

 nerdio

NERDIO CON'26

IT LEADERS STRIKE BACK



Is Intune truly ready to replace your RMM?

Tony Cai



Tony Cai

Sr Director, MSP Product

How many people get excited about RMMs?

Remote Management & Monitoring (RMM) vs Microsoft Intune: Which One Fits Your Needs?

Industry Insights

Intune (MDM) vs. NinjaOne (RMM) vs. MAM: Which is Right for Your Business?

Intune vs RMM: Can Microsoft Intune Replace an RMM?



Does Microsoft Have an RMM Tool?

Microsoft Intune vs RMM: Which is right for your business?

NERDIOCON'26

30 years → Microsoft Intune

The convergence of RMM and Microsoft Endpoint Management

1994
SMS
Enterprise IT begins

2007
SCCM
device management

2011–2015
Intune (MDM)
Cloud Mobility

2018–2023
Modern endpoint management
Intune • Defender • Entra ID

2024+
MSP Control Plane
#ItuneForMSPs

Microsoft logo

1999–2004
Birth of RMM
MSP model

2005–2012
Expansion
PSA + automation

2013–2020
Consolidation
PE & acquisitions

2020–2024
Modern RMM
Cloud-native

Kaseya • Level Platforms

ConnectWise

datto • Kaseya

NinjaOne • Atera

Kaseya logo, LEVEL PLATFORMS logo, CONNECTWISE logo, datto logo, ninjaOne logo, ATERA logo



Intune

- Cloud-first
- Identity-first
- Security-first
- Native app deployments
- Policy-driven

Subheader

Advantages:

- Lower footprint
- More native and supportable
- Better aligned with modern security models
- Better for policy/configuration/compliance style management

Legacy RMM

- Agent-first
- Device-first
- Deploying of security agents
- Scripts to deploy apps
- Execution of scripts

Advantages:

- Collect richer telemetry
- Execute scripts and commands on demand
- Maintain persistent communication with the management plane
- Support faster technician actions

Microsoft Intune

Self-Service

Remote and hybrid workers

Reporting and data

Integration

Configuration Manager
Windows Autopilot
Microsoft Defender for Endpoint
Windows Autopatch
Endpoint Analytics
Microsoft 365

Apps

Deployment
Updates
Protection
Removal

Identities

Management
Security
Custom roles
Policy assignment

Devices

Compliance
Conditional access
Device configuration
BYOD and org-owned devices

Intune Suite

Advanced endpoint analytics
Endpoint Privilege Management
Microsoft Tunnel for Mobile
Application Management
Remote help
Specialized devices management

Web-based admin center

Copilot and Agents

VPN and Microsoft Tunnel

Endpoint Security

Managed Google Play
Apple tokens
TeamViewer
Mobile threat defense services

Zero Trust



#IntuneForMSPs

- Microsoft realizes the MSP market isn't where they themselves would like to focus.
- M365 Lighthouse, for anyone who's using it, hasn't had an update to it in over a year. Put on life support.
- Shifted their focus on MSP multi-tenant launch partners: Nerdio to assist in education, adoption, management of Intune for MSPs.
- We developed a super close connection with MS on the Windows Cloud front... now on the M365 Modern Work front as well!

Where are Intune's biggest gaps?

Multi-tenancy

True cross-tenant MSP operations

Server coverage

Windows Server & non-user endpoints

Automation

Script-first technician workflows

PSA integration

Business workflow connections

Patching

Third-party app patching

Monitoring

Real-time device monitoring

Alerting

Proactive notifications & reporting

Remote control

Endpoint takeover & support

Speed

Faster check-ins & response



How do we make Intune more like an RMM?

True multi-tenant, cross-tenant OS



Member of
Microsoft Intelligent
Security Association



#IntuneForMSPs



Microsoft Commercial

Microsoft Government Community Cloud

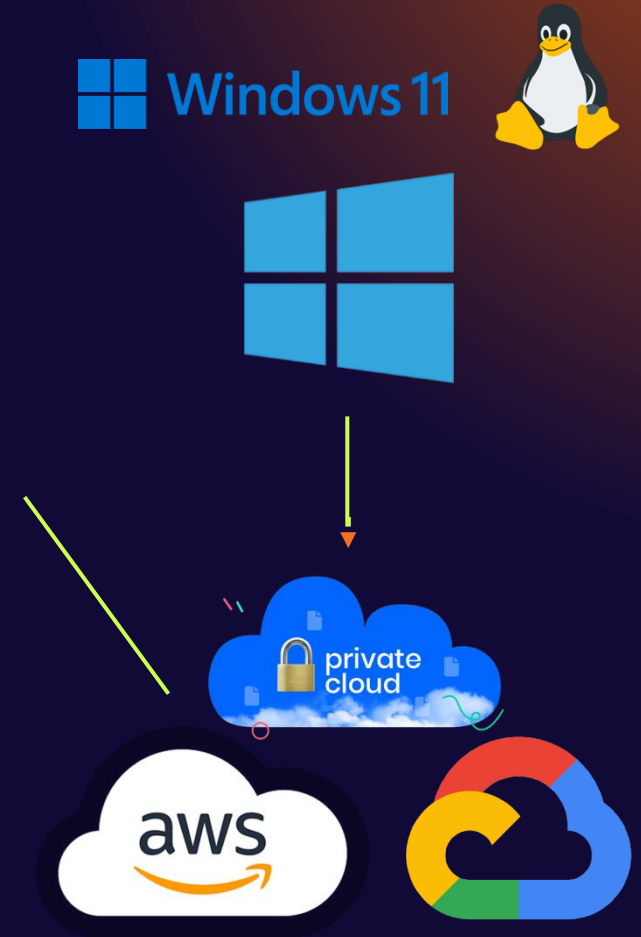
Microsoft Government Community Cloud High

