



NerdioCon

2025
— PALM SPRINGS



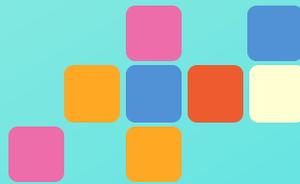
Transform your Microsoft 365 management:

Work smarter, not harder with the latest Nerdio Manager for MSP features



Andy Weidner

- Cool guy
- Product Manager, Nerdio Manager for MSP
- <https://www.linkedin.com/in/andy-weidner/>



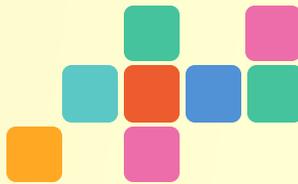
Gido Veekens

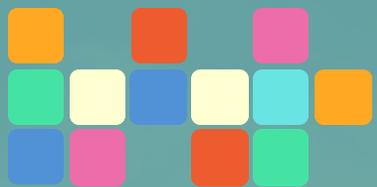
- Senior Product Manager, Nerdio Manager for MSP
- www.linkedin.com/in/gido-veekens/



Agenda

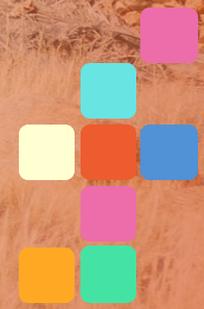
Day 0 & 1	20 minutes
Day 2	15 minutes
Vision	5 minutes
Q & A	5 minutes





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Day 0 & 1: Planning & implementation



Agenda

Day 0 & 1: Planning and Implementation

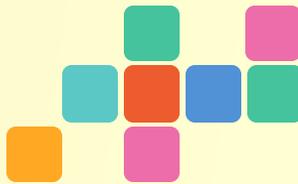
PSA Integration

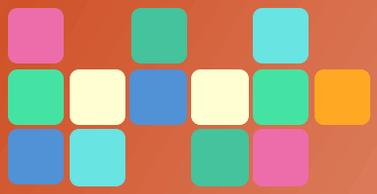
Baseline Management

Partner Center Integration

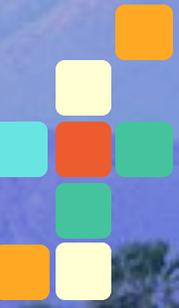
Group Templates

Console Connect





Integrate with your PSA



PSA Integration

Challenges

- Fire and forget notifications
 - Lack visibility
 - Are hard to automate
 - Can lead to efficiency losses
- Limited notification sources
- Limited customization options

Solutions

- Stateful notifications
 - Auto-open and auto-close tickets
- Expanded notification sources for
 - Azure resources
 - Microsoft 365 resources
 - Nerdio Manager functionality
- Increased customization options
 - Customize subject/bodies
 - Variable support
 - Notification severity
- Integration with PSA systems, including
 - HaloPSA
 - ConnectWise PSA
 - Autotask

PSA setup

HaloPSA credentials

ADD PSA SYSTEM ACCOUNT

Credentials

Account Mapping

Ticket Settings

SYSTEM TYPE:

HaloPSA

DISPLAY NAME:

CLIENT ID:

CLIENT SECRET:

DOMAIN:

Cancel

Validate & Save

PSA setup

Account mapping

EDIT PSA SYSTEM ACCOUNT

Credentials

Account Mapping

Ticket Settings

Configure mapping between Customer Accounts in Nerdio Manager for MSP and Customer Accounts in the PSA tool.

MSP LEVEL

Acorn Construction

NUBE HART, INC.

Off

GANAR HART, INC.

HaloPSA

On

NERDIO GOLF INC.

Off

NERDIO ANDY

System

On

NERDIO ANDY

Off

NMM QA CUSTOMER 1

Off

Cancel

Validate & Save

PSA setup

HaloPSA ticket settings

EDIT PSA SYSTEM ACCOUNT

Credentials

Account Mapping

Ticket Settings

TICKET TYPE:

Incident



OPEN TICKET STATUS TYPE:

Scheduled



RESOLVED TICKET STATUS TYPE:

Approved



CANCELLED TICKET STATUS TYPE:

Awaiting Approval



DEFAULT SEVERITY TYPE:

High



INFORMATIONAL SEVERITY TYPE:

High



LOW SEVERITY TYPE:

High



MEDIUM SEVERITY TYPE:

High



HIGH SEVERITY TYPE:

High



CRITICAL SEVERITY TYPE:

High



TICKET CATEGORY:

Account Administration>Application Access



TICKET IMPACT:

Multiple Users Affected



Cancel

Save & close

PSA integration

Notification action setup

CREATE NOTIFICATION ACTION

Specify how you would like to get notified. When you choose to get notified by email, please specify the source and destination addresses. If you choose to get notified by a POST to a custom API endpoint, make sure your API is within reach to you NMM install.

Conditions:

Secure Score Decrease x

Subject:

{\${condition.severity}} Secure Score Decrease - {\${EnvironmentVars.CustomerName}}

Body:

File Edit View Insert Format Tools Table Help

Paragraph B I

Secure score for {\${EnvironmentVars.CustomerName}} has decrease.

Appname: {\${appname}}

Report:{\${report}}

P

13 WORDS POWERED BY TINY

Show Variables ^

Any of the environment variables (see integration page).
For example: {\${EnvironmentVars.CustomerName}}

Common variables:

- {\${appname}} - App name.
- {\${condition.severity}} - Notification condition severity.

Secure Score:

- {\${report}} - Secure Score report.

Email Notification

Send an Email Notification?

