

Data Sheet

The Missing Half of Your Endpoint Stack

LogMeIn Resolve + Microsoft Intune

The operational layer that makes your Intune investment work better.



When it comes to device enrollment, Conditional Access, and BYOD protection, Microsoft Intune is the gold standard. But when a device goes offline, a zero-day drops, or a new hire can't log in, Intune hits a wall. These aren't feature gaps — they're just not what Intune was designed for.

LogMeIn Resolve picks up where Intune leaves off.

The Four Gaps Intune Can't Close



Incident Response That Depends on a Check-In That May Never Come

Intune's default polling cycle is 8 hours. If a device is offline, encrypted, or locked out, that wipe command may never execute at all.

Resolve fixes this: A persistent agent connection means actions execute in seconds, regardless of what state the device is in.



Patching That Covers Only 20% of Your Software Estate

Intune's EAM covers ~600 apps and costs an extra \$10/user/month. Apps outside that catalog demand a four-step manual process with every new version.

Resolve fixes this: A 9,000+ app catalog via Winget, plus automated patching, guaranteed maintenance windows, and Wake-on-LAN — all included as standard.



Remote Support That Only Works When Everything Goes Right

Remote Help requires the app pre-installed, same-tenant Entra auth, and an actively signed-in user. No terminal. No registry editor. No support for contractors or new hires outside the tenant.

Resolve fixes this: Full remote support for any user, on any device, via a temporary applet OR preinstalled agent. Every session includes terminal, file browser, safe mode reboot, multi-session handling and agent collaboration.



Automation That Starts From Scratch Every Time

Intune has no script library, meaning every PowerShell automation is written from scratch, and there is no feedback mechanism or AI assistance.

Resolve fixes this: Choose between a curated, ready-to-deploy script library or an AI-powered Virtual Technician that can generate and execute automation without coding. Plus, close incidents before users notice with alert-triggered remediation.

The Right Tool For Every Job

Intune and Resolve don't compete. They complete each other. Here's what each one does best.

MICROSOFT INTUNE Policy & Compliance Layer	LOGMEIN RESOLVE Operational Management Layer
Device Enrollment & Autopilot Zero-touch provisioning; unmatched in the ecosystem	Real-Time Incident Response Actions execute in seconds, not 8-hour polling cycle
Conditional Access & Entra Identity Identity-based gating to every M365 resource	Live Device Monitoring & Alerting CPU, RAM, disk, network. Intune has no RMM layer
BYOD & App Protection (MAM) Protect corporate data on personal devices without full enrollment	Remote Troubleshooting, Any User Terminal, registry, file browser; no enrollment required
Compliance Policy & Config Profiles Granular MDM policy across Windows, iOS, Android, Mac	Third-Party App Patching (9,000+ apps) Chrome, Adobe, Zoom, automated, no Suite add-on needed
Microsoft Security Stack Integration Native Defender, Sentinel & Purview integration depth	Script Automation + AI Technician Curated library + AI generation; Intune has neither
<i>Intune governs your devices beautifully, until something actually goes wrong. Resolve is purpose-built for what happens next.</i>	Hardware & Software Asset Lifecycle Warranty, refresh, shadow IT, beyond enrolled devices
	Integrated Helpdesk & Ticketing Teams native and company portal; Intune has no ticketing layer
	MSP Multi-Tenant Console All clients, one login; Intune requires per-tenant access
	Zero-Trust Security Architecture Wiper-attack vectors are architecturally eliminated
	Proactive Alerting & Auto-Remediation Tier-1 tickets closed before users notice the issue
	Update Scheduling & Maintenance Windows Guaranteed windows by group, shift, and time zone

What You Get With LogMeIn Resolve

Resolve fills every operational gap Intune wasn't built to handle, in one agent, one console, one cost.

Real-Time Device Monitoring

Live CPU, RAM, disk & network dashboards. Proactive threshold alerting with no polling delays.

Guaranteed Persistent Actions

Device wipe, lock, quarantine execute in seconds, regardless of device connectivity state.

Full Remote Support Toolkit

Support any user, enrolled or not, with remote control, terminal, registry editor, file browser, , mobile camera share, multi-session support, and more.

9,000+ App Patch Catalog

Automated third-party patching at scale, with guaranteed maintenance windows. Included standard, no add-on required.

AI Virtual Technician + Script Library

Curated scripts. AI-generated automation. Alert-triggered remediation. No coding required.

Hardware & Software Asset Management

Full lifecycle tracking for hardware (warranty, cost, refresh) and software (license compliance, shadow IT) — across every device, enrolled or not.

Integrated Helpdesk Ticketing

Unified ticketing with multiple service desk, and entry points - Teams, email, or portal.

Built-In Multi-Tenancy (MSP)

All clients. One console. No per-tenant logins. Eliminates 30–60 hrs onboarding overhead per client.

Zero-Trust Security Architecture

Industry-first architecture. Attack vectors in documented Intune wiper incidents do not exist in Resolve's security model.

Direct Intune Integration

OAuth via Azure AD. All enrolled devices visible in Resolve. No re-enrollment. No policy disruption.

LogMeIn Resolve + Microsoft Intune

Proven Outcomes

30–50%

Estimated reduction in mean time to resolution

Seconds

Guaranteed device action vs. 8-hr Intune polling cycle

9,000+

App patch catalog vs. Intune EAM's ~600

~\$3

Per device/month vs. \$3.50 for Remote Help alone

See How Resolve Will Transform Your Endpoint Management

Visit www.logmein.com/products/resolve to learn more

Request a Demo