- Azure Cloud & on-premises
- Windows Cloud
- Microsoft 365, apps, security, & endpoints
- Copilot Copilot & AI

- Azure Cloud & on-premises
- Windows Cloud
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- Windows Cloud
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Azure Arc enabled



Day 2 operations

Many day two tasks:

- TAP: Temp time pass
- User offboarding
- Scripted actions
- Entra user group mgmt
- Exchange Online mgmt
- and more...

The screenshot displays the 'User Flows' management interface in the Microsoft 365 admin center. The page title is 'User Flows' and the breadcrumb path is 'Shared Settings > Microsoft 365 > User Flows > Update Existing User Flow'. The user 'Tony Cai' is logged in.

The configuration for the 'Update Existing User Flow' is as follows:

- Name:** Galactic Empire Plumbing
- Type:** Offboard
- Assignments:** (278) Nerdio Andy
- Execution Timezone:** (UTC-08:00) Pacific Time (US & Canada)

The flow is configured with the following actions:

Execution Time	Actions	Action Options
Before	Hide from GAL (at 12:00 AM)	Execution time: 12 a.m.
During	Remove FSLogix profile (at 12:00 AM)	
After	Wipe devices (at 12:00 AM)	
	Disable user account (at 12:00 AM)	
	Remove license assignment (at 12:00 AM)	

At the bottom right, there are 'Cancel' and 'Update' buttons.

PSA integration



Edit PSA System Account

- Credentials
- Account Mapping
- Ticket Settings**

Ticket Type: Incident

Open Ticket Status Type: New

Resolved Ticket Status Type: Completed

Cancelled Ticket Status Type: Closed 2

Default Severity Type: High

Informational Severity Type: High

Low Severity Type: High

Medium Severity Type: High

High Severity Type: High

Critical Severity Type: High

Ticket Category: Hardware>Desk Phone>Cisco

Cancel Save & Close

Edit PSA System Account

Configure mapping between Customer Accounts in Nerdio Manager for MSP-QA1 and Customer Accounts in the PSA tool.

