



PLENTICS Suite

Product Overview for Managed Service Providers



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Executive Summary

Plentics Suite is a product that is designed for **Managed Services Providers (MSPs)** to support hundreds of tenants and thousands of devices without performance degradation. It helps MSPs to scale and streamline their **multitenant** management of their clients' **Microsoft 365** and **Microsoft Intune** environments through one unified single pane of glass view.

- Endpoint Management
- Tenant Management
- Endpoint Analytics
- Tenant Analyticst
- Dynamic Alerts and Reports

All the modules are accessible through a unified dashboard, emphasizing the single pane of glass aspect of the Suite.

Propagation of all the configuration changes can be tested in pilot tenants or groups before full rollout.

All operations follow ISO 27001-certified processes and support NIS2 compliance, highlighting security governance.

Detailed information of the features included in the modules are described on the following pages.

Supported operating systems aligned with Intune:

- Windows
- macOS
- Android
- iOS
- Linux

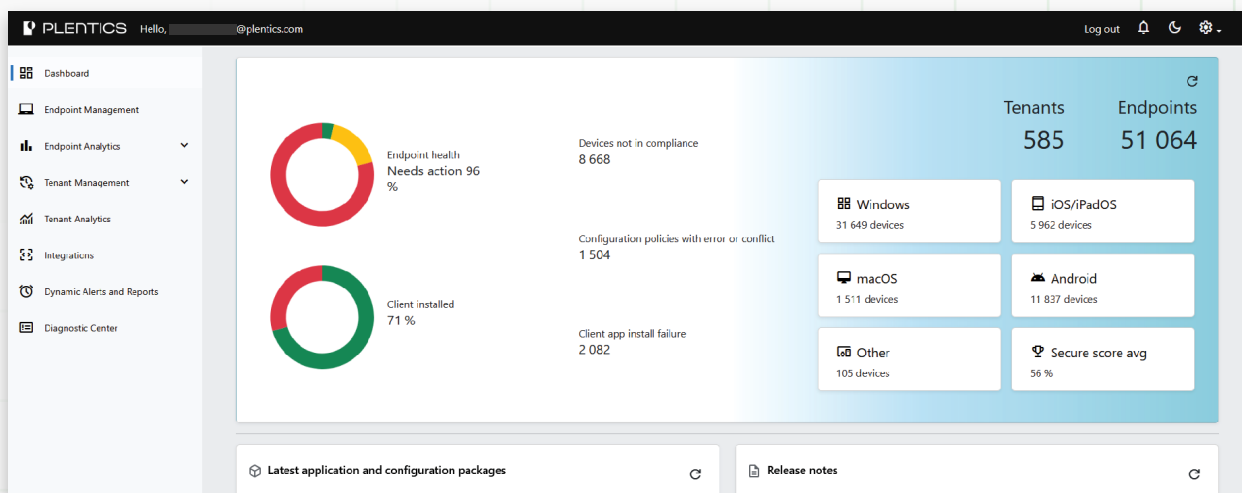






Figure 1: Real-time visibility of compliance, client health, and security posture across every tenant and endpoint.

Endpoint Management




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Application & Patch Management

-  Cross-environment deployment
-  Automatic updates
-  Improved security
-  Reduced work





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Endpoint-Level Visibility & Remote Management

-  Detailed visibility of every tenant
-  Perform device specific actions
-  Bulk actions from a single interface




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Configuration Packages

-  Customizable configuration templates
-  Improved productivity
-  Standardized environments across tenants
-  Expanded Intune functionalities

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Entra ID Group Management Across Tenants

-  Centralized Entra ID management
-  Unified access rights
-  Reduced administrative burden

Endpoint Management

Application and Patch Management

Organizations can deploy new applications directly to customer tenants, ensuring a streamlined and efficient rollout process. By utilizing predefined, consistent templates, applications are installed with uniform configurations across all managed environments.

