



Leveraging the Combined Power of Application Workspace and Intune:

The EUC, Hybrid Work/Cloud App Management Game-Changer

Overview

The global End-User Computing (EUC) landscape is constantly growing in complexity as it struggles to meet application-intensive, hybrid / remote work/ cloud needs and the demand for seamless application access. This front-end application and workspace transparency requires organizations to find agile, innovative, and future proof solutions that can drive harmonious back-end integration.

Every organization will need this level of holistic integration to meet the needs of an array of legacy and leading-edge enterprise information and communication technology (ICT) matrixes.

The goal is to meet changing business and technology needs by enable a navigable future-proof course that reduces pain points of:

- Unsustainable cost (licensing and IT time) increases
- Technical debt and legacy technology
- incompatibility
- IT/admin complexity
- Scalability and customization issues

These pain points are common to small and medium-sized businesses (SMB) and global enterprises alike in ways that throttle productivity and growth.

It's our promise to “make applications flow like water,” complemented by Intune’s efficient device management, creates a compelling combination that addresses many of the challenges posed by today’s hybrid remote/cloud environment. Their ability to provide true synergistic co-existing compatibility significantly optimizes application/device access, security, compliance, customization, and agility to deliver a user-centric computing experience.

This white paper explores the many benefits of leveraging the capabilities of Application Workspace by Recast Software (formerly Liquit Workspace) and Intune by explaining the potential they hold in shaping the future of the modern Workspace.



1. Conquering UEM and App Management Challenges in a Unified Workspace

Every business understands that the line between local and remote is gone, and this white paper shows how the combination of these two solutions moves beyond buzzwords to fulfilling genuine business needs by:

Breaking barriers with integrated apps and devices

Recast Software and Intune deliver the goods for organizations by creating a powerful toolset that builds on the benefits that they each bring to the table. This means making real gains in transparent integration for every organization's end users and IT teams across ITC, EUC, SaaS and hybrid remote/ cloud application environments.

Offering flexibility and benefits everyone needs

Every organization has dreams about unified endpoint management (UEM) working holistically with agile, fast, and flexible application packaging, deployment, access, updating, provisioning, security, and management across EUC environments. Although the fulfillment of some of these needs has been possible, it's only recently that they are collectively attainable in ways that meet each organization's changing demands in simple, automated, and intuitive ways.

That's what every IT leader really wants but could not get in the past as they added third-party platforms that solve one problem while creating two or more flexibility problems. While no single solution can solve every issue, the key is accessibility for all end users and a platform to combine all solutions into a single point of access to overcome technological sprawl.

No more worrying about environments, applications and platforms beyond the Microsoft suite and the end to challenges of navigating between them. Synergy, compatibility, and flexibility go from buzzwords to transparent, flexible, and simple ways to meet the needs of hybrid work structures.



What if organizations could make it all happen while simultaneously strengthening the business' capacity to adapt to the constantly evolving digital landscape? Read on to learn how the enhanced addition of Application Workspace with Intune can provide these things along with:

1. Scalability, efficiency, and costs savings:

Every organization is a mix of legacy technology, platforms and applications that are tied to new SaaS, cloud environments, and platforms that deliver less-than-ideal results. That's often been the best-case scenario, with the creation of silos being the most common outcome. Application Workspace and Intune can work together to overcome these challenges by driving fast and simple compatibility and scalability while helping IT to minimize legacy licensing costs in profound bottom-line ways. This sets up the organization to grow and handle increasing workloads without compromising performance, security, or budget constraints. Using Application Workspace and Intune together delivers cost efficiencies by reducing the costs associated with managing multiple, disparate systems and runaway licensing costs for applications, EUC and VDI.

2. Agility and responsiveness:

This is required to meet changing application needs across complex platforms and hybrid remote/cloud infrastructures. It also paves the way to overcome new challenges while positioning organizations to take advantage of new business, operational, and market opportunities.

3. A truly unified user experience (UX) that doesn't sacrifice individual user or group customization and context demands:

Recast Software and Intune compatibility gives employees seamless access to their work applications across every environment and device on the front end. IT teams can easily manage and change the environment in seconds rather than days or hours on the back end to save time and costs. This intuitive experience empowers end users, increasing productivity and satisfaction. Application Workspace and Intune

can work together to overcome these challenges by driving fast and simple integration and scalability while helping IT to minimize legacy licensing costs in profound bottom-line ways. This sets up the organization to grow and handle increasing workloads without compromising performance, security, or budget constraints. Our platform and Intune integration delivers cost efficiencies by reducing the costs associated with managing multiple, disparate systems and runaway licensing costs for applications.

4. Compliance, Governance, and Security:

The Application Workspace platform and Intune help businesses maintain stringent compliance and governance standards while enabling a flexible and remote work environment. Security becomes proactive with ongoing monitoring, timely updates, and continuous reinforcement of security protocols like centralized SSO.

5. Employee Empowerment:

Seamless and individual contextual 'anywhere, any device' access online and off, self-service, a single, customizable workspace portal, and much more puts employees in control of work effectively and efficiently. For those that want to get right to the reasons they need Application Workspace with Intune, go directly to the summary at the end of this white paper. Once readers see the logical benefits, they can come back to learn how together with Intune we can deliver these real-world business benefits and much more.

” **Statistical Callout:** While the hybrid model is expected to grow from 42% (2021) to 81% (2024), over 60 percent of study respondents have yet to create detailed strategies driven by technologies to address distributed workforce needs.. [ATT Business Future of Work Report](#) ”

II. How Application Workspace Transforms EUC and the Hybrid Work/Cloud Landscape

There is no such thing as a fixed position for organizational IT infrastructure and application management in the digital age. This truth is rooted in the fact that SMBs to enterprises struggle with having legacy technologies that infer technical debt. They must simultaneously attempt to integrate the latest technologies that will define their ability to compete from now on.