- Credentials
- Account Mapping**
- Ticket Settings

Search: Search by account name

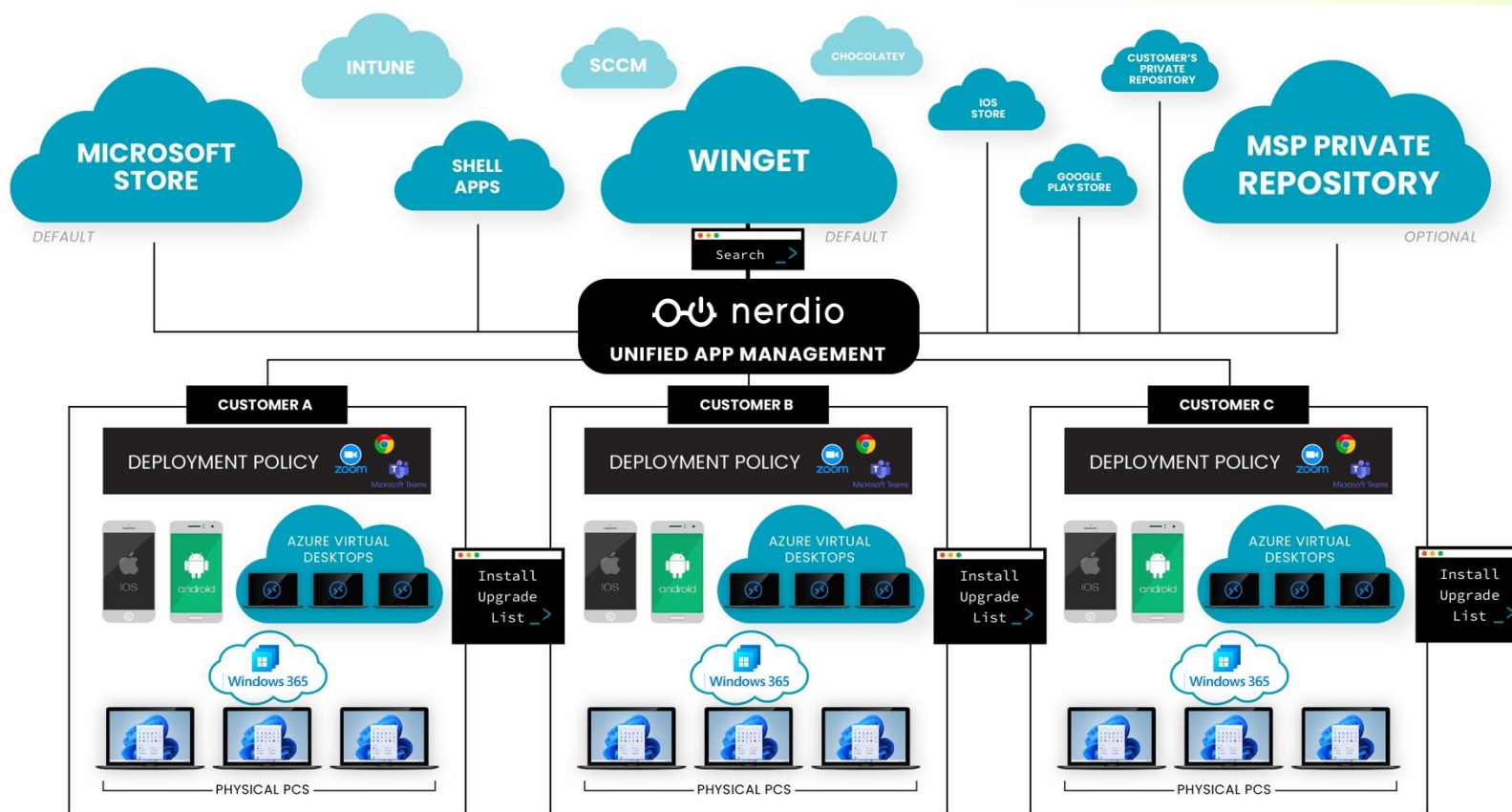
State: Configured Unconfigured Skipped

Auto Match As of Jan 19, 2026 11:19:15 PM

MSP Level	Nerdio	
Nube Hart, Inc.	Halo-Customer-10	<input checked="" type="checkbox"/>
Ganar Hart, Inc.	Halo-Customer-1	<input checked="" type="checkbox"/>
Nerdio Andy	Halo-Customer-16	<input checked="" type="checkbox"/>
NMM QA Customer 1		<input type="checkbox"/>
Nerdio India, Inc.		<input type="checkbox"/>
Nerdio a CCL QA		<input type="checkbox"/>
Nerdio b Gamma		<input type="checkbox"/>

Cancel Validate & Save

UAM



Unified Application Management

- Thousands of apps via Winget, Apple App Store, Google Play
- Automatic updates
- Set and forget
- Upload custom apps
- Advanced detection
- Scripting capabilities

Unified Catalog

Applications > Unified Catalog

Unified Catalog 17 56

Search Filters

App Name	App ID	Vendor	Repository	Versions	Assigned To	Actions
7-Zip ZS ☆	mcmilk.7zip-zstd	Igor Pavlov, Tino Reichardt, Sergey Brester	Public WinGet Community	14 (exe, nullsoft)	All accounts	⋮
AbleWord ★	AbleWord.AbleWord	AbleWord	Public WinGet Community	1 (Inno)		⋮
Adobe Acrobat Reader (32-bit) ☆	Adobe.Acrobat.Reader.32-bit	Adobe Systems Incorporated	Public WinGet Community	67 (exe)	Nube Hart, Inc. (1)	⋮
Adobe Acrobat Reader: Sign PDF ☆	469337564	Adobe Inc.	iOSStore	N/A	Nube Hart, Inc. (1)	⋮
Adobe DNG Converter ☆	Adobe.DNGConverter	Adobe Systems, Inc.	Public WinGet Community	15 (Inno)	All accounts	⋮
Adobe Photoshop ★	XPFD4T9N395QN6	ADOBE INC.	Public MSStore	1 (exe)	Nube Hart, Inc. (1)	⋮
Advanced PDF Password Recovery ★	Elcomsoft.AdvancedPDFPasswordRecovery	Elcomsoft Co. Ltd.	Public WinGet Community	1 (wix)		⋮
AJ-MSIX Hero ☆	UUID	Marcin Otorowski	Windows	N/A	Ganar Hart, Inc. (7)	⋮

Showing 10 of 116 Page Size: 10

Import Application

Notifications

- Thousands of canned notifications
- Stateful notifications
- Notify across Nerdio and Microsoft

Notify via email, PSA, API

TEST LOGO Notification Conditions

ALL FEATURES

ACCOUNTS

INSIGHTS

GLOBAL VIEWS

BASELINES

POLICIES

APPLICATIONS

SCRIPTING

SHARED SETTINGS

NOTIFICATIONS

TOOLS

SYSTEM

Notifications > Conditions

Conditions 0 Conditions Tasks 14 0

Search Columns

Name	Source	Type	Severity	Accounts	Targets	Actions
_cond_2	CUSTOM	Risky Users	Informational	Any		
Account provisioned	CUSTOM	Task condition	None	Any	Any	
activate/deactivate host	CUSTOM	Task condition	None	Nube Hart, Inc.	Any	
AD	CUSTOM	AD User Management	Informational	Any		
Add Desktop from Azure Library	CUSTOM	Task condition	None	Nube Hart, Inc.	Any	
Aj- Usage condition_Reg-13 Nov	CUSTOM	Usage condition	Medium	Nube Hart, Inc.	Any host pool	
Aj-AD User Management_Reg-13 Nov	CUSTOM	AD User Management	Medium	Nube Hart, Inc.		
Aj-Azure File Share Capacity_Reg-13 Nov	CUSTOM	Azure File Share Capacity	High	Nube Hart, Inc., Ganar Hart, Inc.		
Aj-Desktop condition_Reg-13 Nov	CUSTOM	Task condition	Medium	Nube Hart, Inc.		