Automation Account:

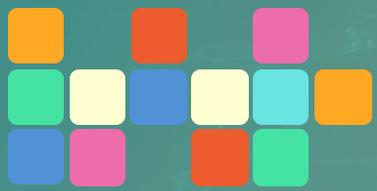
newkl

Cancel

OK

PSA Integration





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Working with Baselines



Solution Baselines

Create and manage your common settings for Microsoft 365 portals

- Defender for Endpoint
- Defender for Office 365
- Entra ID
- Exchange Online
- Intune
- Sharepoint & OneDrive
- Teams

Assign baselines to customers

Solution Baseline for Defender for Endpoint

Solution Baseline for Defender for Office 365

Solution Baseline for Defender for Office 365 Andy

Solution Baseline for Entra ID

Solution Baseline for Exchange Online

Solution Baseline for Intune

Solution Baseline for Intune - Gold Tier
Disabled

Solution Baseline for Intune - Silver Tier

Solution Baseline for SharePoint & OneDrive

Solution Baseline for Teams

Policy management

- Import common policies from linked tenants.
- Configure policies using variables.
- Package policies into baselines.
- Assign policies to customer accounts and assign users with Group Templates.



POLICY MANAGEME... ▾

Conditional access

Security baselines

Compliance policies

Configuration profiles

Update Rings

MAM Policies

Autopilot profiles

Enrollment Status Pages

Endpoint Security Polici...

Defender O365 Policies

CIS Policies

- Review policies from CIS Benchmarks.
- Pre-packaged policies ready to assign.
- Clone and modify the contained policies.
- Assign to customers.

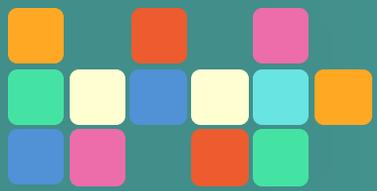
NAME ⓘ

 **CIS Windows 10 Level 1** ⓘ
Built-in CIS policy baseline for Windows 10

 **CIS Windows 11 Level 1** ⓘ
Built-in CIS policy baseline for Windows 11

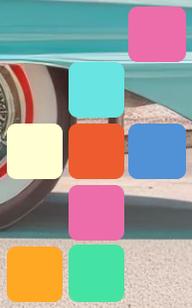
 **CIS Windows 10 Level 1 v3.0.1-Cloned 1** ⓘ

 **CIS Windows 11 Level 1 Cloned** ⓘ
Built-in CIS policy baseline for Windows 11

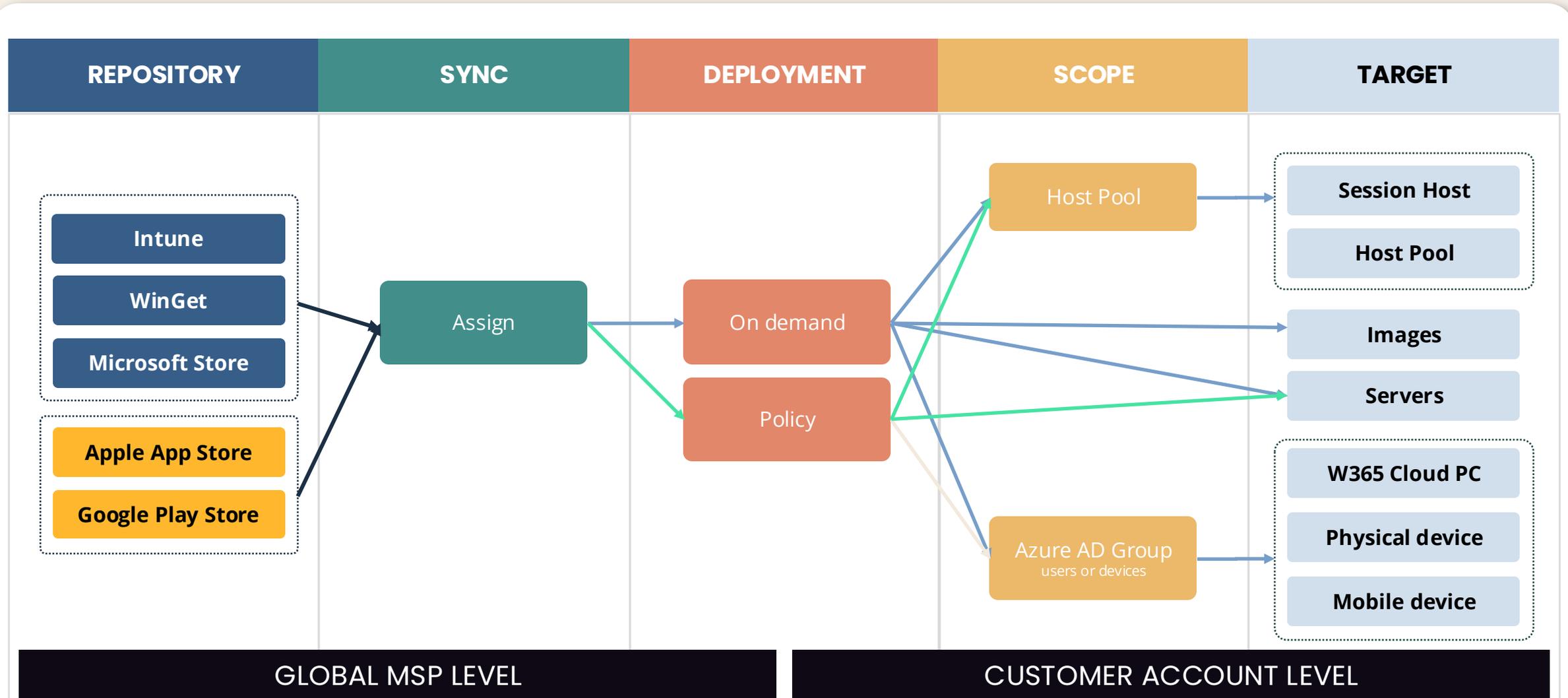


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Application Management



Unified Application Management

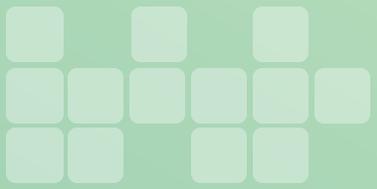


What's new?

1 Application Grouping

2 Custom .intunewin File Support

3 Microsoft Store Apps



Application grouping

Step 1

Create your group

CREATE APP GROUP

Name: ⓘ

Show favorites only ⓘ

	NAME	
☰	Google Chrome (EXE) [latest] (Public WinGet Community)	🗑️
☰	NG - NEW - Quickbooks [latest] (Shell Apps)	🗑️
	Search application...	▼

Step 2

(maybe move to day 2)

Assign your group

ASSIGN ACCOUNTS TO APP GROUP ANDYSAPPGROUP01

Do you want to assign selected accounts to AndysAppGroup01?

