to Intune, we’re continuing to offer value-added capabilities that help organizations get even more from their Microsoft investment. 1E for Microsoft Intune enables IT organizations to achieve efficient, granular control of deployments and maintain continuous compliance. With lightweight, always-on communication and real-time actions, 1E empowers organizations to maintain a standardized baseline, rapidly respond to critical issues, and ensure client health. Among the many areas where we complement Intune, our real-time visibility and granular control can be especially helpful for security and compliance.

## Real-time visibility

The ability to maintain a standardized baseline plays a critical role in both security and operations. To ensure compliance and protect systems and data, IT teams need efficient ways to keep clients organization-wide fully patched against the latest vulnerabilities. In most cases, the eight-hour sync window offered by Intune is more than enough. But some situations call for greater urgency, such as:

- Discovering a change that impacts a key business function
- Detecting a misconfiguration that opens a security gap
- Closing the window of opportunity for a zero-day threat
- Correcting compliance drift before noncompliant devices expose the organization to risk

1E for Microsoft Intune makes it possible to address these critical situations in real-time by maintaining always-on communication with clients. Administrators know right away if anything changes on a device, whether accidentally or deliberately.

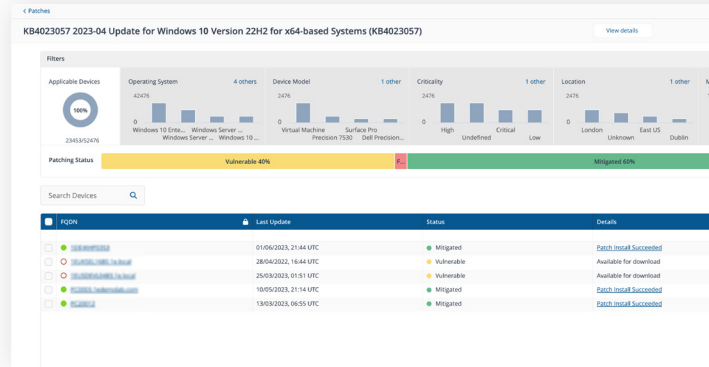
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<sup>2</sup> Ibid



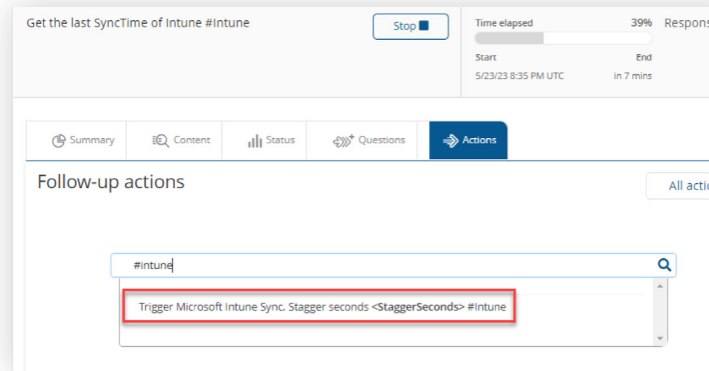
## Granular control

Intune is a powerful solution to push organization-wide updates and patches, but many transnational organizations now operate across a variety of regulatory regimes. With 1E, companies can address diverse compliance requirements efficiently by targeting deployment to specific groups. Again, real-time visibility provides assurance that all patches and updates have been deployed successfully, as well as a clear view of client health.



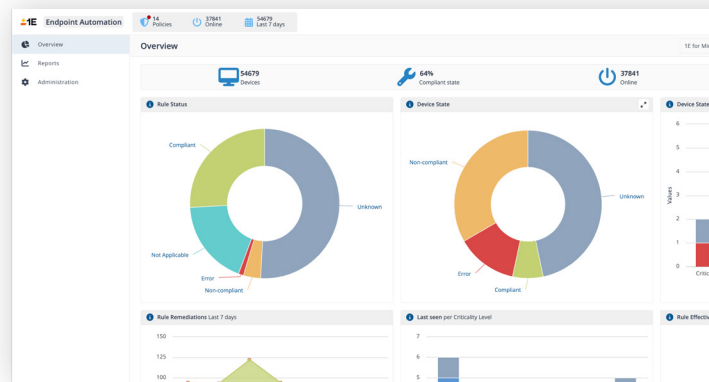
## Real-time policy control

Changes and updates can be pushed in real-time before anything goes wrong, with immediate verification that they have deployed successfully on every device. Settings on devices that aren't connected to the network are brought into compliance automatically on reconnection. If the policy already exists on the device, it will be remediated even without a network connection. Sync time monitoring and reporting across the entire estate provides added visibility and assurance.



## Patching

Administrators can use 1E's Patch Insights solution to visualize the detailed patch status of the entire device environment, identify and close blind spots, and ensure 100 percent success on patching and remediation, as well as augmenting patching processes for comanaged devices.



## Critical services compliance

To further support and monitor compliance for critical services, 1E for Microsoft Intune provides easy-to-use tools to:

- Monitor the status of Windows Defender
- Update Defender definitions and ensure that they continue to update
- Ensure that Defender Firewall is running and configured correctly
- Ensure compliance for Secure Boot and BitLocker
- Ensure that OneDrive is configured and monitor its sync status

## Intune and 1E: Better Together

1E is excited about Intune and the possibilities it offers for Microsoft customers. By providing complementary real-time capabilities, we'll help you get even more value from Intune while addressing key needs around security and compliance. With 1E for Microsoft Intune, organizations can efficiently target deployments to specific groups, maintain compliance, and keep clients fully patched against the latest vulnerabilities. Real-time visibility and assurance of successful updates give IT teams the control they need to achieve their goals and take full advantage of the power of Microsoft Intune.

The use cases discussed here are only a few of the areas where 1E adds significant value to Microsoft Intune for large-scale, complex IT environments. To learn more, contact your 1E account representative.



What if each digital employee experience (DEX) was better than the last? The 1E platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on 1E's single-agent solution with real-time automation and remediation for more visibility, control, compliance, and observability. Now, all IT teams can provide exceptional employee experiences, increase efficiency, and reduce service delivery time. For more information, visit [1E.com](https://www.1e.com).



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