Showing 10 of 253 Page Size: 10

Refresh All Add Condition

https://web-admin-portal-hirmoo4v5w5sm.azurewebsites.net/notification/conditions/tasks

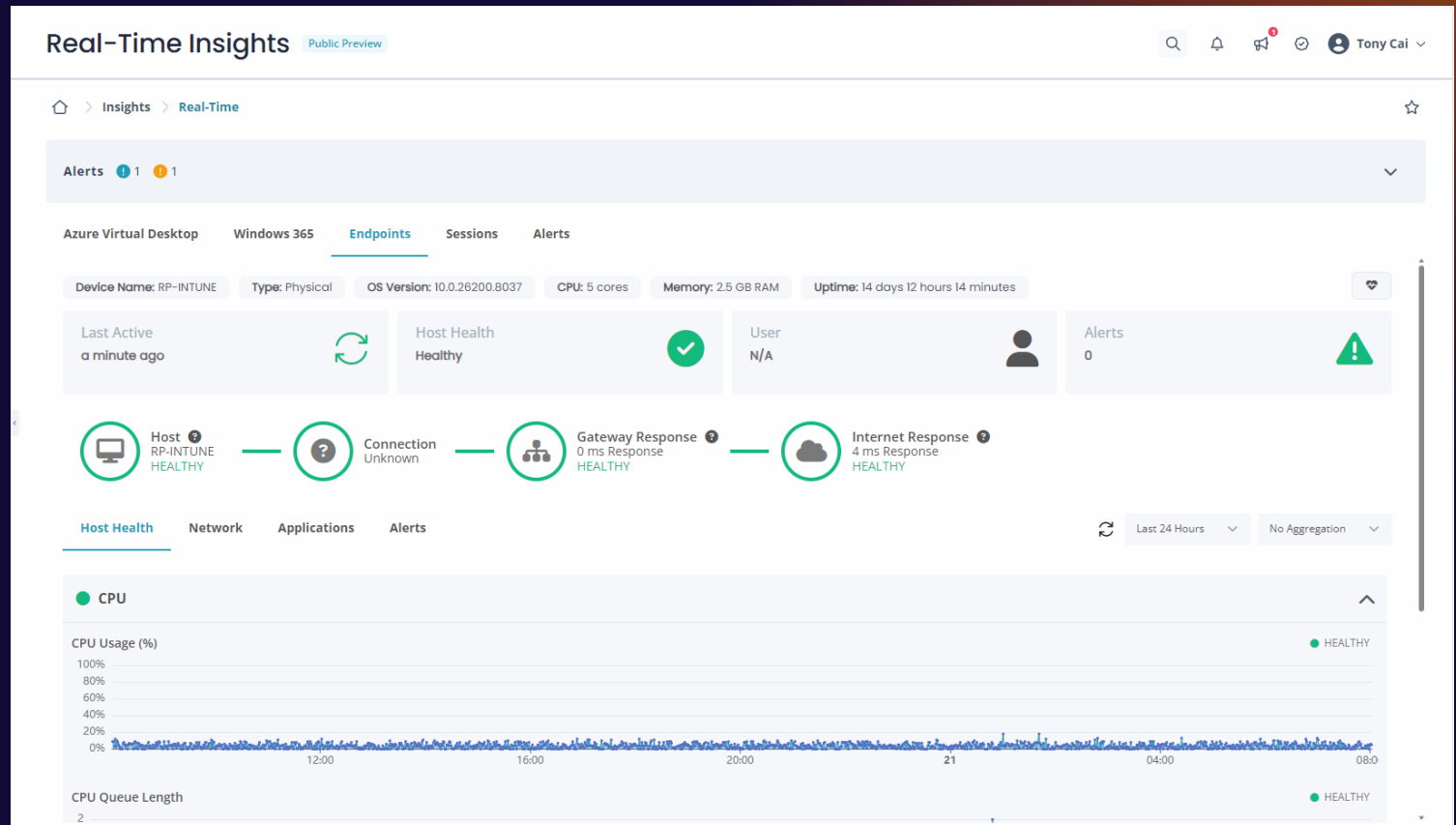
Real-Time Insights

Agentless, real-time data:

- CPU, memory, disk, GPU network, Wifi, gateway, ISP applications, alerts

Collect telemetry across:

