

We get turning Copilot insights into real Intune action isn't automatic.

Workshop for Microsoft Copilot in Intune



Organizations often lack clarity on how Microsoft Copilot integrates with Intune data, roles and workflows. This workshop reviews prerequisites, permissions and supported use cases, and demonstrates how Copilot surfaces actionable insights for device compliance, configuration and security operations, enabling informed decisions and more efficient Intune administration.

CDW's Workshop for Microsoft Copilot in Intune can help you achieve:



Operational Efficiencies



Cost Reduction



Reduced Risk

Finding the Right Solution

The Workshop for Microsoft Copilot in Intune is a technical, guided engagement designed to help customers understand how Copilot integrates with Intune and how it can be used to support device management, security and operational workflows. CDW works with customers to review prerequisites, licensing considerations and supported Copilot capabilities within their existing Intune environment. During the workshop, CDW provides an overview of Microsoft Copilot in Intune and the Copilot agent experience, focusing on how Copilot consumes Intune data to generate insights and recommendations. Core administrative scenarios are reviewed to demonstrate practical, real-world usage, including:

- Change review and policy impact analysis.
- Device offboarding workflows.
- Policy configuration and management scenarios.
- Vulnerability remediation and security-related insights.

The engagement also explores AI-assisted device management and policy creation use cases, highlighting how Copilot supports troubleshooting, compliance analysis and operational decision-making. Additional scenarios include:

- Copilot-driven troubleshooting and compliance insights.
- Operational workflows aligned to Intune administration.
- Windows 365 Copilot in Intune insights for Cloud PC visibility and performance considerations.

To support effective adoption, CDW shares best practices for prompting and responsible administrative usage within Intune, including an understanding of Copilot limitations and governance considerations. Discussions are tailored to the customer's device platforms, security posture and operational maturity. At the conclusion of the workshop, CDW delivers documented findings, recommendations and defined next steps to help customers confidently plan Copilot adoption and identify opportunities for future optimization.

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based

CDW + MICROSOFT

CDW has a deep, long-standing partnership with Microsoft, giving customers direct access to the latest insights and best practices for deploying and optimizing Microsoft solutions.

Our expertise in Intune and Microsoft 365 enables us to translate complex technology into actionable strategies that drive business outcomes.

Key capabilities demonstrating our partnership and expertise include:

- Delivering hands-on workshops tailored to specific organizational needs and device management scenarios.
- Leveraging Microsoft's Copilot tools to provide actionable insights for Cloud PCs, device compliance and performance optimization.
- Integrating recommendations from Microsoft's roadmap and best practices to improve adoption and operational efficiency.
- Combining technical know-how with a consultative approach, ensuring customers maximize their Microsoft investments.

This combination of access, experience and execution differentiates CDW as a trusted Microsoft partner.



Services Overview

The following elements are included in CDW's Workshop for Microsoft Copilot in Intune:

Service	Included
Copilot Readiness and Overview: Review the customer's Intune environment, licensing (including Microsoft 365 E5 and Security Compute Units) and prerequisites for Microsoft Copilot in Intune. This includes an overview of Copilot capabilities, agent usage and how Copilot integrates with existing device management, security and operational workflows.	✓
Operational Use Cases and AI-Assisted Management: Guide the customer through real-world Copilot use cases, including AI-assisted device management, policy creation, change review, device offboarding and vulnerability remediation. Sessions focus on how Copilot supports day-to-day Intune operations and reduces manual administrative effort.	✓
Copilot-Driven Insights and Troubleshooting: Demonstrate Copilot-driven troubleshooting, compliance insights and operational workflows across Intune-managed devices, including Windows 365 Cloud PCs. This includes how Copilot surfaces actionable insights to proactively identify issues and improve endpoint performance and security.	✓
Best Practices, Adoption and Next Steps: Provide best practices for effective prompting and administrative usage within Intune. Conclude with findings, tailored recommendations and clear next steps to support adoption, ongoing usage and long-term value from Microsoft Copilot in Intune.	✓

Certifications

CDW is a Microsoft Solutions Partner and has earned the following recognition:

CUSTOMER SUCCESS STORY

Organization: Enterprise customer with more than 8,500 employees

CHALLENGE: The customer's IT team struggled to gain real-time visibility into Cloud PC performance, device compliance and license usage across their environment. Manual processes for identifying optimization opportunities were time-consuming, error-prone and lacked actionable guidance. They wanted a solution to simplify management, improve operational efficiency and provide insights to proactively resolve potential performance and compliance issues before they impacted employees.

SOLUTION: CDW delivered a hands-on Workshop for Microsoft Copilot in Intune, guiding the customer's IT team through Copilot capabilities for Cloud PC monitoring, compliance management and performance optimization. The workshop included tailored demonstrations, actionable insights and practical strategies for implementing recommendations. CDW helped configure dashboards, automated alerts and reporting, ensuring IT staff could efficiently monitor their endpoints, proactively address issues and leverage Microsoft best practices to improve device and user experience.

RESULT: Following the workshop, the customer's IT team gained clear visibility into device compliance, performance and licensing. They could proactively identify and resolve issues, optimize Cloud PC resources and reduce manual administrative effort. The team reported increased confidence in managing endpoints, faster troubleshooting and improved end-user satisfaction. By leveraging Microsoft Copilot with CDW guidance, the customer strengthened operational efficiency, ensured compliance and maximized the value of their Microsoft 365 and Intune investments.

To learn more about CDW's Workshop for Microsoft Copilot in Intune, contact your account team or call 800.800.4239.