Hybrid work/cloud scenarios are a dominating example of this constant shift where everyone struggles with meeting the needs of their workforce while increasing productivity and seamless collaboration. As enterprises worldwide grapple with increased adoption of hybrid work models and cloud usage, the demand for comprehensive solutions that enable seamless and secure access to workspaces is on the rise.

Features and benefits

As enterprises scramble to adapt, the Application Workspace platform has emerged as a game-changing solution, revolutionizing EUC by offering unmatched compatibility, flexibility, scalability, and user-centric design. Our developers created the platform to be a future-proof, end-to-end application management solution. This section of the white paper will summarize the platform attributes and tools.

The goal is to provide real-world proof of how it goes beyond the capabilities of current workspace and application management solutions in the global EUC marketplace. Key features and benefits include:

Unparalleled flexibility:

Application Workspace facilitates smooth deployment and access to workspace applications, irrespective of their source. Whether they are locally installed, virtualized, or cloud based, the platform serves as a single point of access, simplifying the challenging task of application management and significantly reducing the time and resources devoted to it. A crucial aspect of Application Workspace's strength lies in its ability to provide application and workspace aggregation. It's a solution that not only manages but intelligently delivers applications and resources to any device, any location, at any time.

Application Workspace streamlines the management and delivery of applications across multiple platforms and devices to make sure users have the right tools at their fingertips when they need them. This level of flexibility sets our platform apart by providing unprecedented control over application packaging, delivery, updating, and versioning.

By serving as a single point of access for all applications, our platform simplifies application management, drastically reducing the time and resources enterprises spend on this challenging task. User centricity is the driving force in EUC end-user demands, so providing personalized and context-aware single point of access for all their applications, regardless of where they're hosted, and creating a unified, intuitive workspace improves end-user satisfaction and productivity.



Statistical Callout: 60% of IT teams use multiple infrastructures and 90 percent of respondents say unified application and data management would be the ideal. [Nutanix Enterprise Cloud Index](#)



Contextual awareness for everyone

Advanced context-aware capabilities enable admins to use automation to adapt to the user's context. This means that they can make apps available based on a range of factors, such as the user's role, device, location, and time.

Scalability

Application Workspace is built for scalability, making it an optimal solution for businesses of all sizes. It seamlessly handles the transition between on-premises, cloud, and hybrid setups. In addition, it supports an array of cloud platforms, including Azure, Google Cloud, and AWS, offering businesses the flexibility to choose the best fit for their needs. By providing a scalable, flexible, and user-centric solution for EUC, Application Workspace is not merely keeping pace with the evolving digital workplace; it is setting the stage for the future of work.

Fast and accurate analytics and reporting Application Workspace's robust reporting and analytics capabilities provide IT teams with deep insights into application usage and performance. These insights facilitate strategic decision-making and proactive resolution of potential issues, driving operational efficiency and minimizing downtime.

The **Reporting feature** uses a **dashboard** that allows IT teams to respond to issues quickly by utilizing continuous and proactive monitoring of the applications, devices, and users within the environment. IT admins can easily configure dashboard syncing and gain access to:

- Application events that identify the number of applications deployed, installed, and launched along with process success and failure for each application. The central dashboard also shows most used applications with the capability to choose a detailed screen for the status.
- User events that display how many users accessed Application Workspace while identifying access failures and the reasons for failure.
- Devices, which display all available information of devices connected to the Application Workspace server.



End-to-end application management features

Meeting demanding EUC application device and data needs in a hybrid world requires integration and agility, which businesses can see in the key components of the platform:

1. Application Workspace:

- Creates a unified, dynamic, adaptive, and contextual workspace for organizations and users
 - Aggregates all applications, regardless of where they live—locally, in the cloud, or virtualized—to deliver optimum UX and productivity, irrespective of the hybrid work environment's complexity
- Learn more about Application Workspace [Here](#).

2. Access Manager:

- Provides universal SSO for secure and controlled access to applications and platforms.
- Empowers IT teams to manage user access based on context, including user role, location, and device.
- Essential for maintaining security standards while enabling efficient remote work.

3. Release & Patch Management:

- Enables seamless software release and patch management across various environments.
- Automatically keeps all applications updated and patched in real time, which reduces vulnerabilities and enhances system reliability and security.
- Dramatically reduces the IT team's workload by automating this otherwise time-consuming process.

4. The Recast Setup Store:

- Offers pre-packaged setups for several thousand verified applications to significantly reduce the time and resources needed for application preparation.
- Ability to launch scripts and applications.
- Supports an organization's agility in software deployment, helping to maintain productivity even as application portfolios grow.

- Cuts application packaging and testing time by as much as 90 percent to eliminate the complexities of software deployment, ensuring quick, efficient, and consistent delivery across the enterprise.
- Provide users with self-service options, reducing the burden on the IT helpdesk.

5. Universal Agent:

- Enables mixed use environments across modern macOS and Windows devices.
- Install and launch native applications dmg, zip, tar, pkg, tar.gz and MPKG on macOS devices.
- Install and launch native applications MSI, MSIX, appx, and .exe on Windows devices, etc.
- Ensures consistent application delivery and performance across all devices, enhancing the UX and reducing IT management complexity.
- Facilitates streamlined, efficient management across multiple environments.

6. Smart Icons:

- Dynamic and familiar application icons that enable back-end adaptability based on user context, roles, policies, versions, and platform needs.
- Improve user experience by showing only relevant applications with transparent, nearly instant routing to reduce downtime and clutter while driving user productivity.