- Azure Virtual Desktops
- Windows 365
- Windows endpoints



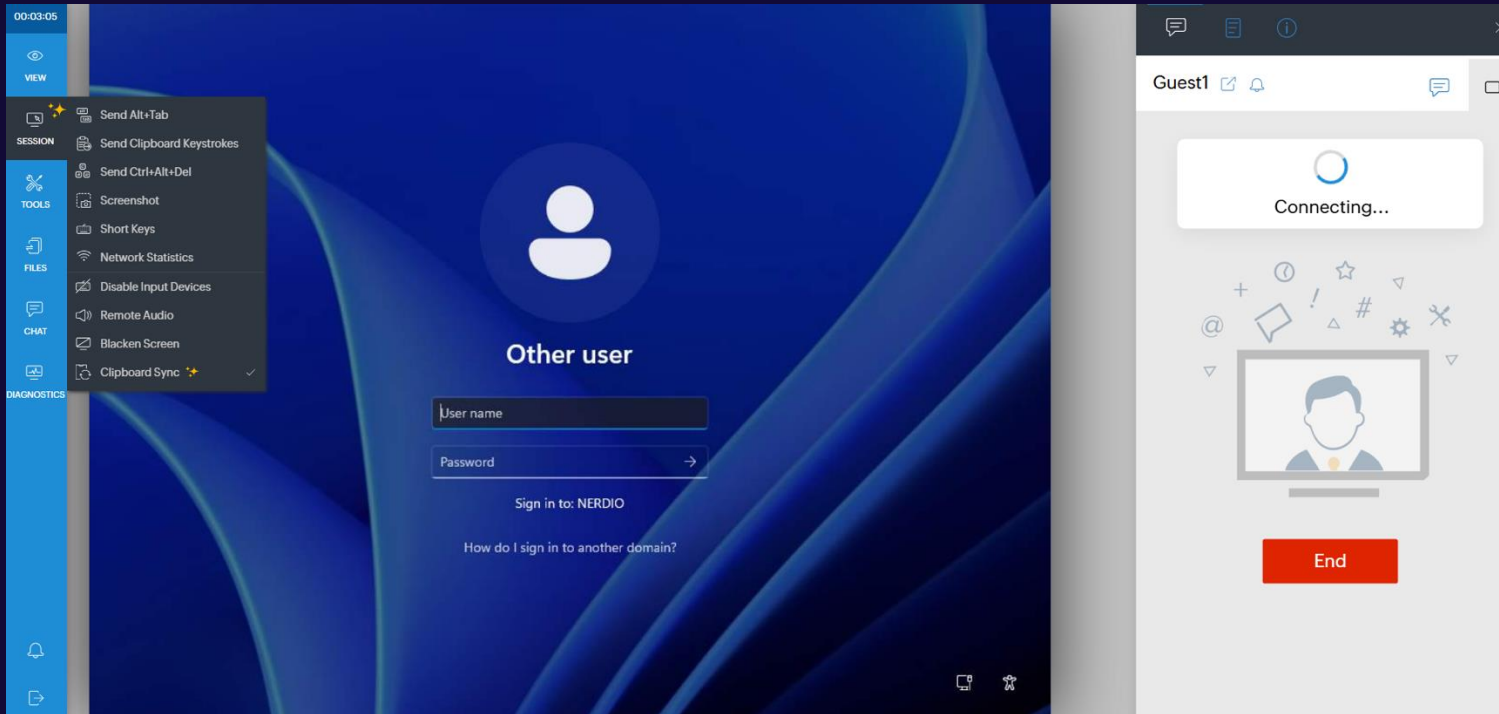
Reporting Engine

- 280+ unique data points
- 15+ data collectors
- Data going back 1 year
- Option to store data in Customer Tenant
- More canned reports

The screenshot shows the 'New Report' configuration page. The interface is divided into several sections:

- Left Sidebar:** A navigation menu with categories like ALL FEATURES, ACCOUNTS, INSIGHTS, GLOBAL VIEWS, BASELINES, POLICIES, APPLICATIONS, SCRIPTING, SHARED SETTINGS, NOTIFICATIONS, TOOLS, and SYSTEM.
- Top Header:** Includes a 'TEST LOGO', the title 'New Report', and user information 'Tony Cai'.
- Breadcrumbs:** A path showing 'Insights > Reporting > Reports > New'.
- Progress Bar:** A horizontal line with four steps: 'Report Details' (active), 'Configure Report', 'Targets', and 'Summary'.
- Available Sections:** A list of data sources including Users, Groups, Tenants, Secure Score, Endpoints, Desktop Login Activity, and Solution Baselines.
- Included Sections:** A list of selected sections such as Title Page, User Details, Users in Total, Recently Added Users, Stale Users, MFA Statuses, Group Details, and Tenant Details (highlighted).
- Section Preferences (Tenant Details):** Configuration options for the selected section, including a 'Section Header' (Tenant Details), 'Display As' (Details), and 'Settings' (Fields, PDF).
- Bottom:** A 'Preview Report' button and navigation buttons 'Cancel', 'Back', and 'Next'.

Remote control with Console Connect



Microsoft RemoteHelp



Console Connect

Intune speed & fast lane

Intune is designed for SCALE, not speed. However...

- 20+ billion devices checking in & getting notified (PUSH)
- New geo-based datacenters added monthly to handle growth

Speed

How long it takes to apply and report on a change

Predictability

Actions take the same amount of time consistently

Transparency

See where your device update is—no more black box

Intune's 3 types of device check-ins

Single device

- Sync/wipe
- Get app from Company Portal
- Malware found

Maintenance ~80%

- User login
- Scheduled check-ins
- Refresh compliance status
- Update reporting
- Evaluate device deviation
- Update enrollment cert

Change-based ~20%

"Fast Lane"

- New apps & policies
- Policy modification
- New app version in store
- Entra group changes

Types of Intune check-ins

Maintenance

Scheduled task: encryption status, OS version, policy refresh pulls, refresh of AV/firewall rules, device health signals, detection & remediations, Windows updates