Patch management is automated for a wide range of third-party applications, reducing manual effort and enhancing security. Additionally, administrators can create reusable application templates, enabling faster deployments for future needs.

Application assignments can be edited for individual customer tenants, providing flexibility and granular control over software distribution. Notifications are sent for upcoming 3rd party application patches, complete with links to vendor release notes for easy reference.

All package updates are maintained by Plentics' Intune experts to ensure continuous alignment with Microsoft best practices, but also custom applications

can be packaged and deployed with ease, supporting unique customer requirements. When necessary, custom configuration packages can also be deployed manually to address specific scenarios.

Finally, administrators can review application assignments across every managed tenant, offering comprehensive oversight and ensuring that all environments remain up to date and compliant.



	Firefox ESR
	Zoom Workplace
Google Chrome	Greenshot
Adobe Acrobat Reader	Lenovo System Update
7-Zip	Jabra Direct
Microsoft 365 Business	Power BI Desktop
Apps	Dell Command Update
Notepad++	FortiClient VPN
Teams Machine-Wide	WatchGuard Mobile VPN
Installer	Microsoft To Do (UWP)
Firefox Rapid Release	PDFCreator
Microsoft Edge (Chromium)	Java
VLC	WinSCP

Figure 2: Plentics automatically deploys the latest verified versions of hundreds of common business applications.

Endpoint Management

Endpoint-level visibility and remote management

Drill into detailed information for each managed endpoint, for comprehensive visibility into device-specific metrics and statuses. This includes reviewing the list of installed applications on individual endpoints, ensuring that all software is accounted for and compliant with organizational standards.

Additionally, MSP staff can execute Intune actions across all endpoints from a centralized interface. This approach streamlines device management by enabling efficient, bulk operations — such as restarting devices, remote wiping, or enforcing policies.