Note: All applications in the group would also be assigned to the account in the list.

Accounts removed from that list will lose access to this app group, but will still have access to applications in the group

(278) Nerdio Andy x

x | ▼

Cancel

OK

.intunewin and MS Store apps

Step 1

Create Intune Repository

LINK AN APPLICATION REPOSITORY

Link a known repository which can be selected for application deployment.

Repository type ⓘ

Windows (Intune) ▼

Cancel

OK



.intunewin and MS Store apps

Step 1

Import your app

ADD INTUNE WINDOWS APP

TYPE:

SELECT FILE: * [Firefox Installer.intunewin](#) ⓘ

NAME: * ⓘ

PUBLISHER: * ⓘ

FEATURED APP: Yes No ⓘ

DESCRIPTION: ⓘ

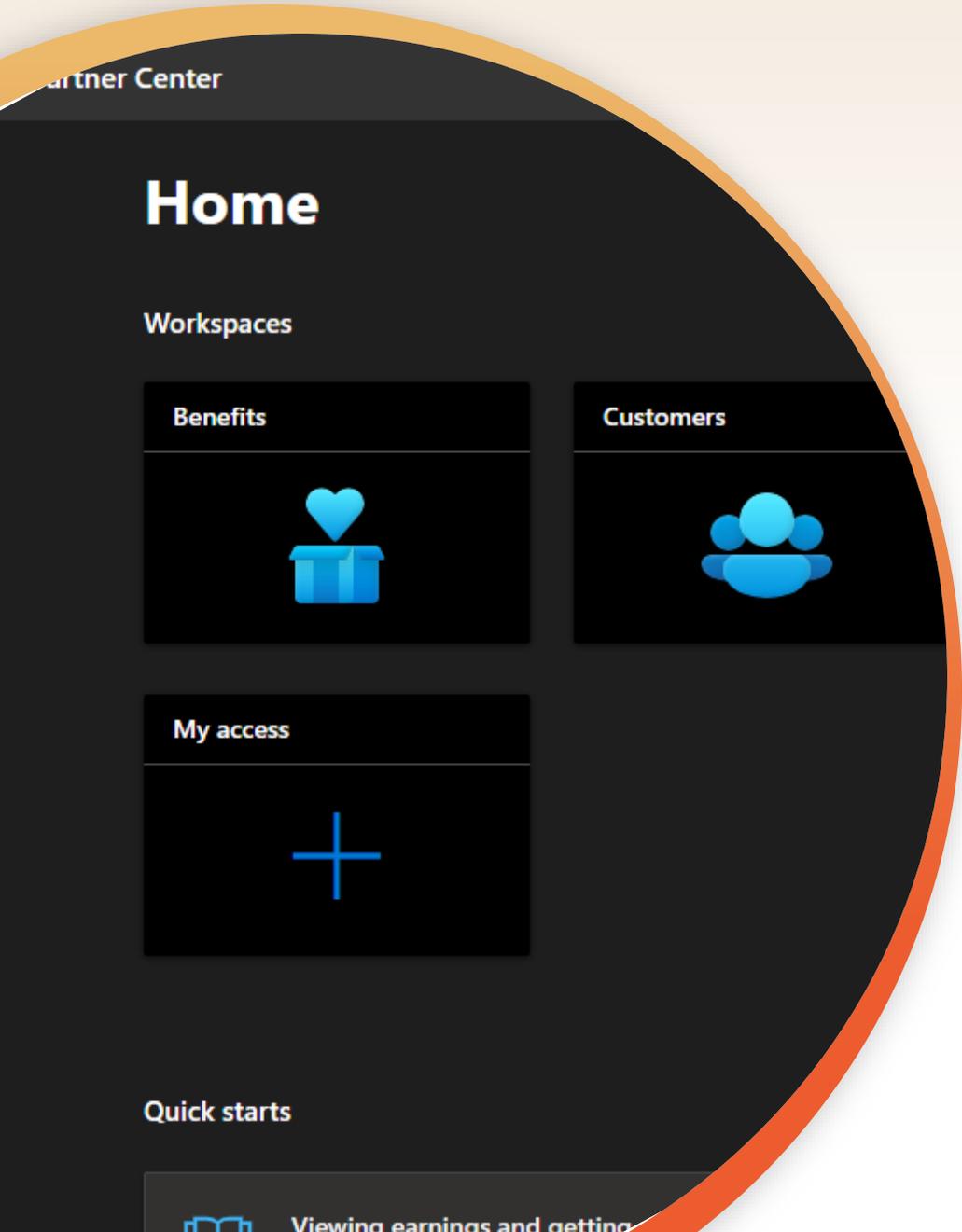
INSTALL COMMAND: * ⓘ

INSTALL BEHAVIOR: System User ⓘ

UNINSTALL COMMAND: *

Import customers from Partner Center





Connecting with Partner Center

Why would you want to do this?

- My aim is to onboard all my customers to NMM, not just the happy few that I manage AVD for.
- I prefer to use GDAP over shared named admin accounts to improve security and reduce management overhead.
- Adding many customer accounts to Nerdio Manager one by one is time-consuming.

Partner Center integration

What does this feature have to offer?

- Add multiple customers to NMM in one quick and easy flow.
- Make use of your existing customer relationships in Partner Center.
- Integrates with GDAP for improved security.
- Avoids using shared admin accounts for each of your customer tenants.
- Mostly useful for Modern Work scenarios.

What does it take to use it?

- Microsoft Partner Center.
- Partner Center account with the permissions to manage GDAP requests.
- Existing customer relationships in Partner Center.
- ~~Customer tenant with Intune licenses.~~

Set up Partner Center integration

Link your Partner Center

Settings

Settings > Integrations New UI

[Integrations](#) [Environment](#) [Credentials](#) [Whitelabel](#) [Announcements](#) [Global Views](#) [Resource Rules](#) [Auto-scale Profiles](#) [AD User Management](#) [Settings Tasks](#)

[Expand All](#) [Collapse All](#)

Partner Center Accounts

Add, remove, and edit linked Partner Center accounts.