Other client-initiated (non-operational): software inventory, device properties, hardware updates, compliancy status, background MDM

Non-maintenance

Pending changes (fast lane)

Prioritized

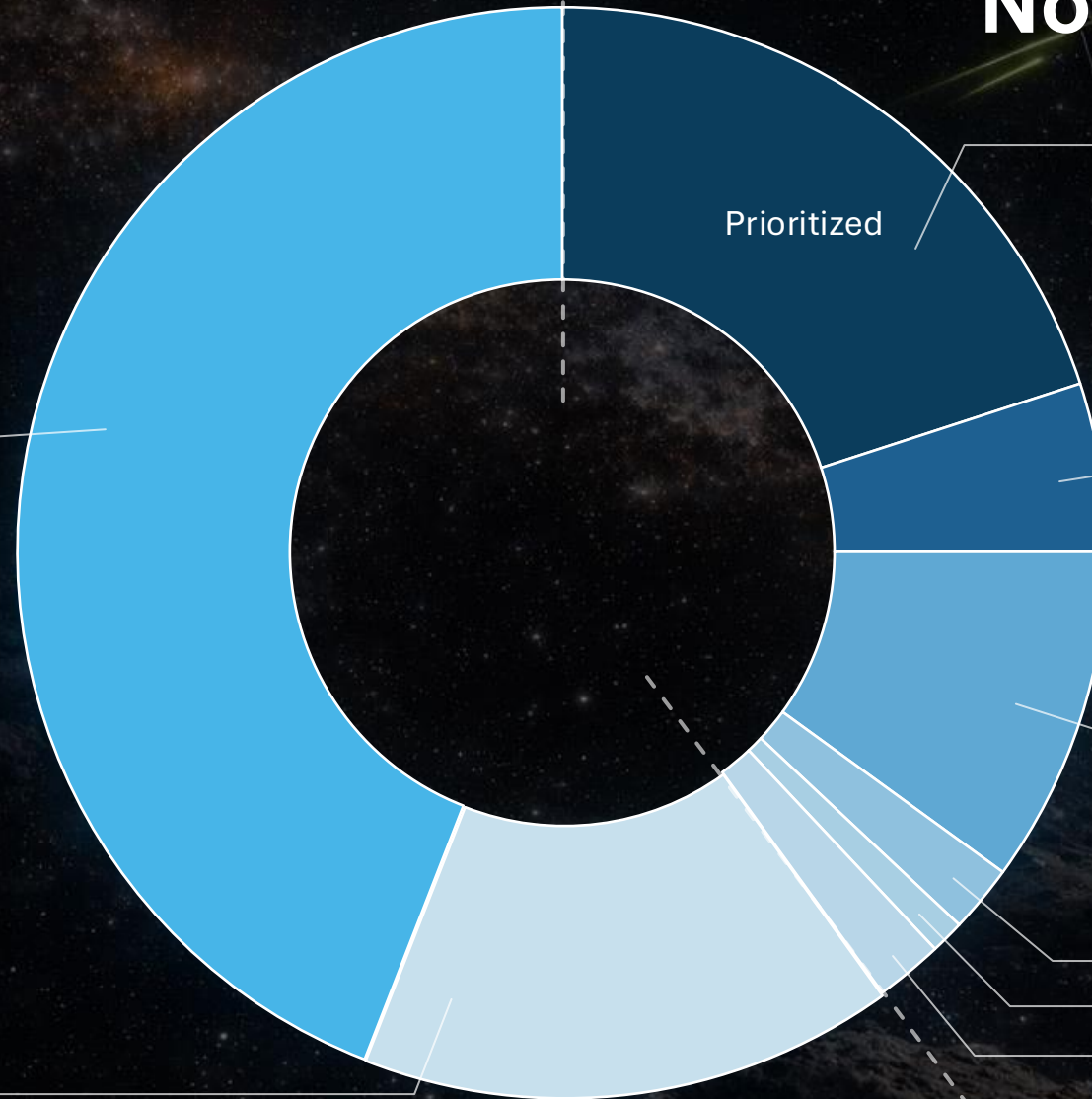
User logon

Other client-initiated

Newly enrolled devices

Sync buttons

Public API



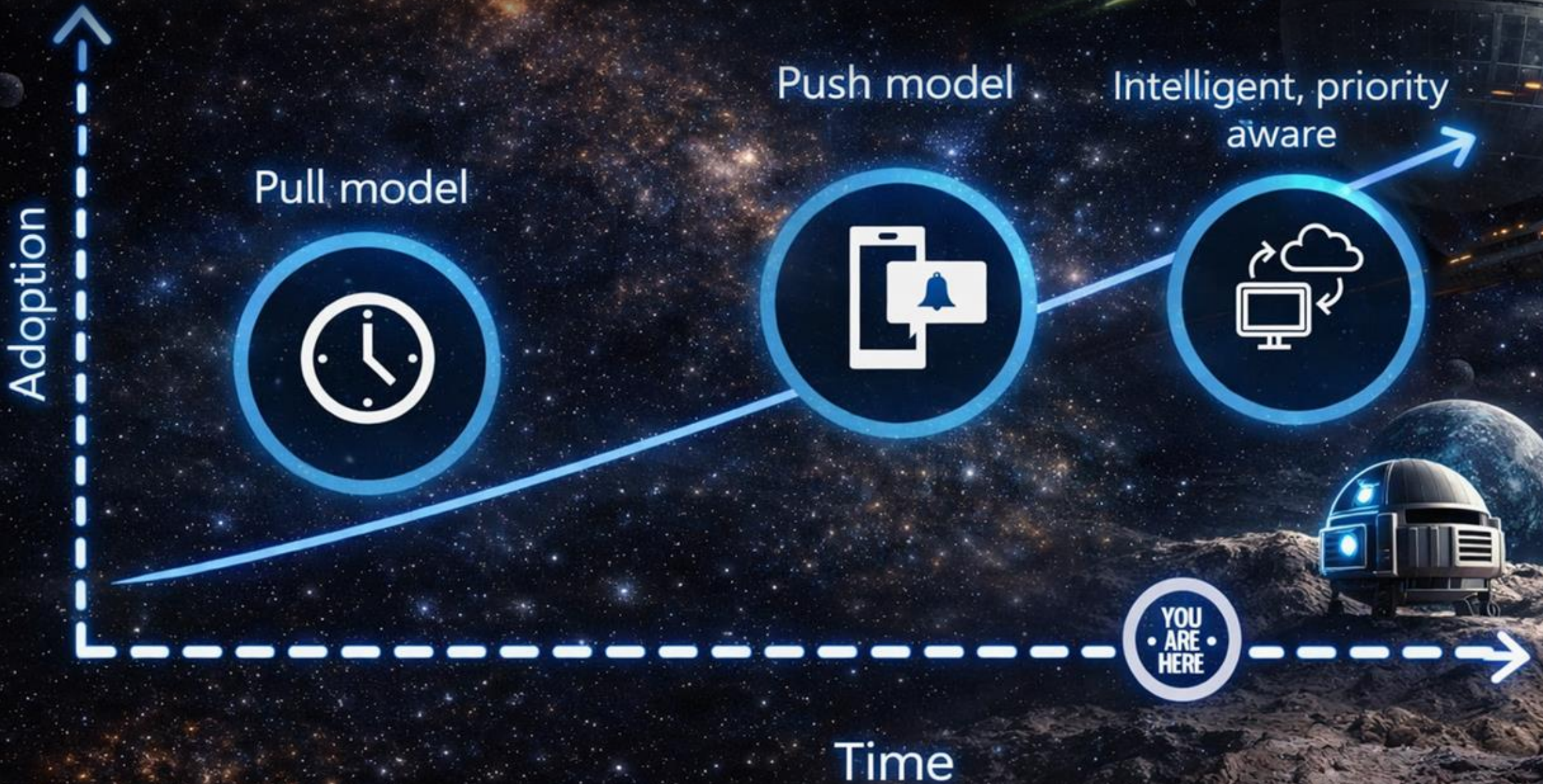
Intune speed & fast lane

- 40% of notifications (push) sent from Intune require no change.
- 65% of device check-ins resulted in no changes.
- Previously, Microsoft did not prioritize changes: All check-ins and push notifications were treated the same. As result, required changes were slow.
- Recently, Microsoft made changes to reduce 35% unnecessary notifications and added 40% more gateway capacity.

Intune speed & fast lane behind the scenes



Intune methodologies through time