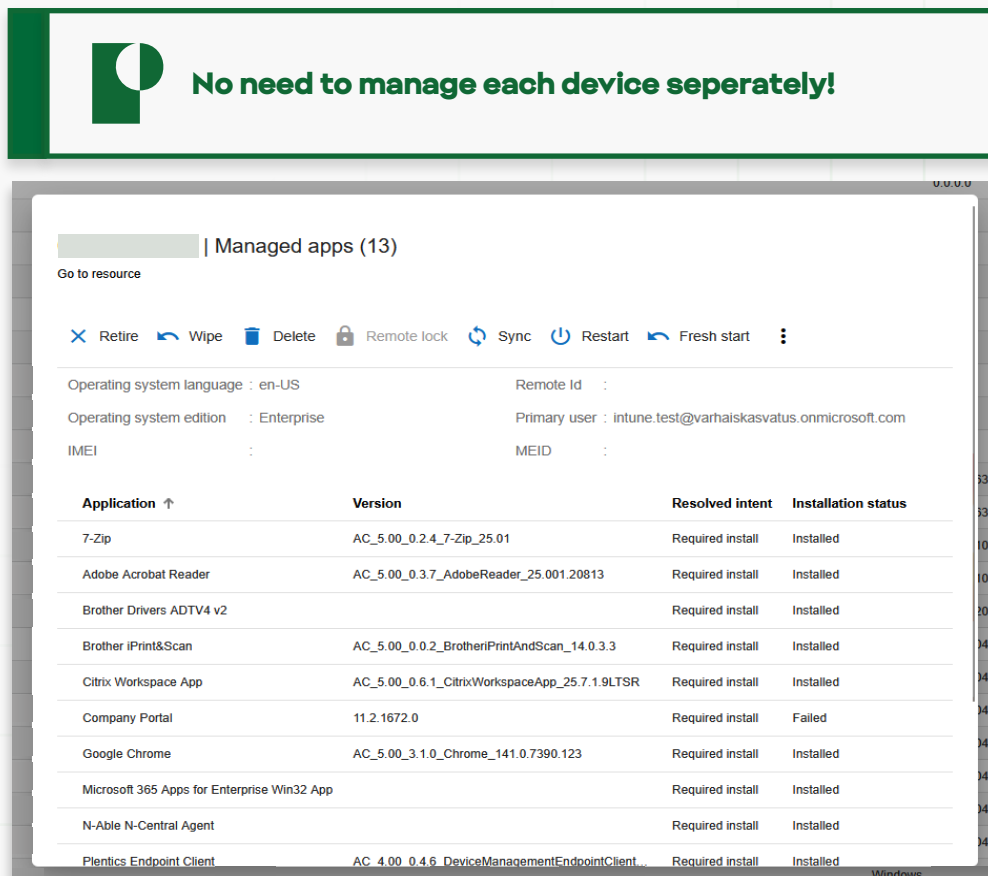


Figure 3: Endpoint-management dashboard's popup window

Endpoint Management

Configuration Packages

Extend Intune's capabilities with advanced system management, security, and productivity features. Administrators can easily grant or revoke local admin rights, configure desktop icons, manage group memberships, enforce power and sleep settings, and optimize device behavior.

Security controls include BitLocker management, drive encryption, recovery key handling, and disabling insecure features like Credential Guard, NetBIOS, and location services. Logging and auditing can be enhanced through PowerShell and audit policy configurations for compliance and incident response.

Improve productivity through automated OneDrive setup, browser profile backup, default app enforcement, and utility updates. Additional tools enable WSL, restore points, and integrations for WithSecure and Google Meet. Devices can also be customized for regional, time, and display preferences to meet organizational standards.



Most Used Configuration Packages from Plentics

- BitLocker Recovery Key Backup
- Add Admin Rights To User
- BitLocker
- Set Default App Email
- Enable OneDrive AutoSignIn
- Enable OneDrive KFM
- Enable Outlook Profile Creation
- Set Region
- Set Time Zone
- Set Default App Pdf
- Enable Adobe Reader Updates
- Set Lock Computer Time
- Set OneDrive KFM Settings
- Set Default App Browser
- Remove Teams Cache
- Add Computer Name To Desktop
- Remove Users From Local -Admin Group
- Rename Computer (Azure AD joined)
- Enable System Restore
- Disable BuiltIn Admin

Figure 4: Nearly 70 expert-maintained configuration packages for Windows and macOS let MSPs deploy settings and controls that

Endpoint Management

Integrated documentation access

Plentics Suite users can instantly access built-in documentation directly within the management interface. This feature ensures that relevant guides, instructions, and reference materials are available at the point of need, reducing the time spent searching for support resources and enabling more efficient issue resolution. By providing immediate, context-sensitive help, the platform streamlines workflows and supports users in effectively managing their customers' environments.

Add new end-customer tenants in just a few clicks

New tenants can be added to Plentics Suite by consenting Plentics Suite Azure Enterprise App by using global admin privileges.

Entra ID Group Management Across Tenants





Administrators can browse Entra ID groups and their members across all end-customer tenants. This centralized approach provides clear visibility into group structures and membership details for each managed environment, ensuring efficient oversight.

In addition, group memberships can be managed centrally for all tenants. This allows administrators to add or remove users from groups across multiple tenants without the need to access each tenant individually, streamlining group administration and maintaining consistent access policies organization wide.

Tenant Management





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Customer Onboarding

-  Reusable configuration templates
-  Align tenants with requirements
-  Reduced setup time and errors
-  Guaranteed consistency across tenants




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Configuration Patching

-  Efficient updating of tenant settings
-  Standardized templates
-  Speeds up updates
-  Simplifies compliance maintenance




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Configuration Backup and Restore

-  Backup and restoration capabilities
-  Quick recovery from errors
-  Safeguards for configuration integrity




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Real-time Logging

-  Verification of settings working
-  Enhanced transparency
-  Speeds up troubleshooting

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Tenant Comparison

-  Compare settings between tenants
-  Easy to identify mismatches
-  Improved maintenance consistency

Tenant Management

Customer Onboarding

Administrators can create and manage reusable templates for tenant configuration, enabling consistent configuration baseline across multiple environments. These templates serve as standardized models, ensuring that configurations align with organizational requirements and best practices.