[Connect to Partner Center](#)

Friendly Name	Partner Name	Partner ID	Partner Tenants Linked	Customer Links	Actions
My Partner Center	ADAR, Inc	4750490	spatwardhan@nerdioapi.onmicrosoft.com - ADAR, Inc	-	Edit Remove

Bulk import from Partner Center

Account Overview > Import from Partner Center

Accounts

Search ? Gido Veekens

Accounts

New UI

Accounts

Accounts Tasks

Search Filter

⚠ We noticed none of your accounts are flagged as IUL. Click [here](#) to learn more.

Name	Status	Azure Info	Configuration Info	Usage	Actions
 Ganar Hart, Inc. ID: 7	ACTIVE	Azure tenant: hendofuonr.onmicrosoft.com Subscription: Subscription: Bravo (ae71ae63-288a-4271-a7ab-6c7a1c93d392) Azure region: northcentral, brazilsouth, central, southcentral App Registration: App Registration: 54e79c79-8f5a-4985-b375-a71c2a871ca6 Additional App Registration: App Registration: 7a29105a-0471-4a26-a64b-945230743a47	Default Identity: Entra ID	Current AVD users: 12 +1 Current CPC-only users: 2 Current Modern Work users: 1 Host Pools: 22 / CPU cores: 33 / IUL: No Last usage: Apr 3, 2025 01:51 PM	
 Nube Hart, Inc. ID: 1	ACTIVE	Azure tenant: hendofuonr.onmicrosoft.com Subscription: Subscription: P122 MPN Sponsored (Try sub) (b799267-c904-43a3-801a-f17252751ca6) Azure region: northcentral, westus2, francencentral, eastus, southcentral, central App Registration: App Registration: 8d9799a-27a8-4a32-b996-261c4027854c Additional App Registration: App Registration: 6a409830-48a0-4719-87c3-84038a96a402	Default Identity: Active Directory AD User Management Connection: Connected	Current AVD users: 29 +1 Current CPC-only users: 3 Current Modern Work users: 2 Host Pools: 22 / CPU cores: 54 / IUL: No Last usage: Apr 1, 2025 03:58 AM	

1 NEXT >> Page 1 of 1 Page Size: 10 Showing 6 of 6

2 customers awaiting for GDAP approval

Refresh all

1 Import from Partner Center

New Account

Bulk import from Partner Center

Select one or more customers you want to import into NMM

IMPORT FROM PARTNER CENTER

1. Select customers

2. Permissions

3. Finalize

Add customers

Select which customers to import

Include Already Imported Customers?

<input checked="" type="checkbox"/>	NAME ↕	ID	DOMAIN ↕	TAGS	RELATIONSHIP	EXISTING GDAP	PC SOURCE
<input type="checkbox"/>	(0001) TestNerdio	021bfe12-ba49-4e18-a3b...	testnerdio0001.onmicrosoft.com		Reseller	Approval Pending	MSP Partner Center
<input checked="" type="checkbox"/>	(0002) TestNerdio	b7544022-ea68-48c9-ae3...	testnerdio0002.onmicrosoft.com		Reseller	None	MSP Partner Center
<input type="checkbox"/>	(0004) TestNerdio	fd11641b-abc7-4916-88f...	testnerdio0004.onmicrosoft.com		Reseller	Approval Pending	MSP Partner Center
<input checked="" type="checkbox"/>	(0005) TestNerdio	593e957e-7f14-480e-bfb...	testnerdio0005.onmicrosoft.com		Reseller	None	MSP Partner Center
<input checked="" type="checkbox"/>	(0006) TestNerdio	fe7a9b5f-78e7-4e81-a4d...	testnerdio0006.onmicrosoft.com		Reseller	None	MSP Partner Center
<input type="checkbox"/>	(1010) Test	9e0a7e86-e7f2-44f2-ac58...	somecompany1010.onmicrosoft.com		Reseller	Approval Pending	MSP Partner Center
<input checked="" type="checkbox"/>	(1011) Test	6bcb6d93-f54f-4def-9f9b...	somecompany1011.onmicrosoft.com		Reseller	None	MSP Partner Center
<input type="checkbox"/>	(1110) NerdioTest	cc1119a1-5e1f-48ce-8e8...	nerdiotest1110.onmicrosoft.com		Reseller	Approval Pending	MSP Partner Center
<input type="checkbox"/>	(1110) Test	742a38fc-bc6c-4405-be7...	somecompany1110.onmicrosoft.com		Reseller	None	MSP Partner Center

 You'll be importing 4 customers.

Next

Bulk import from Partner Center

If additional permissions are needed, initiate a GDAP request

IMPORT FROM PARTNER CENTER

1. Select customers

2. Permissions

3. Finalize

Request GDAP

Request a GDAP admin relationship for customers with no available GDAP

Name

Auto-Extend

 Enabled

Duration (days)

 You'll be importing **4** customers.

Back

Next

Bulk import from Partner Center

Validate > Confirm > Done

IMPORT FROM PARTNER CENTER

1. Select customers

2. Permissions

3. Finalize

Summary

Review the summary of the customers you will be importing

Number of Customers Being Added	4 Customers
Number that Require Additional GDAP Permissions	4 Customers
Roles that Will be Requested	Application administrator, Cloud application administrator, Directory readers, Directory writers, Global reader, Helpdesk administrator, License administrator, Privileged authentication administrator, Privileged role administrator, Service support administrator, User administrator
Duration of Requested Roles	30 Days
Auto-Extend	Enabled

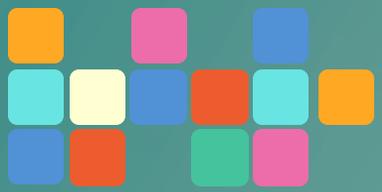
GDAP Permissions

Tenants that don't have GDAP permissions will need to be approved.