Fast lane results

25-35%

Reduction in unnecessary notifications

25% increase processed check-ins during peak hours

30%
Reduction in delayed check-ins

(up to) 4x
Notification speed increase

>97% change-based check-ins processed on first attempt

25% (avg)
Reduced remediation times

Modern monitoring and reporting (MMR)

Intune = Control plane

Nerdio = MSP layer

Intune + Nerdio = Modern monitoring & reporting

Not rip-and-replace—evolution.

We're not building an RMM replacement. We're building where RMMs need to be. The future is cloud-native. The future is Microsoft Intune.

RMM → MMR

It's included in your licensing. Higher margins. Do more with less.

Before

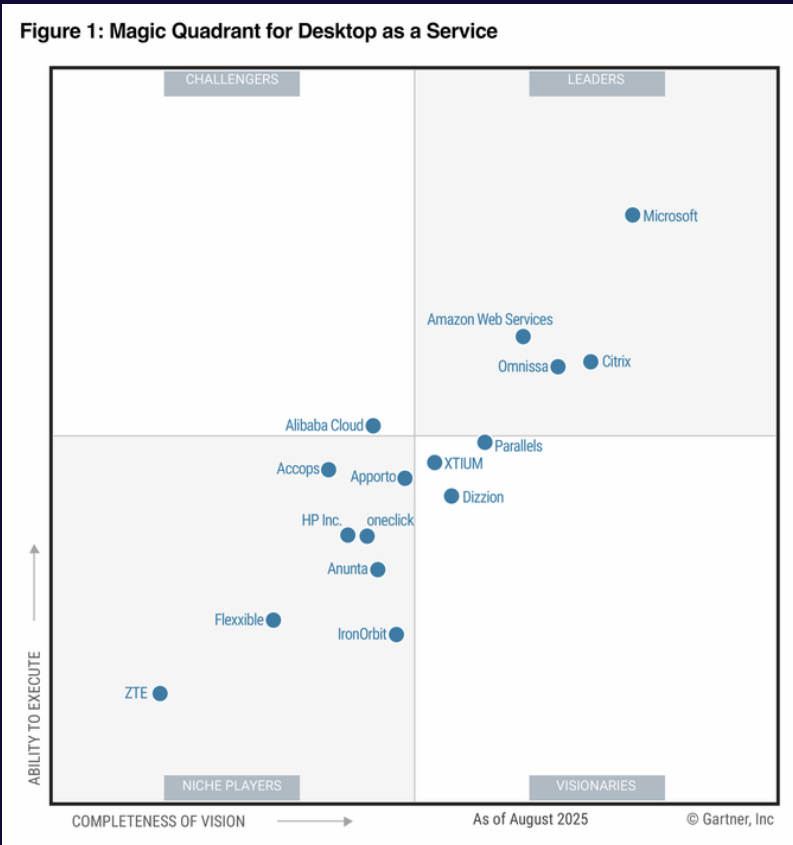
- Chaos: integrations, syncs, agents installing agents
- Slower onboarding, more tools, more risk

