TUM 2026

Gap Analysis Report

Comparative Analysis vs Industry MSP/IT Admin Platforms

Platforms Analyzed: NinjaOne, ConnectWise, Datto, Halo PSA, IT Glue, Hudu, AdminDroid, CoreView

1. Executive Summary

TUM2026 is a multi-tenant IT Admin Dashboard built with Next.js, Prisma, and Microsoft Graph API. This report compares its current capabilities against industry-leading MSP and IT administration platforms to identify feature gaps and prioritize development efforts.

Current Completion Level

TUM2026 is approximately **60% complete** compared to AdminDroid and CoreView, the most similar M365-focused platforms. The system excels at data visualization and monitoring but lacks execution capabilities—the ability to take action on the information it displays.

Key Findings

- The core purpose (Rewst webhook task execution) is stored in the database but never triggered from the UI.
- All Microsoft Graph API interactions are read-only—no user creation, password resets, or license assignments.
- No real-time data updates: charts, alerts, and notifications are static after initial page load.
- The RBAC, audit logging, and permission architecture are production-ready and well-designed.
- The multi-tenant infrastructure is solid and comparable to commercial platforms.

Strategic Assessment

The architecture (multi-tenant, permissions, audit logging, RBAC) is already solid. The missing layer is **execution**—transforming TUM2026 from a "visualization dashboard" into an "operational tool" where IT admins can act on the information they see.

2. Current Strengths

These features are fully implemented and comparable to or exceeding industry standards:

Feature Area	Status	Industry Comparison
Multi-tenant management	Complete	On par with AdminDroid and CoreView
Microsoft Graph API (read)	Complete	Users, Groups, Licenses, Policies, Health
RBAC + Permission system	Complete	3 role levels + granular per-task permissions
Auto role sync on login	Complete	Derives role from tech permissions table
Audit logging	Complete	All CRUD operations logged with actor/entity/details
Runbooks / Documentation	Complete	Markdown rendering, categories, linked to tasks
Reports + PDF/CSV export	Complete	5 report types with @react-pdf/renderer
Rule-based alerting	Complete	Failed runs, stale sync, low health, service issues
M365 Service Health	Complete	Cross-tenant status monitoring
SSO Authentication	Complete	Microsoft Entra ID with auto permission sync
CI/CD Pipeline	Complete	GitHub Actions auto-deploy to Vercel on push
Dark/Light theme	Complete	CSS variables with cookie + DB persistence

3. Gap Analysis by Priority

3.1 Critical Gaps

Without these, the system does not fulfill its primary purpose.

Gap #1: Task Execution (Rewst Webhooks)

- The `rewstWebhook` field exists in every MasterTask record but is never called.
- No "Execute" button, no POST API endpoint, no task trigger mechanism.
- This is the system's raison d'être and is currently only a stub.
- Comparable platforms: NinjaOne (script execution), ConnectWise Automate (RPA), AdminDroid (Flow Agents).

Gap #2: Task Execution from User Detail Panel

- The user detail slide-over panel has a task dropdown (permission-filtered) but triggers nothing.
- Expected flow: Select tenant → user → task → execute webhook with parameters (username, ticket#).
- This is the primary workflow for IT admins handling day-to-day operations.

3.2 High-Priority Gaps

These are standard features across all competing platforms.

Gap #3: Graph API Write Operations

- All Graph API interactions are read-only.
- Missing write operations: create user, reset password, assign/revoke license, enable/disable account, add to group.
- AdminDroid offers 475+ management actions; CoreView provides AI-driven automation.
- Even basic password reset + license assignment would cover 80% of daily IT admin actions.

Gap #4: Real-time Updates

- Dashboard charts, alerts, and notifications are static after initial page load.
- No WebSocket, Server-Sent Events, or even polling mechanisms.
- An admin has no way to know if something changed without manually refreshing the page.
- At minimum: 30-second polling for notifications and alerts.

Gap #5: Functional Global Search

- The search UI component exists (Cmd/K shortcut, keyboard navigation, grouped results).
- But the backend endpoints `/api/search` and `/api/search/local` are stubs with no logic.
- Search is a tier-1 feature in every competing platform.

Gap #6: Bulk Operations

- Every operation is one-by-one: no multi-select, no batch actions.
- Missing: execute task across N tenants, assign licenses to N users, batch notification actions.
- AdminDroid provides bulk management across all M365 services; this is table stakes.

Gap #7: License Optimization

- Current state: shows assigned licenses per tenant (utilization numbers).
- Missing: unused license detection, cost waste analysis, users without required licenses, SKU comparison.

- License waste analysis is one of the strongest selling points of AdminDroid and CoreView.

3.3 Medium-Priority Gaps

These differentiate a basic dashboard from a professional-grade platform.

#	Feature	Description
8	Onboarding/Offboarding Workflows	Guided flow: create user → assign license → add to groups → send credentials. Currently requires manual steps outside the system.
9	Tenant Edit UI	Tenants can only be created or deleted. No edit form exists in the UI.
10	Scheduled Tasks / Cron	No way to schedule recurring tasks (e.g., "sync technicians every 6 hours"). Everything is manual.
11	Notification Pref Enforcement	Preferences are stored (onTaskRun, onTaskFail) but not checked when creating notifications.
12	Compliance / Security Posture	Has Conditional Access policies but doesn't evaluate: MFA adoption, risky sign-ins, guest users, stale accounts.
13	Password Vault	No shared credential management for tenant admin accounts.
14	Basic Ticketing	ticketNumber in TaskRun is just a text field, not linked to any ticket system.