ⓘ You'll be importing **4** customers.

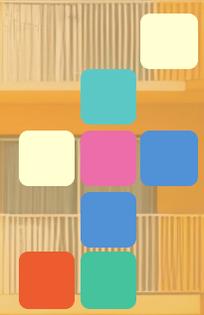
Back

Save & close



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Centrally manage groups



Group Templates

Cross-tenant management of Entra Groups

GROUP TEMPLATE

Naming: SG-FINANCE
Type: Dynamic User Assignment
Rule: All Users where Department equals 'Finance'

SG-FINANCE

Customer X

SG-FINANCE

Customer Y

SG-FINANCE

Customer Z



Group Templates

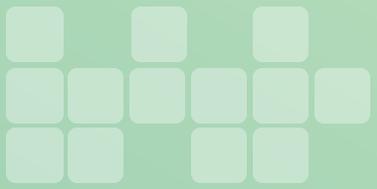
What's new?

GA

- Group Templates are now **Generally Available.**

NEW

- Predefined Group Templates:
 - All users
 - All devices
- Use a custom rule syntax for dynamic groups.
- Naming convention preview.



Group Templates

What should you know before you start using them

Use cases:

- General purpose
- License assignments
- Policy management
- Unified applications *coming soon*

Group types:

- Security groups
 - Assigned
 - Dynamic user *Entra ID P1*
 - Dynamic device *Entra ID P1*
- Microsoft 365 groups *coming soon*
 - Assigned
 - Dynamic user

CREATE GROUP TEMPLATE

General

Name Template

NAME

Autopilot devices

PURPOSE TYPE

None

MEMBERSHIP TYPE

Dynamic Device

DYNAMIC RULE

Predefined

All devices

Close

Next

CREATE GROUP TEMPLATE

General

Name Template

NAME

Autopilot devices

PURPOSE TYPE

None

MEMBERSHIP TYPE

Dynamic Device

DYNAMIC RULE

New

And/Or

Property

Operator

Value

Add expression

Rule syntax

```
(device.devicePhysicalIDs -any (_ -startsWith "[ZTDid]"))
```

Close

Validate

CREATE GROUP TEMPLATE

General

Name Template

Guide: How to create templates

Optional parameters:

- any of the environment variables or inherited variables (see integration page).

You can restrict max number of characters to avoid running into limitations:

For example, `{$EnvironmentVars.CustomerName:10}` would only use the first 10 characters from the customer name.

Some examples (click to add to template):

- `SG-{$EnvironmentVars.CustomerName:10}`

PREVIEW

SG-Autopilot-3f5794fb-7047-4497-b338-7e49048d5408

NAME TEMPLATE

SG-Autopilot-{\$EnvironmentVars.TenantId}

Cancel

Save & close

Group template assignment

Group templates > Assignments

ASSIGNMENTS - AUTOPILOT DEVICES

CUSTOMER ACCOUNT

0 items

GROUP TEMPLATE ASSIGNMENTS - AUTOPILOT DEVICES

Select assignments.

(1) Nube Hart, Inc. x (7) Ganar Hart, Inc. x

Add Overwrite

Cancel

Confirm

Gido Veekens

New UI

LAST SYNCED

Back

Add assignments

Apply and close

SG-Autopilot-3f5794fb-7047-4497-b338-7e49048d5408 | Properties ⋮

Group ✕

<< |

- Overview
- Diagnose and solve problems
- Manage**
- Properties**
- Members
- Owners
- Roles and administrators
- Administrative units
- Group memberships
- Applications
- Licenses
- Azure role assignments
- Dynamic membership rules

General settings

Group name * ⓘ
 ✓

Group description ⓘ
 ✓

Group type
 ⓘ

Membership type * ⓘ
 ▼

Object Id
 ⓘ

Microsoft Entra roles can be assigned to the group ⓘ
 Yes No

 **SG-Autopilot-3f5794fb-7047-4497-b338-7e49048d5408** | Dynamic membership rules ...
Group ×

-  Overview
-  Diagnose and solve problems

- Manage**
-  Properties
-  Members
-  Owners
-  Roles and administrators
-  Administrative units
-  Group memberships
-  Applications
-  Licenses
-  Azure role assignments
-  **Dynamic membership rules**

«  Save  Discard |  Got feedback?

Configure Rules Validate Rules

You can use the rule builder or rule syntax text box to create or edit a dynamic membership rule. [Learn more](#)

And/Or	Property	Operator	Value
	devicePhysicalIds	Any	_ -startsWith "[ZTDid] 

[+ Add expression](#)

Rule syntax  Edit

```
(device.devicePhysicalIds -any (_ -startsWith "[ZTDid]"))
```

 **SG-Autopilot-3f5794fb-7047-4497-b338-7e49048d5408** | Members ... ✕

- Overview
- Diagnose and solve problems
- Manage**
- Properties
- Members**
- Owners
- Roles and administrators
- Administrative units
- Group memberships
- Applications
- Licenses
- Azure role assignments
- Dynamic membership rules

<< [+ Add members](#) [Bulk operations](#) [Refresh](#) [Manage view](#) [Remove](#) [Got feedback?](#)

Direct members All members

[Add filter](#)

111 group members found

<input type="checkbox"/>	Name ↑	Type	Email	User type	Object Id
<input type="checkbox"/>	 bhagyanedrioind	Device			503b9f8d-1e72-
<input type="checkbox"/>	 CPC-andyt-ZG8K7	Device			080ae8c1-7b43-
<input type="checkbox"/>	 CPC-bhagy-CYVVJ	Device			3c864704-004a-
<input type="checkbox"/>	 KL-1	Device			001dcea9-68ec-
<input type="checkbox"/>	 KL-77	Device			29a172d7-bf1c-

Group Templates

What's next?