After

- Standardized, native, built into the OS
- Faster onboarding, better security, fewer tools

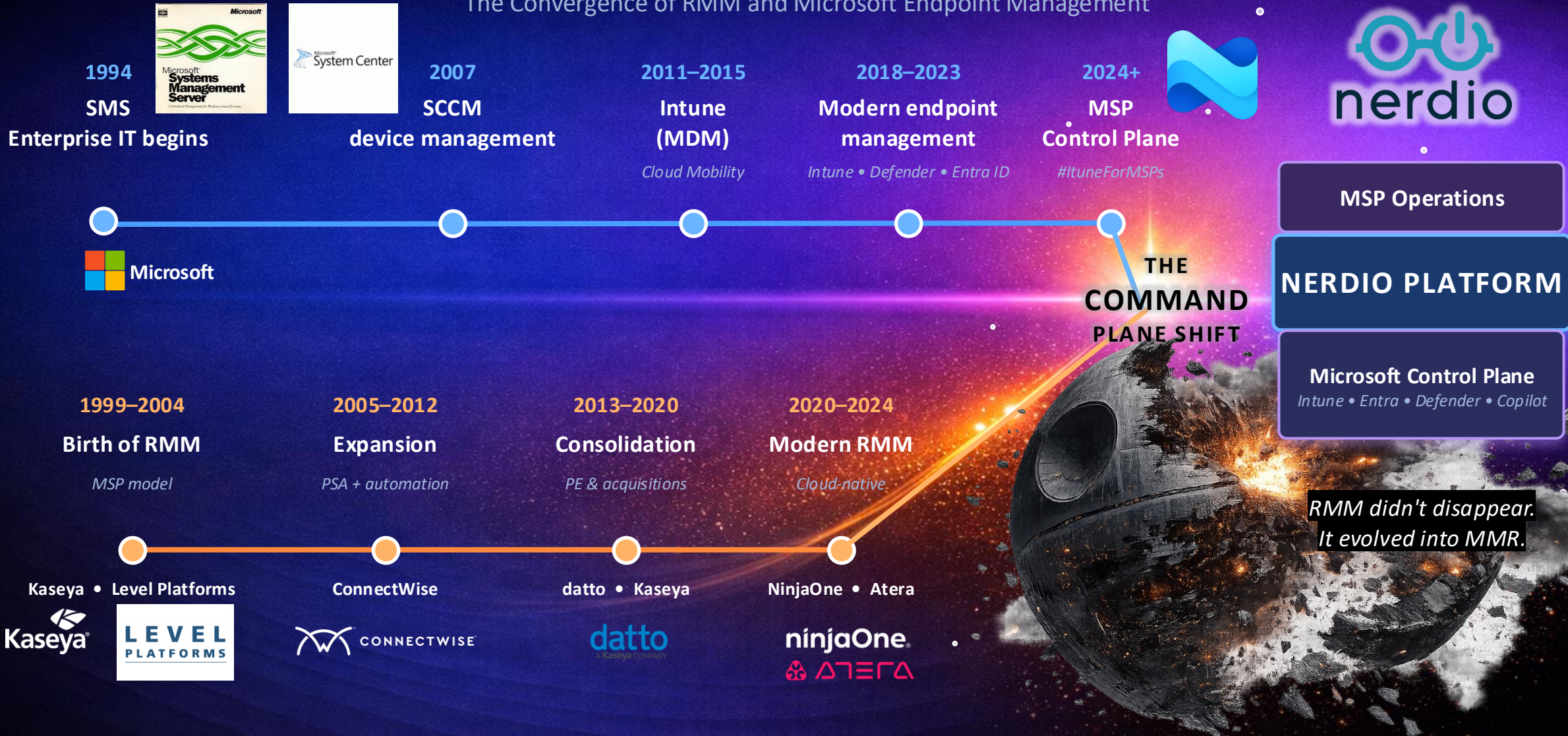
This is operational maturity. This is the next chapter in the RMM story.

Why compete with MS like everyone else?



30 years → Microsoft Intune

The Convergence of RMM and Microsoft Endpoint Management





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Thank you

Please remember to fill out the post-breakout survey in the app.

Stop by the **Nerdio booth in the Expo Hall** to take advantage of our exclusive, lowest-ever pricing on Microsoft 365 management!