7. Application Workspace as a Service For MSPs and Businesses:

- Delivers a single multitenancy application management and workspace platform for MSPs.
- Customizable and flexible.
- Lowers costs for MSPs and business through elimination of internal IT management and drastically reduced management time for MSP IT teams.

What's in it for IT and MSPs?

Speed and convenience through automation, costs reduction, customization, and scalability are things that every IT team and MSP needs to manage applications, workspace, data, and devices. Here are just some ways that Application Workspace addresses pain points in any environment.

- MSPs and IT teams struggle with delivering updates to every tenant because they are forced to log on to them one-by-one. This is history with our multi-tenancy solution that can deliver one update of an application to all of them. And it makes no difference if they are a cloud or on-premises customer. One click to update dozens of tenants with one or multiple applications.
- Deliver a single unified workspace for all applications across multi-cloud, multi-platform, and multi-device environments with fast setup and provisioning by a single integrator or client IT admin in hours rather than days.
- Scale with Microsoft 365, Azure and Intune, VMware, Citrix, and other solutions as part of an EUC services package tailored to the specific needs of each business.
- Single point of administration enabling use of a single customizable web-based portal with seamless third-party application, platform, and workspace solutions.
- Easily branded Workspace portal capabilities for each client.
- Ability to guarantee automatic application updates and versioning that frees client IT and becomes a speed, cost, and convenience selling point for the integrator.
- Hassle-free delivery of the right applications to the right users anywhere on any device at any time to remove inefficiencies and reduce help desk tickets.

- Supports reduced SaaS and platform (VDI and DaaS) licensing costs for business clients.
- Self-servicing allows the user to get what they need from an easy-to-access catalog of applications and or services without internal IT or integrator support.
- Significantly reduces the time, cost, risk, and complexity of platform and cloud migrations.
- Connectors that deliver the flexibility to easily connect to/pull applications or services from VMware, AVD, Citrix, and others.
- Lower cost by cutting multitenant setup and management time as much as 75 percent.

Benefits for businesses:

- Access to IT team expertise for consulting, planning, implementation, and technology infrastructure hardware and software management.
- Cost savings via use of MSP IT personnel and the potential for reduced SaaS and platform (VDI) licensing costs.
- Increased efficiency, scalability and productivity, which enables focus on core business.
- Integrated security, SSO, and compliance management.
- Reduce onboarding and implementation time.

The challenge for every organization is how to navigate hybrid work and cloud computing environments. This requires a comprehensive toolset that redefines EUC for SMBs to enterprises. Application Workspace integrates automation and agility with seamless accessibility, security enhancement, and efficient management of complex EUC environments to meet current and future application challenges.

Comparisons to Traditional Digital Workspaces

The idea of centralized application, data, and endpoint management while enabling employee collaboration via hybrid remote/cloud needs through the digital workspace has been around for a long time. While most of today's solutions solve a set of challenges, they all leave gaps that create other challenges, like compatibility, optimum UX, transparency, and IT team complexity. Since the subject of this white paper is the compatibility of Application Workspace and Intune, it's best to leave those in-depth comparisons for later and look at the field overall.

The challenge for vendors and IT teams operating in workspace and application management is finding an efficient way to deliver and secure apps on any device running iOS, Windows, macOS and Android.

Lack of centralized notifications, analytics, reporting, scalable security and updating

- Many lack the ability to provide centralized notifications and scalable security while deploying or updating.
- Organizations struggle with analytics and reporting across workspace solutions because of the many silos, platforms, and applications being used across hybrid environments.

Integration and migration challenges

Microsoft, VMware, Citrix, Nutanix and others provide workstation and any device flexibility for VDI cloud delivery. In the real world of legacy infrastructure, they lack the ability to provide a single framework since many organizations use them in different combinations and for changing user groups. Then there are the challenges of major end-user disruptions and downtime as organizations migrate from one to the other.

Complexity and productivity bottlenecks

- Time is always a crucial element, and many solutions lack the ability to enable end users to move between platforms and hybrid environments quickly to maintain productivity.
- This also leads to data being split across different systems and environments, which adds to data security concerns and a centralized means of single sign on (SSO).
- Setup processes have steep learning curves for end users and cost precious time for IT teams.