GA

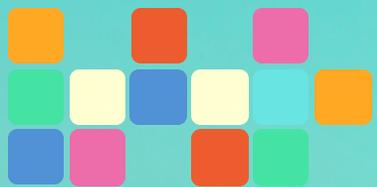
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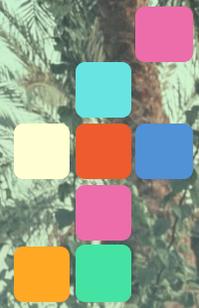
SOON

- Take control over pre-existing groups *coming soon*
- Support for Microsoft 365 Groups *coming soon*
- Application deployment assignments *coming soon*



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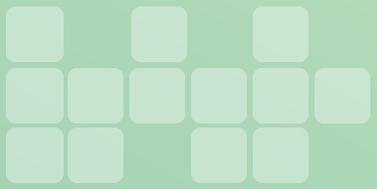
Provide Remote Support



Console Connect

Enabling remote support scenarios from within NMM

- 1** Existing tools are not always a good fit for MSP needs.
- 2** Adding an additional tool to the MSP stack usually adds cost.
- 3** And most importantly, because MSPs like you asked!



Comparing to existing solutions

What does Console Connect has to offer?

	Before with existing tools	Today with Console Connect
Servers & Images	Generate RDP file	Unattended
AVD Session Hosts	RDP Shadowing	Unattended with Toolbox <i>new</i> Connect to admin session Connect to specific user session
Intune managed devices	Remote Help add-on	Unattended with Toolbox <i>new</i> Connect to admin session Connect to signed in user session

Console Connect

What do you need to know?

Datacenter Region Availability

United States

Europe

Canada *new*

Australia *new*

United Kingdom soon

Licenses

Unlimited with any NMM license type
at no additional cost

AVD

Windows 365

Modern Work
(both per-user & per-tenant)

Console Connect

Getting started

Step 1

Enable at the MSP level

MSP level > Settings > Integrations

Step 2

Onboard your customers

Customer level > Settings > Integrations

Step 3

Start your first session

MSP level > Console Connect

Console Connect ⓘ

Current status: [Enabled](#)

Region: United States

CONSOLE CONNECT STATUS

Console Connect

On

Choose Intune groups, devices from there will be automatically added to Console Connect.

Type group name

Configure a confirmation prompt which appears on a desktop during initiating remote sessions.

Session confirmation

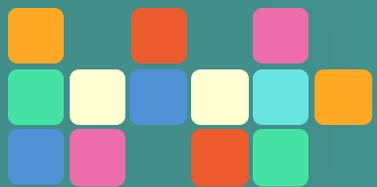
Allow The Most Fantastic MSP Ever to manage your device?

Cancel

OK

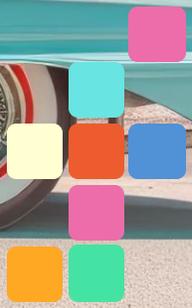
Connect





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Day 2: Operations



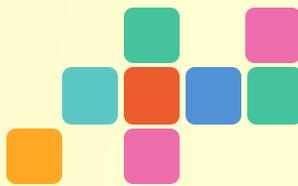
Agenda

Day 2

Console Connect

Drift Management

Tenant Monitoring



Multiple ways to connect

Adjusting to your workflow

MSP level

Session Overview (cross)

CONSOLE CONNECT DEVICES		
CUSTOMER NAME	DEVICE	STATUS
Winhart Inc	Demo-DC01	Online
Winhart Inc	CPC-jscho-HXYWH	Offline
Winhart Inc	DESKTOP-V5JPCU8	Online
Winhart Inc	CPC-tcal-VHK6ZO	Online

Global Images

Customer level

Device Overview

Device Overview for CPC-tcal-VHK6ZO. The interface includes filters for device type (Physical/Other), last seen time, risk level, and exposure level. A 'Connect' button is highlighted with a red box in the bottom right corner of the device details section.

Session Hosts

PROVISIONED	ASSIGNED USER
SSD) Mar 18, 2025 03:50 AM Available DEMOS- Windows 11 Enterprise	jmmorrow@azurevirtualdesktops.com View VM performance @ Endpoint Analytics score: 0

MA-AVD-001 PROPERTIES AS OF MAR 21, 2025 12:11:36 PM. The dialog shows various device properties such as Device ID, Object ID, Enabled status, Operating System, Version, Join Type, Owner, User Principal Name, Device Ownership, Last Check-in Time, and Group Memberships. A 'Connect' button is highlighted with a red box at the bottom left.

Multiple ways to connect

New experience

NERDIO MANAGER FOR MSP-QA

- ACCOUNTS
- SESSION HOSTS
- PHYSICAL ENDPOINTS
- INCOMPLIANT ENDPOINT
- SECURE SCORE
- CLOUD PCS
- IMAGES SCHEDULES
- GLOBAL IMAGES
- APPLICATIONS
- SCRIPTED ACTIONS
- CONSOLE CONNECT**
- SOLUTION BASELINES
- POLICY MANAGEMENT
- ACCEPTED DRIFTS
- TENANT MONITORING BETA
- GROUP TEMPLATES
- RECOVERY SERVICES
- COST ESTIMATOR
- USERS AND ROLES
- WORKFLOWS
- NOTIFICATIONS
- BILLING
- LOGS

Console Connect Devices

Console Connect > Devices New UI

Search

Customer Name	Device	Status	Username	Actions
Ganar Hart, Inc.	TestRPNA2-da62	OFFLINE		
Ganar Hart, Inc.	TestRPRimg1	OFFLINE		
Ganar Hart, Inc.	TestRPReimg4	OFFLINE		
Ganar Hart, Inc.	TestRPReim-d517	OFFLINE		
Nube Hart, Inc.	TestRPN02N-1f67	OFFLINE		
-	test-cc1-lim1	OFFLINE		
-	Amol-Test	OFFLINE		
Nube Hart, Inc.	CISTest-e0bd	ONLINE		
Nube Hart, Inc.	nmm-qa-man-dc	ONLINE		
Nube Hart, Inc.	TestRPNA0104NA5	OFFLINE		

1 NEXT >> Page 1 of 1 Page Size: 10 Showing 10 of 10 Refresh all

Multiple ways to connect

New experience

The screenshot displays the Nerdio Manager interface for MSP-QA. A modal dialog titled 'CONSOLE CONNECT TO NMM-QA-MAN-DC' is open, offering two connection options: 'Toolbox' (selected) and 'Interactive user session'. The 'Toolbox' option includes a description: 'Initiate an unattended session to this target, providing you with a set of tools for diagnostics and problem resolution without interfering with potential user sessions.' Below the options is a dropdown menu with 'New session' selected, and 'Cancel' and 'Connect' buttons.