3.4 Low-Priority Gaps

Nice-to-have features that do not block adoption.

#	Feature	Description
15	Client Self-Service Portal	Portal where tenants can view their own status and submit requests.
16	i18n / Multi-language	UI is hardcoded in English only.
17	Custom Fields	Cannot add custom metadata fields to tenants or tasks.
18	Data Import (JSON/Excel)	Only export exists; cannot import tenants or tasks in batch.
19	Favorites / Bookmarks	Cannot pin frequently-used tenants or tasks.
20	Accessibility (WCAG)	Minimal ARIA labels, no focus management, no screen reader support.

4. Industry Comparison Matrix

Feature coverage comparison across the most relevant platforms. TUM2026 is most comparable to AdminDroid and CoreView (M365-focused admin tools).

Feature	TUM2026	AdminDroid	CoreView	NinjaOne	ConnectWise
Multi-tenant mgmt	Full	Full	Full	Full	Full
User/Identity (read)	Full	Full	Full	Full	Full
User/Identity (write)	None	Full	Full	Full	Full
License management	Partial	Full	Full	Partial	Partial
Task execution	Stub	Full	Full	Full	Full
Ticketing/Helpdesk	None	None	None	Full	Full
Monitoring/Alerting	Partial	Full	Full	Full	Full
Reports/Analytics	Full	Full	Full	Full	Full
Documentation/Runbooks	Full	None	None	Partial	Limited
RBAC/Permissions	Full	Full	Full	Full	Full
Real-time updates	None	Full	Full	Full	Full
Bulk operations	None	Full	Full	Full	Full
Compliance/Security	Limited	Full	Full	Full	Full
API integrations	Limited	Limited	Limited	Full	Full

5. Platforms Analyzed

5.1 AdminDroid

Primary Focus: Microsoft 365 + Active Directory deep management. Offers 3,600+ reports, 475+ management actions, Flow Agents for no-code automation, and compliance auditing (ISO, SOX, PCI-DSS, GDPR, HIPAA). Most similar to TUM2026's M365-focused approach.

5.2 CoreView

Primary Focus: M365 governance and tenant resilience. Backs up 8,000+ M365 config details with rewind capability. vTenant management, configuration drift detection, AI-driven automation with delegated permissions. Enterprise-grade M365 governance.

5.3 NinjaOne

Primary Focus: Unified RMM + lightweight PSA. Cloud-native with 170+ integrations including Rewst. Auto-patching for 200+ apps, built-in ticketing, and remote access. Best for all-in-one MSP management.

5.4 ConnectWise (Automate/Manage)

Primary Focus: Enterprise-grade RMM + full PSA. Most mature PSA in market with billing, contracts, SLA management. Advanced automation with RPA and 7,000+ app patching. Asio platform with 170+ integrations.

5.5 Datto (RMM + Autotask PSA)

Primary Focus: RMM + PSA + BCDR. Strong backup/disaster recovery focus with tight RMM-PSA integration. Automation Marketplace with community scripts.

5.6 Halo PSA/ITSM

Primary Focus: ITIL-compliant ITSM. Full Incident/Problem/Change management with built-in CMDB. AI-driven ticket routing and predictive failure alerts.

5.7 IT Glue / Hudu

Primary Focus: IT documentation + password management. Structured relationship-based documentation with secure password vaults. Auto-documentation from RMM/PSA tools.

6. Recommended Implementation Roadmap

Based on the gap analysis, the following implementation order maximizes value delivery:

Phase 1: Core Execution (Weeks 1–3)

- Implement Rewst webhook execution with POST `/api/tasks/execute` endpoint.
- Wire "Execute" button in user-detail-panel with parameter collection (username, ticket#).
- Create TaskRun records on execution with status tracking (RUNNING → SUCCESS/FAILED).
- Add webhook callback handler for async result processing.

Phase 2: Graph API Writes (Weeks 4–6)

- Implement password reset (most requested action by IT admins).
- Add license assignment/revocation per user.
- Enable/disable user accounts.
- Add user to/remove from groups.

Phase 3: Real-time & Search (Weeks 7–8)

- Connect Global Search endpoints (local DB + Graph API user search).
- Add 30-second polling for notifications and alert counts.
- Add auto-refresh for dashboard charts (5-minute interval).

Phase 4: Optimization & Bulk (Weeks 9–12)

- Build license optimization dashboard (waste analysis, cost estimation).
- Implement multi-select UI pattern for bulk task execution across tenants.
- Add onboarding/offboarding guided workflows.
- Enforce notification preferences when creating notifications.

Bottom Line

TUM2026 has a production-ready architecture for multi-tenant M365 management. The critical gap is execution capability—implementing Phases 1 and 2 would transform it from a read-only visualization dashboard into an operational tool that delivers daily value to IT administrators.