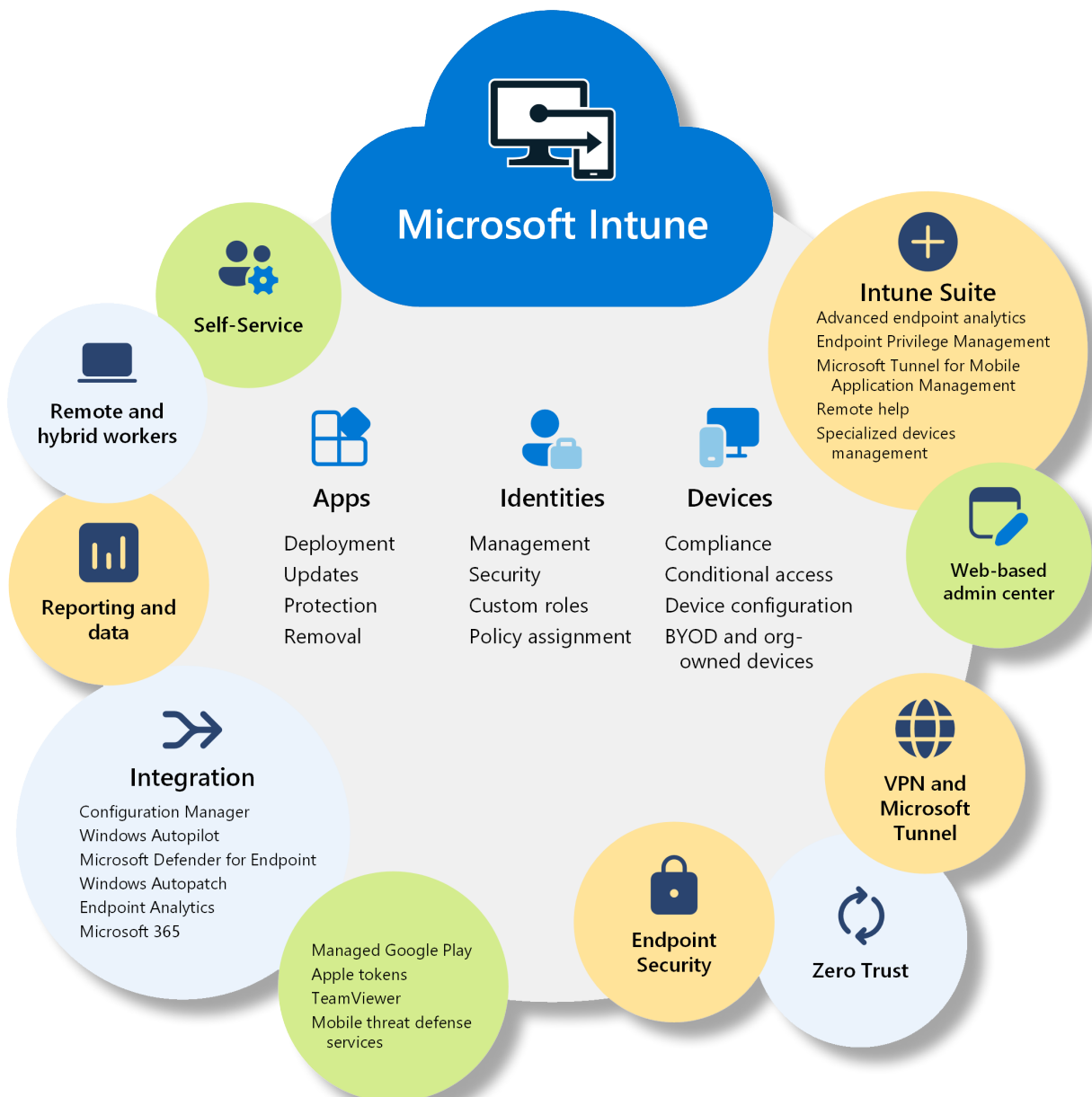
These challenges go beyond Windows desktops, SaaS, web apps and remote / virtual desktop platforms when factoring in the expense and IT management challenges of Unified Endpoint Management (UEM). In the World of Microsoft users, Microsoft Intune has emerged as a leading solution to many of these problems.



III. Microsoft Intune Overview

Today's digital, BYOD (Bring Your Own Device), and hybrid remote/cloud business landscape bring increasing challenges with managing an ever-expanding array of devices, applications, and data. For SMBs and enterprise IT teams, this complexity can be overwhelming and lead to a range of pain points, such as security vulnerabilities, inconsistent UX, and increased management overhead. Microsoft Intune offers a comprehensive solution to address these challenges via its cloud-based approach to UEM.

Intune is becoming the market leader in managing endpoints across Windows, Android, Mac, iOS, and Linux operating systems. According to AI-powered customer intelligence platform and Microsoft Channel partner Enlyft, there are nearly 12,000 Intune user companies across the globe with the majority (55%) in the US. The UK comes in second with 12% while the Netherlands and Germany have the fifth and seventh highest percentage of users, respectively. It's important to point out that worldwide Intune users are much higher when factoring in the plan options to millions of Microsoft 365 enterprise users.



Key Pain Points Addressed by Intune:

1. MDM Cross-Compatibility and Mobile Application Management:

- Intune goes beyond being a Mobile Device Management (MDM) platform, supporting a wide range of devices, including Mac, iOS, Android, and Microsoft Windows. This comprehensive cross-compatibility ensures that organizations can effectively manage both company-owned devices and Bring Your Own Devices (BYODs).
- Additionally, Intune includes Mobile Application Management (MAM) functionality, allowing administrators to enforce policies and manage applications on mobile devices, further enhancing security and control.

2. Data Protection Compliance:

- Ensuring data protection and compliance is crucial for businesses. Intune enforces robust security measures such as encryption, multi-factor authentication (MFA), and antivirus protection.
- In the event of a lost, stolen, or inactive device, Intune can remotely wipe or retire company-related data, safeguarding sensitive information. For BYOD devices, Intune requires pre-configuration before granting access to company data, adding an extra layer of protection via powerful security policies.
- Offers pre-defined policies to manage security settings.
- Malware Defense: Integrates third-party Mobile Threat Defense (MTD) and Microsoft Security Essentials (MSE) to detect and combat malware.

3. Software Deployment, Updates, and Patches:

- Intune can deploy software packages, updates, and patches through its Admin console. Administrators can schedule and define strategies for push updates and patches, ensuring seamless installation without disrupting the user experience.

- Supported software package formats include MSP/ MSI, and .exe. Microsoft's silent patching and updating feature minimizes interruptions during these processes.
- Integration with Patching and Endpoint Management Tools: Integrates with other tools such as WSUS (Windows Server Update Services) and SCCM (System Center Configuration Manager) for comprehensive patching and endpoint management.

4. Data Loss Prevention:

- Intune has several data loss and theft prevention safeguards. Administrators can remotely force-retain or force-wipe company-critical data from devices that are lost, stolen, or inactive.
- Admins can issue these commands directly from Intune's company portal, providing an effective way to protect sensitive data.

