

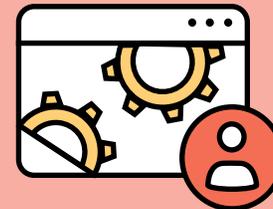
jamf



Zero-Touch

for beginners

Apple Device Deployments



Smart, fast, modern deployment

Is your organization receiving an influx of Apple devices? Are your employees remote and in need of onboarded devices? Ready to move away from hands-on, time consuming deployment practices? Or maybe you're the only person responsible for deploying your entire fleet of Apple devices and you need a more efficient way of doing so?

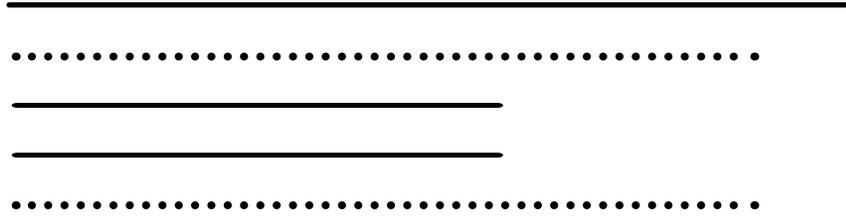
Either way, you've come to the right place.

In this e-book:

We simplify Apple deployment terminology and show you exactly what it takes to automate Mac, iPad, iPhone and Apple TV deployments in your organization.



AN OVERVIEW OF APPLE'S DEPLOYMENT PROGRAMS



Apple Business Manager (ABM) and Apple School Manager (ASM) offer key features needed to enable a zero-touch deployment strategy.

These programs assist in device enrollment by recognizing the serial number, and automatically enrolling that device into your mobile device management (MDM) server the first time it's taken out of the box and powered on. They also allow you to procure app and book licenses from Apple and remotely deploy and manage them with your MDM solution.

Automatic device enrollment: To provide automated device enrollment into a mobile device management (MDM) server.

Apps and Books: To purchase app licenses in bulk.

Through either program, you can set up devices and deploy apps without getting Apple IDs tangled up in the works. Apple IDs are unique identifiers to know who the user of the device is. To make this extra simple, Apple now allows for Managed Apple IDs which empowers IT to be fully in charge of setup and management of the Apple ID — saving end users the need to create and remember their own ID and password.





AN OVERVIEW OF APPLE'S DEPLOYMENT PROGRAMS

Best of all, ABM and ASM are available at no cost; the only requirement is that you procure your Apple technology from a supported vendor.

Out with the old.

Changes to Apple Business Manager and Apple School Manager brought some new language in to replace the old. Below, you'll see what terminology has changed over the years:

Device Enrollment Program (DEP) → Automatic device enrollment

Volume Purchase Program (VPP) → Apps and Books

DEP + VPP → Apple Business Manager (for businesses)

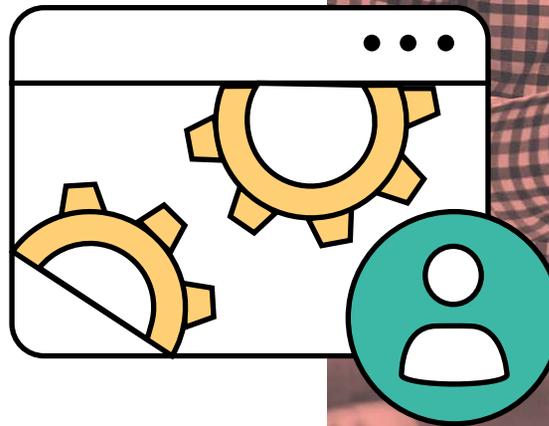
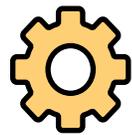
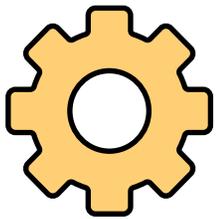
DEP + VPP → Apple School Manager (for schools)

BENEFITS OF ZERO-TOUCH DEPLOYMENTS

With the knowledge of Apple's deployment programs under your belt, it's time to dig into why you'll love having a zero-touch deployment strategy in your environment.

Not surprising, IT is busy. They constantly deal with incoming tickets, network issues, provisioning accounts across various services, hardware requests, software deployments, and general help notifications by any user at any time.

Add the task of unboxing each device, powering on and configuring prior to deploying to users, and there is virtually no time for anything else. By implementing a zero-touch deployment strategy, you will be able to save time and money by automating and empowering users to accomplish these steps on their own, without the help of IT.



