# Endpoint Manager (Intune) to 4me

Configuration Item

Not having the needed overview of your devices and who owns them is a challenge that many organizations experience today. Compliance- and cost challenges are typically outcomes of this situation. By integrating Intune and 4me you get a faster time to resolution. Fewer consoles to navigate and better overview of company assets.

Incidents (23Q1)

In a world with growing compliance requirements and need for keeping devices secure, it's important to understand where your risks reside and being able to react quickly is key to stay secure.
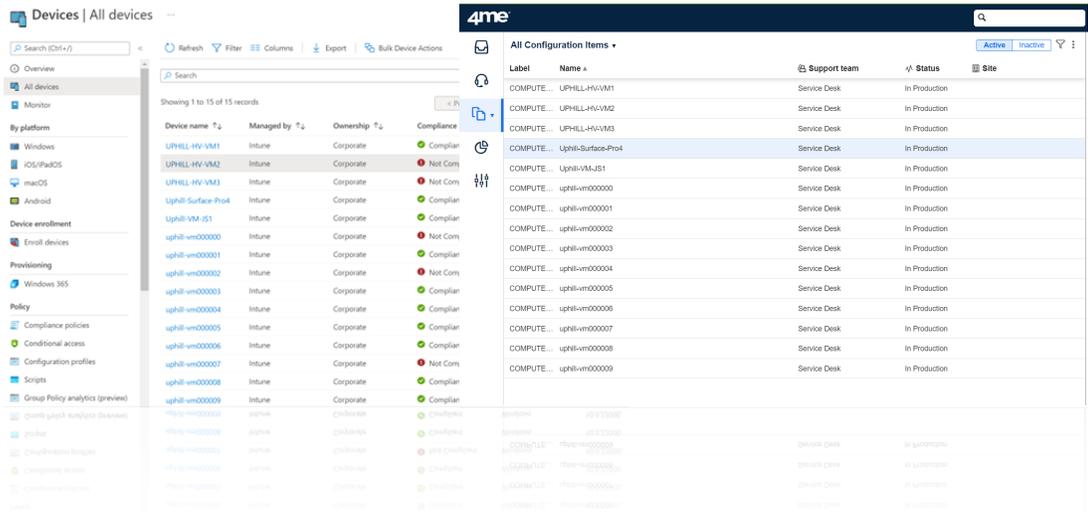
Key Challenges with devices not being managed accordingly!

Providing the needed services for your users with the flexibility and insight, while still being secure and compliant is a challenge for many organizations today. Providing the most optimal user experience for your employees to enable them to perform their day-to-day work in the office, at home or on the road is a key focus. Overview of company devices and whom they are assigned to, as well as understanding if they expose a threat to the company is a challenge that many companies face every day. Being able to support users and provide them the best experience is often a challenge as support personnel must jump between consoles to get the needed overview to provide the expected support to the end-user. This takes time and is cumbersome for the support team and unsatisfactory to the end users asking for help.

Value Proposition

With the Intune connector QRatify is enabling customers to act on cloud data inside the 4me console. Our mission is to build a solution that is not complex to implement, is easy to use, requires no maintenance and holds high data quality. We do this by providing very easy onboarding which can be done in minutes and requires no knowledge of Intune and limited knowledge of 4me. Furthermore, maintenance, upgrade and patching of the solution is included in the service as this is a true SaaS product.

Business propositions:

QRatify has built a service that delivers the following:

- ✓ Faster time to resolution
- ✓ Fewer consoles to navigate
- ✓ Better overview of company assets

QRatify

How can we help you?

The connector will enable you to control what CIs you want to import based on your preferences to optimize your CMDB data value.

Out of the box the following devices will be imported into 4me:

✓ **Windows devices**
✓ **iOS/iPadOS**
✓ **macOS**
✓ **Android**

The connector will run on a scheduled interval making sure all data is being updated in the CMDB if they have changed. Furthermore, we associate the user with the PC (if defined in Intune) to make it easier to associate asset with the user. The connector will also sync security and compliance data to provide a quick overview for the CI if it's in a healthy state.

The connector will create a list of products and CI with relevant information from Endpoint Manager (Intune) and assign the user using / owning the device. By using this flow and relationships it enables the service desk to see past incidents created against the CI but also quickly see if the user using the device have reported other incidents and quickly associate this information together with the outcome of quicker resolution. This will give a happier user and making it less cumbersome working in the service desk.

Areas of interests

• Looking for a way to automatically get all your devices in Intune synchronized into 4me as CIs with valuable data?

• Automatically get more detailed data about a CI by deep linking to the device in Intune?

• Automatically get notified if any devices are not compliant, e.g., firewall is turned off or antivirus is not working? (23Q1)

• Get important information about a CI in 4me that can help you troubleshoot faster without having to go and look in another console?

• Find more information at https://qratify.com/intune-for-4me-connector/

Connector capabilities

Device synchronization from Intune to 4me

Ownership association

Compliance tracking of devices

Deep link from CIs from 4me to Intune