**Standardize every tenant.
Manage at scale.**

By leveraging these templates, administrators can rapidly provision tenants with the correct settings and policies in place from the outset, minimizing setup time and errors.

Configuration Patching

Ongoing management is enhanced by the ability to adjust tenant settings efficiently using standardized templates. This approach allows for swift updates and ensures uniformity across numerous tenants, simplifying the process of maintaining compliance and operational consistency.

Migration of settings between tenants is seamless, allowing administrators to transfer configurations without the need for manual re-entry or risk of omissions. This facilitates smooth transitions during tenant restructuring or onboarding activities in case of merging companies, for example.

Tenant Management

Configuration Backup and Restore

Robust backup and restore capabilities are integrated, enabling administrators to safeguard tenant configurations. Should changes need to be reverted or recovery from an issue be required, tenant settings can be restored quickly and accurately.

Real-time Logging

All configuration activities are supported by real-time logging, which provides comprehensive records for error checking and verification. This ensures transparency, accountability, and facilitates prompt troubleshooting when necessary.

This table offers a concise overview of the key Tenant Management features, what they do, and how they benefit MSPs.

Tenant Management

Tenant Comparison

The Tenant Comparison feature enables administrators to compare Intune configurations across multiple tenants, identify differences and detect missing settings. Results are presented in a clear table view, where each row represents a configuration item and columns include tenant name, configuration type and comparison status. Color-coded indicators (green for OK, yellow for differences, red for missing) make discrepancies easy to spot and filter.

Users can narrow the view to show only configurations with differences. Filtering and sorting follow the same intuitive logic used throughout Plentics Suite. From the comparison table, an off-canvas detail view can be opened to inspect individual property differences or review JSON-formatted configuration data.