5. Office Mobile Apps Management:

- Intune allows custom policy implementation to control and log Office 365 applications. System admins can approve or deny access to documents stored on OneDrive or specific email addresses.
- Admins can enforce various policies for Skype, Exchange, and SharePoint.
- EMS (Enterprise Mobility Suite) Integration: Seamlessly integrates with EMS (Enterprise Mobility Suite) for enhanced functionality (available on demand).

Microsoft Intune continues to grow in adoption because of its cross-compatibility, robust data protection compliance, software deployment capabilities, data loss prevention measures, and efficient management of Office mobile apps. Its rise is also partially fueled by the nearly 48 percent market share of Microsoft 365 and Azure's 23 percent market share among other cost and integration factors. While Microsoft Intune is a powerful solution for managing and securing devices, data, and applications it can become tremendously more powerful when working with the Application Workspace end-to-end application management platform.

IV. Solving Big MDM and App Management Challenges with Recast Software and Intune

Broad flexibility to provide every user and group with the applications they need anytime, anywhere, and on any device is the ideal scenario moving forward in the digital hybrid work/cloud era. The challenge is to find solutions for filling the integration gaps between legacy and future EUC solutions that leave insurmountable costs of complexity, scalability, and speed.

Microsoft Intune helps to close those gaps through comprehensive endpoint device management, security, and application access via its cloud-based, secure hybrid experience for MDM, UEM, and MAM. This drives Intune's ability to empower organizations with device/data management and security from a single console.

While its Microsoft-centered approach is slowly changing, it has distinct limits in its ability to fully achieve the ideal broader third party-application, platform, and workspace integrations demanded by modern enterprises.

Application Workspace addresses those limits by providing a hybrid layer between endpoint and unified workspace. The end-to-end application management and total unified workspace solution brings a wealth of application packaging, deployment, access, patch management and third-party integration possibilities that expand on what Intune currently provides. Together, these tools deliver a comprehensive solution for hybrid work, enabling employees to access all their applications and data from a single interface, regardless of their location.

From Chaos to Clarity: Application Workspace and Intune's Simplified Hybrid Magic

In today's complex application, hybrid and platform environments, fast and transparent access is tough, but the integration that makes it possible is tougher. There are many ways that we deliver unique capabilities that go beyond those that complement and extend the abilities of Microsoft Intune. This agility is vital since

organizations implement Intune in many ways within their organizations.

Application Workspace and Intune compatibility gives organizations the power to harness enhanced application management, automation, intelligent workspace provisioning, and streamlined app and device deployment processes. This white paper section will show how the combination of the Application Workspace platform and Intune works to address the pain points faced by enterprise IT teams and end users in complex hybrid work environments.

Just some of the more pervasive application, endpoint, workspace, and integration challenges of SMB and enterprise users and IT Teams include:

- **Fragmented application landscape:**
Enterprises often face the challenge of managing a wide range of applications across multiple platforms and devices. This fragmentation leads to increased complexity, slower deployment, and elevated support costs.
- **Low UX and adoption:**
Suboptimal user experiences hinder the adoption of enterprise applications. Users demand a seamless experience, consistent across devices, to ensure efficient productivity. IT teams, on the other hand, struggle to provide a truly unified and user-centric experience with Intune alone.
- **Complex application packaging and deployment:**
Application packaging and deployment can be a time-consuming and complex process in enterprise environments where diverse needs create a burden for IT teams. Manual deployment processes lead to delays, errors, and increased support requests that affect productivity.

Application Workspace complements Microsoft Intune by unlocking unique benefits that mitigate the frustrations faced by enterprise users and IT teams. The following sections detail how the platform addresses these challenges.

Beyond Boundaries: Conquering Challenges in Universal Workspace Creation

Every organization struggles with creating a universal workspace portal that serves the different and changing needs of complex environments and a distributed workforce. Application aggregation capabilities provide a unified portal where IT teams can merge applications from various sources, such as Intune, file shares, web URLs, or other software deployment platforms.

This centralized approach simplifies application discovery, deployment, and updates, eliminating the need for users to navigate multiple interfaces. IT teams gain greater control over the application landscape, leading to improved compliance and reduced support overhead. This enables IT teams to deliver a seamless application experience while simplifying the deployment and maintenance processes.

Fast, Simple and Agile Application Packaging and Deployment:

The Application Workspace platform adds enormous options and flexibility to Intune with dynamic application packaging, which allows IT teams to create virtualized application packages that encapsulate all the required dependencies and configurations in minutes rather than hours. Admins can seamlessly deploy these self-contained packages across different devices and operating systems.

By decoupling applications from the underlying infrastructure, we ensure consistent application experiences while reducing compatibility issues and simplifying deployment processes. When businesses implement Application Workspace with Intune, their IT teams and end users get the following benefits that go beyond Intune's current capabilities:

- Broad, simple, and fast feature set to handle complex package implementations.
- IT administrators can find, learn, and use them quickly and effectively.

- Easy package configuration and deployment across thousands of devices and users.
- Access to thousands of curated applications for easy admin or end-user download.
- Nearly instant and transparent access to updated applications and specialized platform pathways.
- Easier deployment of .exe, .pkg, and .MSI apps using Application Workspace, which enables admins to forego the manual process of re-packaging them using third-party tools from GitHub like IntuneAppUtil. Admins can do this without the need of scripts or repackaging to Win32, which is time consuming. It can also deploy MSIX, App-V, AppVolumes, AppX, FlexApp, and many others.
- Much broader device and app management customization options across hybrid environments and platforms like: Citrix or RDP, WDF, WPD, VMware or other remote systems
- Resolving licensing issues and enabling cost reductions.
- Simple individual and group contextual awareness.
- Automatic push of third-party app updates.