ENROLLMENT OPTIONS FOR macOS

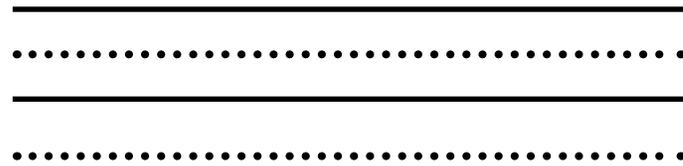
There are a few ways you can enroll devices.

 For macOS	Description	User Experience	Best For
Automatic zero-touch enrollment with Apple Business Manager or Apple School Manager	Automatic enrollment over the air	User receives shrink-wrapped box, and the device is automatically configured when turned on	Providing users an out-of-box experience. With zero-touch deployment you can: <ul style="list-style-type: none">• Ship devices to remote employees• Speed up the onboarding process• Support education institutions with Mac programs
User-initiated enrollment	Rely on users to enroll their own Macs via a URL your MDM server creates	User visits a specific URL to configure their device	BYOD programs or when automatic zero-touch enrollment is not an option
Network scan	Scan your network for existing Macs and deploy an enrollment package	Hands-on for IT — enrollment is completed remotely through your MDM when Mac is on the same network	Enrolling Macs en masse which are known to be on the same network

Zero-touch deployments via Apple School Manager or Apple Business Manager is the recommended way to enroll Mac to save your organization time and preserve the user experience.



ENROLLMENT OPTIONS FOR macOS



There's Mac provisioning, and then there's Mac provisioning with Jamf Connect

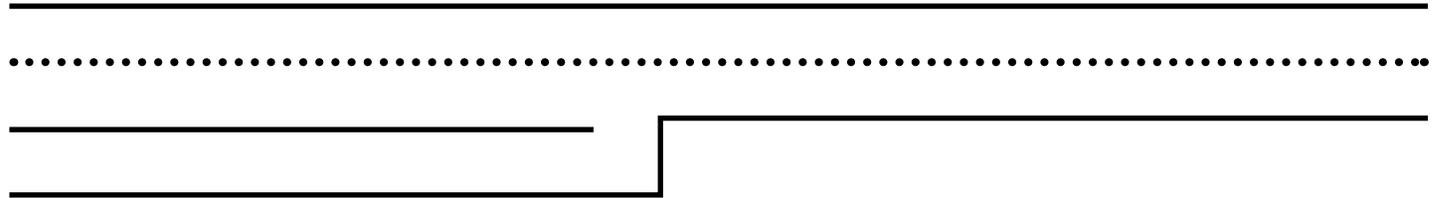
Provisioning new Macs with the resources users need based on users' cloud identity credentials makes it even easier to provide an out-of-the-box experience tailored for each end user, connected with their cloud identity from the start. Supporting cloud-identity providers such as Okta, Microsoft Azure Active Directory, Google Cloud and Apple's enrollment customization feature, Jamf Connect provides an improved user experience during setup and the most complete, zero-touch, modern provisioning.

Additionally:

- Improved login experience with a single set of credentials across your users' cloud-identity provider and Mac. Jamf Connect extends this to cloud-identity providers and keeps them in sync indefinitely.
- Organized Mac fleet for IT to manage — all users are consistently using their cloud-identity credentials (username and password) across their device and applications.
- Multifactor authentication with each and every login, ensuring the right person is on the right machine.

Jamf Connect

ENROLLMENT OPTIONS FOR iOS, iPadOS AND tvOS



 For iOS, iPadOS and tvOS	Description	User Experience	Supervision	Best For
Automatic zero-touch enrollment with Apple Business Manager or Apple School Manager	Automatic enrollment over the air	User receives shrink-wrapped box, and the device is automatically configured when turned on	Yes (wirelessly)	Providing users an out-of-box experience. With zero-touch deployment you can: <ul style="list-style-type: none"> • Ship devices to remote employees • Speed up the onboarding process • Support education institutions with Apple programs
User-initiated via URL <i>*Not an option for tvOS</i>	Rely on users to enroll their own device via a URL your MDM server creates	User visits a specific URL to configure their device	Via Apple Configurator, but MDM is removable	Unmanaged devices currently in the field or devices that need to be reenrolled into a new MDM server <i>*Does not guarantee adoption</i>
Apple Configurator	Enrollment through a Mac app that connects to devices via USB	IT manages the setup process and hands devices to users	Yes	When Apple Business Manager or Apple School Manager are not an option <i>*Time consuming</i> <i>**Note, some newer Apple TV hardware does not have a USB port and will require an ethernet cable</i>

Zero-touch deployments via Apple School Manager or Apple Business Manager is the recommended way to enroll iPad, iPhone and Apple TV devices to save your organization time and preserve the user experience.