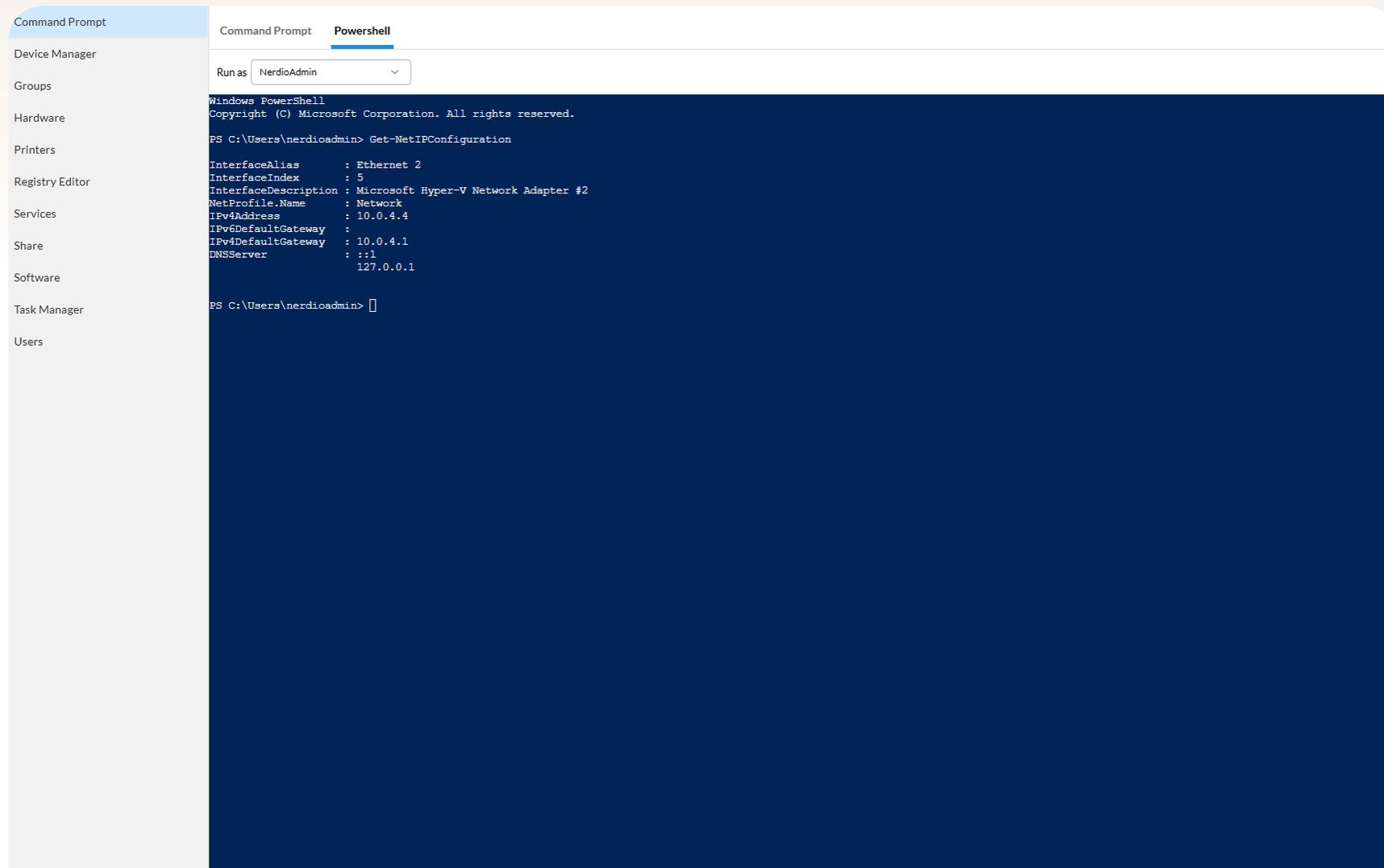
The background shows the 'Console Connect Devices' page with a table of devices. The table has columns for Customer Name, Username, Status, and Actions. The 'CONSOLE CONNECT' section is highlighted in the left sidebar.

Customer Name	Username	Status	Actions
Ganar Hart, Inc.	TestRPReimg4	OFFLINE	⌵
Ganar Hart, Inc.	TestRPReim-d517	OFFLINE	⌵
Ganar Hart, Inc.	TestRPN02N-1f67	OFFLINE	⌵
Nube Hart, Inc.	test-cc1-ilm1	OFFLINE	⌵
-	Amol-Test	OFFLINE	⌵
Nube Hart, Inc.	CISTest-e0bd	ONLINE	⌵
Nube Hart, Inc.	nmm-qa-man-dc	ONLINE	⌵
Nube Hart, Inc.	TestRPNA0104NA5	OFFLINE	⌵

Page 1 of 1 | Page Size: 10 | Showing 10 of 10 | Refresh all

Console Connect

Introducing Toolbox



Available tools

- Command Prompt
- **PowerShell**
- Windows Services
- Task Manager
- Registry Editor
- And more...