In the real world of IT admins, application deployment is not about the applications, but about the settings within the applications. Application Workspace deploys the settings 'just in time,' saving pre-packaging the applications with all their respective settings per department.

Enterprises are often forced to package applications like Google Chrome multiple times for deployment to their end users. Application Workspace makes this a one-time job, and every future update keeps the settings separated from the actual package. This automation functionality, along with our Smart Icons and the ability to manage AVD, AWS, Citrix, and VMware workspaces with one solution, is an enormous differentiator that makes Recast Software's Application Workspace unique in the Workspace/EUC world.

User-Centric Application, Device and Data Delivery:

User centric application, device, and data delivery is necessary for every organization and the combination of Application Workspace and Intune delivers that and much more by expanding on Intune's capabilities to deliver:

- More granular control over updates to eliminate compatibility issues with certain applications or devices and ensure that admins can deploy and activate updates instantly.
- **Broader support for non-Microsoft applications on-premises and in the cloud:**

While Intune can manage some non-Microsoft applications, it may not support all third-party, legacy, and SaaS applications across hybrid environments, which limits effective management of diverse application portfolios. Integrating with Intune delivers access to a much wider selection of applications, with versions and automatic update capabilities across macOS and Windows.

Every division, department, group, and end user have different contextual, application, platform and customizable workspace needs in today's digital hybrid work and cloud world. Those varied needs require context-aware delivery and easy yet secure access to the appropriate applications based on their device, location, role, and work preference. While Intune provides the crucial MDM, MAM, EMM, and EUM device management, Application Workspace by Recast Software:

- Delivers several thousand verified applications available from the Recast Setup Store and even simple user application access self-service for every use on every device.
- Transparent, contextual usage management via Smart Icons.

- Allows for a branded, customizable, and universal workspace portal or can become part of a social portal such as Microsoft SharePoint or Teams using Application Workspace..
- Automated updates and patching via Release & Patch Management.

Unified Workspace, Apps and Device Delivery

Create a unified workspace that aggregates applications and resources into a single, intuitive interface. Through compatibility with Intune, Application Workspace enables IT teams to provision applications seamlessly across devices, providing users with consistent access to their work environment. This unified approach eliminates the need for users to navigate multiple portals, simplifying the user experience and reducing the learning curve.

Through its dynamic context-aware capabilities, Application Workspace tailors the application delivery based on factors such as location, network conditions, and device capabilities to deliver a tailored workspace experience. This can mean delivering:

- The latest version or specific application versions required by each user.
- Transparent and fast platform routing such as Citrix or RDP, WDF, WPD, VMware or other remote systems.
- streamlined versions of applications for low-bandwidth connections or offline access to critical resources for anywhere productivity.

This intelligent provisioning ensures optimal performance, regardless of the user's environment.



Automated Streamlined Deployment and Workflows Processes:

Seamless compatibility with Intune enables organizations to leverage their existing infrastructure while benefiting from optimized and robust application packaging and deployment workflows. Application Workspace introduces automated deployment workflows that streamline application provisioning and updates. IT teams can create deployment templates that define the necessary steps, dependencies, and conditions for application distribution. These templates enable consistent and error-free deployments, reducing manual intervention and minimizing the risk of misconfigurations while cutting the process time from potentially days or hours to minutes.

Version Control and Rollback:

Application Workspace provides version control capabilities for applications, allowing IT teams to manage different versions and rollback to previous releases if necessary. This feature ensures greater flexibility and control over application updates, mitigating risks associated with faulty or incompatible versions.

Enhancing the Intune/Windows Autopilot Deployment with Application Workspace Agent

Regardless of the type of end-user device, many Windows devices in the business start their life via Windows Autopilot deployment process, which deploys the Windows operating system. While this process provides the basic policies after which Intune takes over for more granular assignment, organizations still face some limitations. Here is where the combination of the two overcomes those limitations via use of the Application Workspace Agent for triggering the deployment process.

The Agent is a lightweight agent that is easily installed to trigger the deployment process based on the organization's contacts. The Agent Bootstrapper is a small tool that can be used to always install the latest Application Workspace Agent available to make it much

easier to deploy local devices and remote sessions seamlessly. It delivers the applications and system settings in the device deployment/image deployment. User settings are deployed on demand (just in time), creating an extra layer of flexibility in comparison to Intune.

This approach bypasses the more complex Intune deployment and replaces it with a dynamic process that detects whether the user is internal or external. If the user is external, the Application Workspace Agent only deploys the applications needed for that specific use case based on policies. If the user is internal, they can deploy the entire system with a self-service reset systems deployment process to eliminate service desk calls.

Many companies use over 200 different applications which results in complex interaction scenarios. While Intune works great, deploying complex applications with the right settings in Intune is complex when package customization with changing parameters must be done manually. Intune push times can vary, which can be a challenge for IT teams needing confirmation of success or errors.

The reason for this is that all settings need to be in the Intune package at deployment, which removes any flexibility. Application Workspace overcomes this challenge as it only needs to update the actual application and not revise the settings. This saves hours per application and update, which gives admins full control over application push timing.

” **Statistical Callout:** Many enterprises are using as many as 900 or more applications and over 55% of survey respondents find user experience integration difficult* A recent Fortune 50 financial institution customer using over 6,500+.

* [MuleSoft '22 Connectivity Benchmark Report](#) ”

When organizations add virtual desktop solutions/ remote app solutions to the mix for productivity or security reasons, they often require additional license purchases or add-on solutions for integration. This can become even more challenging with hybrid cloud deployments and mixed environments they cannot easily accomplish with Intune or SCCM. Application Workspace can provide increased granularity of application deployment to Intune for BYOD along with aspects like alternative locations, different printers, and different application settings per department.