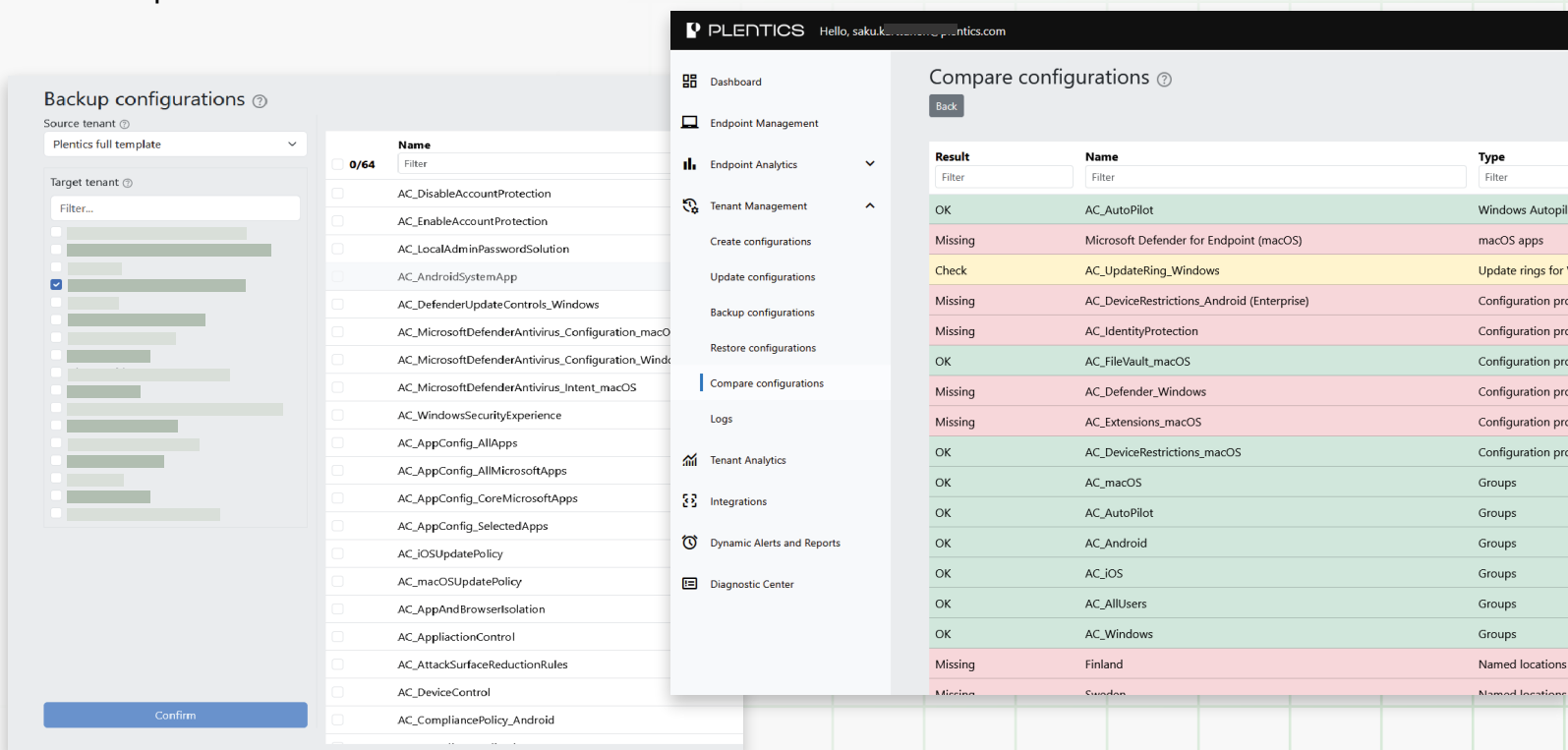






Figure 5: Administrators can select source and target tenants to compare configuration templates, identify. Color-coded comparison results make it easy to identify and address configuration gaps across tenants.

Analytics




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Dynamic Drillable Reports

-  On-demand status reports
-  Detailed insights of tenants and endpoints
-  Empowers administrators
-  Improved responses on time




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Client Reporting

-  Deliver clear and timely status reports
-  Enhanced transparency
-  Improved trust with customers




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Unified Multi-Tenant Oversight

-  Single-pane-of-glass view
-  Comprehensive visibility over environment
-  Enhanced oversight for administrators




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Data Export

-  Real time data exportable with XMLA
-  Seamless integration into Power BI
-  Export to other analytics platforms




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Endpoint Analytics

-  Proactive monitoring
-  Comprehensive insights
-  Built-in reports for business data

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Tenant Analytics

-  Track and monitor trends efficiently
-  Ensures continuous improvement
-  Better maintenance of security standards

Dynamic Drillable Reports

Dynamic, on-demand reports empower administrators to access status overview or detailed insights for any customer tenant, user or endpoint as needed. These reporting capabilities ensure that relevant information is always available, supporting informed decision making and timely responses to emerging issues.

Views that are ISO 27001 and NIS2 ready are accessible across all tenants. This standardized approach facilitates compliance with key information security and infrastructure regulations, providing assurance to both administrators and end customers.

Client Reporting

Administrators can deliver clear and timely status reports to end customers, enhancing transparency and building trust. Additionally, customer representatives have the ability to view live status reports directly, ensuring they are always informed about the current state of their environment.

Unified Multi-Tenant Oversight

A single-pane-of-glass view offers comprehensive visibility into the entire multi-tenant environment, simplifying management and enhancing oversight for administrators.

Data Export

Real-time data can be exported via XMLA, enabling seamless integration into Power BI and other analytics platforms.



Figure 6: Unified analytics reports visualize health, performance, compliance and usage data across every tenant, helping MSPs make smarter, faster operational decisions.