Console Connect

Introducing Toolbox

- Command Prompt
- Device Manager
- Groups
- Hardware
- Printers
- Registry Editor
- Services**
- Share
- Software
- Task Manager
- Users

Show

Q Search Total: 230 Last updated On : Apr 3, 2025 1:17:07 PM

Name	Pid	Start Type	Status	Service Name	Description	Log On As	Action
AJRouter	0	Demand Start	Stopped	AllJoyn Router Service	AllJoyn Router Service	NT AUTHORITY\LocalS...	...
ALG	0	Demand Start	Stopped	Application Layer Gate...	Application Layer Gate...	NT AUTHORITY\LocalS...	...
AppIDSvc	0	Demand Start	Stopped	Application Identity	Application Identity	NT Authority\LocalServ...	...
AppInfo	0	Demand Start	Stopped	Application Information	Application Information	LocalSystem	...
AppMgmt	0	Demand Start	Stopped	Application Management	Application Management	LocalSystem	...
AppReadiness	0	Demand Start	Stopped	App Readiness	App Readiness	LocalSystem	...
AppVClient	0	Disabled	Stopped	Microsoft App-V Client	Microsoft App-V Client	LocalSystem	...
AppXSvc	0	Demand Start	Stopped	AppX Deployment Servi...	AppX Deployment Servi...	LocalSystem	...
AudioEndpointBuilder	0	Demand Start	Stopped	Windows Audio Endpoi...	Windows Audio Endpoi...	LocalSystem	...
Audiosrv	0	Demand Start	Stopped	Windows Audio	Windows Audio	NT AUTHORITY\LocalS...	...
AxInstSV	0	Disabled	Stopped	ActiveX Installer (AxIns...	ActiveX Installer (AxIns...	LocalSystem	...
BDESVC	0	Demand Start	Stopped	BitLocker Drive Encrypt...	BitLocker Drive Encrypt...	localSystem	...
BITS	0	Demand Start	Stopped	Background Intelligent ...	Background Intelligent ...	LocalSystem	...
BTAGService	0	Demand Start	Stopped	Bluetooth Audio Gatew...	Bluetooth Audio Gatew...	NT AUTHORITY\LocalS...	...
BthAvctpSvc	0	Demand Start	Stopped	AVCTP service	AVCTP service	NT AUTHORITY\LocalS...	...
bthserv	0	Demand Start	Stopped	Bluetooth Support Serv...	Bluetooth Support Serv...	NT AUTHORITY\LocalS...	...
camsvc	0	Demand Start	Stopped	Capability Access Mana...	Capability Access Mana...	LocalSystem	...
ClipSVC	0	Demand Start	Stopped	Client License Service (...)	Client License Service (...)	LocalSystem	...
CscService	0	Disabled	Stopped	Offline Files	Offline Files	LocalSystem	...
defragsvc	0	Demand Start	Stopped	Optimize drives	Optimize drives	localSystem	...
DeviceAssociationServi...	0	Demand Start	Stopped	Device Association Serv...	Device Association Serv...	LocalSystem	...
DeviceInstall	0	Demand Start	Stopped	Device Install Service	Device Install Service	LocalSystem	...
DevQueryBroker	0	Demand Start	Stopped	DevQuery Background ...	DevQuery Background ...	LocalSystem	...
diagnosticshub.standar...	0	Demand Start	Stopped	Microsoft (R) Diagnosti...	Microsoft (R) Diagnosti...	LocalSystem	...

Available tools

- Command Prompt
- PowerShell
- **Windows Services**
- Task Manager
- Registry Editor
- And more...

Console Connect

Introducing Toolbox

Command Prompt

Device Manager

Groups

Hardware

Printers

Registry Editor

Services

Share

Software

Task Manager

Users

Current path: HKEY_LOCAL_MACHINE\SOFTWARE\Intuit\ProductConfig

Last updated On :Apr 3, 2025 1:16:10 PM

Total Values: 2

Add New

Name	Type	Data	Actions
Path	REG_SZ	C:\Program Files\Common Files\Intuit\Product...	...
(Default)	REG_SZ		...

Available tools

- Command Prompt
- PowerShell
- Windows Services
- Task Manager
- **Registry Editor**
- And more...

Console Connect

What's next?

GA

- Remote Support
- US and EU datacenters

NEW

- CA and AU datacenters
- Toolbox

SOON

- MSP agent branding *coming soon*
- Customer level session overview *coming soon*

Tracking Drift



Drift Management

Monitor

- 1** Track tenant settings set via Solution Baselines and policies.
- 2** Review status of all settings.
- 3** Accept drift or fix drift if appropriate.



Tenant Monitoring

1

Analyze tenant configuration compared to your Solution Baselines, Policy Baselines, or Global Policies.

2

All settings are analyzed based on **intent**.

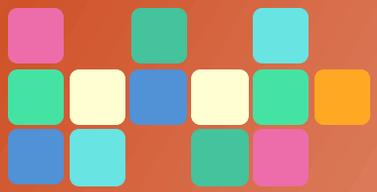
3

Run report for managed accounts or **unmanaged accounts**.

4

Schedule report to run the future or repeat on a regular basis.





The new Nerdio Manager UI

What to expect?



Timeline—what to expect

6.0 (NerdioCon release) April 2025:

Pages available in new UI:

- Accounts.
- Users & roles.
- Console Connect.

UI toggle to switch between old and new UI

6.1, 6.2, and future releases, May–July 2025

Additional pages available in the new UI:

- Desktop images.
- Product update.
- AVD pages.
- Settings.
- User sessions.
- Other pages.

By the end of 2025 (final milestone):

- All pages will be migrated to the new UI.

Throughout this process and into 2026:

- Obtain feedback from customers.
- Continuously improve the new UI & UX.

6.3 release (major milestone), August 2025

- New features in development will be tailored for new UI.
- Pages available in old UI and new UI will now only be available with new UI.
- Some pages will be present with old UI.

We need your involvement

Work with us to make Nerdio Manager for MSP an even better product!

Did you know?

Most features covered today started as a feature request:

Console Connect

PSA Integration

GCC-High Support

Group Templates

Accept Drift

We aim to deliver features that provide high value for MSPs. Your feedback is invaluable for the product's direction.

COMMUNITY FORUM

Post your feature request & vote on other great ideas

getnerdio.com

DISCOVERY CALLS

Get on a 1:1 meeting with a PM to discuss more strategic topics

[Fill in this form](#)



Let's summarize

We hope that we were able to show you

- 1** What's needed to prepare for adopting the new features
- 2** The value our latest announcements have to offer
- 3** We're committed to Microsoft 365 and Modern Work



NerdioCon
2025
PALM SPRINGS

Thank you!

Q&A