Application Workspace dramatically extends and bolsters the abilities of Intune by empowering organizations to:

- Deploy that specific application in that special format which needs to be set up 'just right.'
- For more complex deployments, we can create a specific workflow for applications that do not fit within the Intune win32 / single file format, delivering the ability to deliver any complex application with complex configuration to any device.

- Automatically deploy updates without guessing delivery time.
- Contextually deliver applications to each device to fine tune each user's experience and adapt instantly with no user interaction required.
- Access deployment service for deployment of an RDS environment to install, configure and deploy all policies and settings locally and in the cloud with a 'all-in one' license.
- Integrate with any custom portal solution, Microsoft SharePoint and even Microsoft Teams in the same license.

While Microsoft Intune provides a brilliant toolbox for managing any organization's environment, Application Workspace can extend those capabilities for more complex deployments, hybrid cloud scenarios, and granular application policy assignment. The flexible combination of these two solutions enables businesses to create future-proof user experiences at scale.



Delivering hassle-free platform routing and migrations

Many companies use solutions from Citrix, Microsoft, or VMware to enable delivery of virtualized application and desktop resources. While these platforms can efficiently solve many common problems faced by enterprises, they can also introduce a few challenges. Application Workspace eliminates these challenges for Intune via Connectors, which enable seamless local device and remote session deployment.

Smart Icons create a connection through the Citrix Connector to deploy Citrix applications (as one of many examples) seamlessly for the end user endpoint. This eliminates the additional steps and delays with a modern managed workspace.

Migrations are a fact of life in the modern business that can include migrating or transitioning from one platform to another, such as Citrix, VMware, Nutanix, or AVD, for various reasons, which can include:

- Organizational changes, such as mergers, acquisitions, or restructuring.
- Developing business needs.
- Improved performance and efficiency.
- Cost savings.
- Enhanced security and compliance.
- Technology advancements that can enhance their operations and competitiveness.
- Cloud adoption/strategies.

Businesses must carefully plan these migrations to weigh the potential gains against the challenges, which can include:

- Compatibility Issues with existing applications and data, which can lead to downtime, data loss, and reduced productivity.
- Cost and complexity of migrating large data stores.
- Employee resistance to change.
- Meeting security and compliance requirements.
- Skills gaps.
- Platform migration expense.
- Potential data loss.

Application Workspace's flexibility and compatibility make it adaptable to various migration scenarios, allowing organizations to leverage its features alongside Intune and other tools or platforms to facilitate a smooth and successful migration process. It can work with various migration tools or platforms, including:

- Citrix Virtual Apps and Desktops
- VMware Workspace ONE
- Nutanix
- Amazon Workspaces
- Azure Virtual Desktop
- Microsoft Cloud PC
- Ali Cloud

Migrating from Citrix and VMware Environments to Microsoft Azure Virtual Desktop (AVD) is common in Microsoft dominated environments where Intune may be a factor. This combination makes this transition/migration much easier via the following benefits where we can provide:

- Connectors that enable installation of the right remote desktop client via the Recast Setup store, which ensures the client is always up to date with no endpoint patching.
- Easy importation and publishing of AVD apps in the environment alongside similar applications like Citrix, VMware, and others.
- IT admins with the ability to deploy, manage, and control any application type in an AVD-image or on-demand. This includes legacy applications like MSI and EXE and modern application formats like AppX and MSIX. Admins can combine MSIX applications for use and management within an MSIX app attach layer. This provides a complete platform for all available application types.
- Easy configuration of AVD applications in Application Workspace while applying contextual rules for each user or group via Smart Icons.

Admins can easily complete powerful actions and filters to further enhance the end-user experience on the backend while providing the end user with a transparent click of the familiar icon on the front end. This fast process ensures IT can make the migration transparent to the end users and groups without disruption and all the end-user needs to do is click the smart icon.

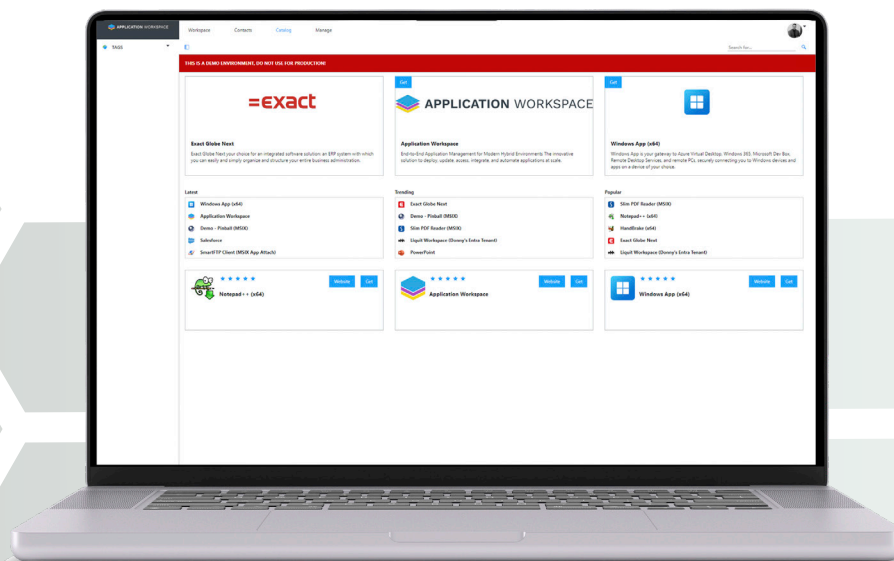
Just a few example scenarios include:

- Ensuring users can start all necessary dependencies for smooth application operation, such as connecting a printer, changing registry settings, or drive mapping.
- Using the Smart Icon to determine how to start the application based on each user's contextual need (i.e., at the office, start a local version of Microsoft Word if available, at home a WVD application, or a remote Citrix session).
- Deny access based on location (i.e., deny access to a finance application whenever the user is not in the office or force two-factor authentication).