Analytics

Endpoint Analytics

Warranties

Warranty tracking is streamlined by enabling the monitoring of warranty details across all managed devices. This allows for proactive maintenance planning and reduces the risk of unexpected device failures.

Add Custom Business Data

Custom business data can be imported and combined with built-in reports, allowing for enriched analytics tailored to specific organizational needs.



Know the state of every endpoint. Instantly.

Health and Performance at a Glance

Proactive monitoring supports the ongoing health and performance of customer environments. With a single-pane-of-glass view across all end-customer tenants, administrators gain comprehensive oversight, simplifying management and issue detection.

Tenant Analytics

Secure Score Tracking Across All Tenants

Administrators can efficiently track and monitor Secure Score trends for every tenant, ensuring continuous improvement and maintenance of security standards throughout the multi-tenant environment.

The Secure Score report supports historical comparisons and trend analysis over time, which MSPs value for proactive planning.

License Cost Optimization

Proactive monitoring supports the ongoing health and performance of customer environments. With a single-pane-of-glass view across all end-customer tenants, administrators gain comprehensive oversight, simplifying management and issue detection.

Consistent Status Reporting for End Customers

Custom business data can be imported and combined with built-in reports, allowing for enriched analytics tailored to specific organizational needs.

Effortless Reporting Without Intune Licenses

Reporting capabilities are accessible without the need for Intune licenses; administrators only require Microsoft tenant access. This approach streamlines reporting processes and broadens accessibility for stakeholders.

Dynamic Alerts and Reports

Administrators receive alerts from all their tenants and endpoints. This centralized approach streamlines monitoring and ensures that critical events are not overlooked.

Notifications are seamlessly delivered via email or through any integrated communication channels that support SMTP, providing flexibility and ensuring timely awareness of important updates.

Alerts can be integrated with ITSM, aligning with MSP workflows for automation.

Reports can be automatically generated and sent directly to recipients' inboxes, reducing manual effort and ensuring stakeholders remain informed. Intelligent alarms can be set based on specific analytics thresholds and metrics, allowing for proactive management and response to security or operational events.

Additionally, scheduled reports can be configured for any area of interest, ensuring that administrators and stakeholders receive the information they need on a regular basis.



See issues before they become incidents.

List of the Analytics Reports

Windows

- Antivirus
- Check-in (last 30 days)
- Compliance
- Encrypted
- Endpoint health
- Firewall
- Local admins
- Performance health
- Restarts (last 30 days)
- Startup Score
- Stop errors (last 30 days)
- Storage
- TPM
- Endpoint client installed
- Endpoints by client version
- Endpoints by enrollment type
- Endpoints by last check-in month
- Endpoints by manufacturer
- Endpoints by ownership
- Endpoints by tenant
- Endpoints model
- Endpoint by OS build
- Endpoints by OS main version
- Endpoints by OS sub-version
- Endpoints by OS update installed
- Endpoints by OS update KB
- Smart Packages
- Software
- Version
- Endpoints by warranty end month
- Endpoints by warranty end year
- Windows 11 capability

MacOs

- Check-in (last 30 days)
- Compliance
- Encrypted
- Endpoint health
- Storage
- Endpoints by enrollment type
- Endpoints by last check-in month
- Endpoints by OS version
- Endpoints by ownership
- Endpoints by tenant
- Endpoints by hardware model

Mobile (Android and iOS)

- Check-in (last 30 days)
- Compliance
- Encrypted
- Endpoint health
- Storage
- Endpoints by enrollment type
- Endpoints by last check-in month
- Endpoints by manufacturer
- Endpoints by OS
- Endpoints by OS version
- Endpoints by ownership
- Endpoints by tenant
- Endpoints by hardware model

Tenant

- Tenants by billing
- Tenants by in production
- Tenants by partner
- Tenants by secret expiry month
- Licenses by tenant count
- Licenses by user count
- Secure Score trend
- Tenants by Secure Score %