Application Workspace supports platform migrations and makes them easier by providing a unified workspace for users for easy and uninterrupted pre- and post-migration application and data access regardless of the hosting location.

This one-stop-shop for IT teams gives them the control to manage the entire application environment, which simplifies the migration process by providing a centralized platform for managing applications and data. Overall, Application Workspace simplifies platform migrations by providing a unified workspace, comprehensive lifecycle management, innovative application provision and access, simple and dynamic application management, and security and compliance features. Coupled with Intune's powerful MDM, EMM, MAM, and UEM capabilities, the migration process becomes faster, more efficient, and easier for both administrators and end-users.

Organizations can enhance the Windows Autopilot deployment process by using the Agent to trigger a seamless deployment process, while Connectors can bring greater control and options to device deployment and remote sessions that can bypass the Intune process. This enables fast and predictable application deployments in record time so end users and IT can be more productive.



V. Conclusion Why Do I Need Application Workspace? Addressing Potential Objections:

Intune is clearly a powerful cloud-based endpoint management solution that provides countless options for businesses. When implemented with the Application Workspace end-to-end application management platform, organizations can harness countless features that benefit business, end users, and IT operations. It's vital that organizations see that while the two solutions seamlessly work together and provide several features that look similar on the surface, Application Workspace goes far beyond any limits that those common features may have. Just some of the primary benefits of why businesses need Application Workspace with Intune include:

Compatibility:

- Ensuring smooth enhancement of the existing ecosystem without disrupting workflows.

Scalability and Performance:

- Sales with the needs of enterprises of all sizes. Leveraging its advanced caching mechanisms and distributed architecture, it minimizes network traffic and ensures optimal performance, even in complex and geographically distributed environments.

Enhanced User Experience:

- Organizations leveraging Application Workspace with Intune experience increased user satisfaction and adoption rates.

Streamlined Application Deployment:

- By automating application deployment processes, reduce packaging and deployment time by up to 90% compared to manual methods. This efficiency improvement tremendously reduces application-related incidents and potential error related downtime.

Simplified Management:

- Centralized management capabilities lead to a major reduction in administrative effort, allowing IT teams to focus on strategic initiatives. Application Workspace's intelligent reporting and analytics provide valuable insights into application usage and performance, enabling informed decision-making.

Cost Reductions:

- In today's complex application, hybrid and platform environments, integration is tough, but third-party platform, licensing and IT time/cost containment is tougher. The combination can significantly reduce licensing and support costs in complex environments

Different environments may use different Intune licensing tiers with third-party applications and platforms like Citrix, VMware, Nutanix and others, along with Microsoft Licensing. Admins can streamline their delivery to users and groups requiring that specific access.

Admins can cut application and device provisioning time by 50 percent or more. This leads to reduced IT and help desk support time and costs that can be applied to other IT projects. A project for a Fortune 50 bank with over 6500 applications was able to save over 8 million in associated costs with Application Workspace.

Today's organizations must have the ability to control applications, devices, and data across complex and changing IT infrastructures and hybrid work/cloud environments in a unified and transparent workspace. This must be possible as environments exist today while adapting to tomorrow's needs in a future-proof design capable of adapting without restructuring. And it all must happen with speed, simplicity, agility, scalability, and cost savings.

Summary of Benefits Paired with Intune

As mentioned at the start of this white paper, every IT leader's time is precious and limited, so the following summary cuts to the chase of the bottom-line benefits of integration.

- Broad customization of end user portal that enhances Intune's fixed dashboard to create a full system management platform.
- Support for all hybrid environments, large apps, and greater app visibility.
- Broadens Intune beyond Microsoft and Azure AD (Active Directory) for future-proof needs that can enable integration of new third-party innovations.
- Broad, simple, and fast feature set to handle complex package implementations.
- IT administrators can find, learn, and use applications and packages them quickly and effectively.
- Easy package configuration and deployment across thousands of devices and users.
- Access to several thousand verified applications for easy admin or end-user download.
- Nearly instant and transparent access to updated applications and specialized platform pathways.
- Easier deployment of exe, pkg, and MSI apps by eliminating the manual process of re-packaging these apps using Application Workspace rather than third-party tools from GitHub like IntuneAppUtil. Admins can do this without the need of scripts or repackaging to IntuneWin32App, which is time consuming. It can also support deployment of MSIX, App-V, APPX, FlexApp, and VMware as well as automate the conversion to VHDX files, which AppVolumes can ingest and deploy.

- Much broader device and app management customization options across hybrid environments and platforms like: Citrix or RDP, WDF, WPD, VMware or other remote systems.
- Resolving licensing issues and costs overrun by only targeting users in need of platform or application access.
- Simple individual and group contextual awareness.
- Automatic push of third-party app updates

The platform's technical capabilities extend Microsoft Intune's device management functionalities, addressing the pain points of IT teams and end users in SMB to enterprise environments. The platform's application aggregation, intelligent user workspace integration, automation, and contextual streamlined deployment processes enhance UX, reduce administrative burden, and boost productivity.

Through enhanced application management, intelligent workspace provisioning, and streamlined deployment processes, Recast Software's Application Workspace empowers IT teams to achieve granular control, flexibility, and productivity. Organizations can optimize their device management strategies and deliver a superior UX. Supporting data and customer testimonials reinforce the efficacy of this winning combination. Embracing Application Workspace alongside Intune empowers enterprises to optimize their device management processes and establish a user-centric and efficient IT ecosystem.



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