THE ZERO-TOUCH ENROLLMENT WORKFLOW

There are three basic steps to follow when implementing zero-touch enrollment: prepare, purchase and deploy.

Prepare

1. Sign up for Apple Business or Apple School Manager
2. Link account to your MDM server
3. Configure enrollment settings

Purchase

1. Order Apple hardware*
2. Assign devices for enrollment

**Must be purchased via Apple directly or an authorized reseller*

Deploy

1. Send devices to users
2. Users unbox and turn on device
3. Devices enroll into management automatically



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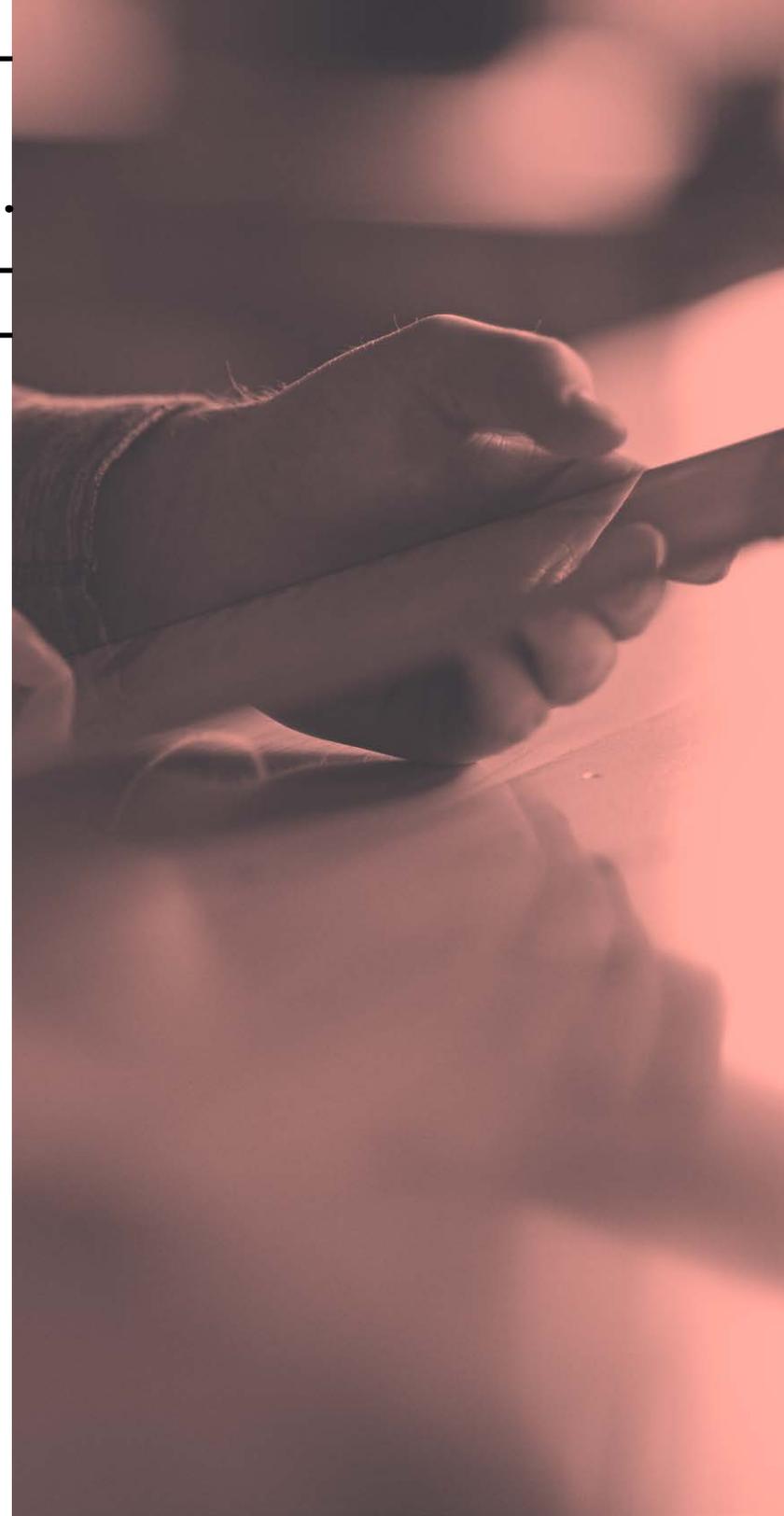
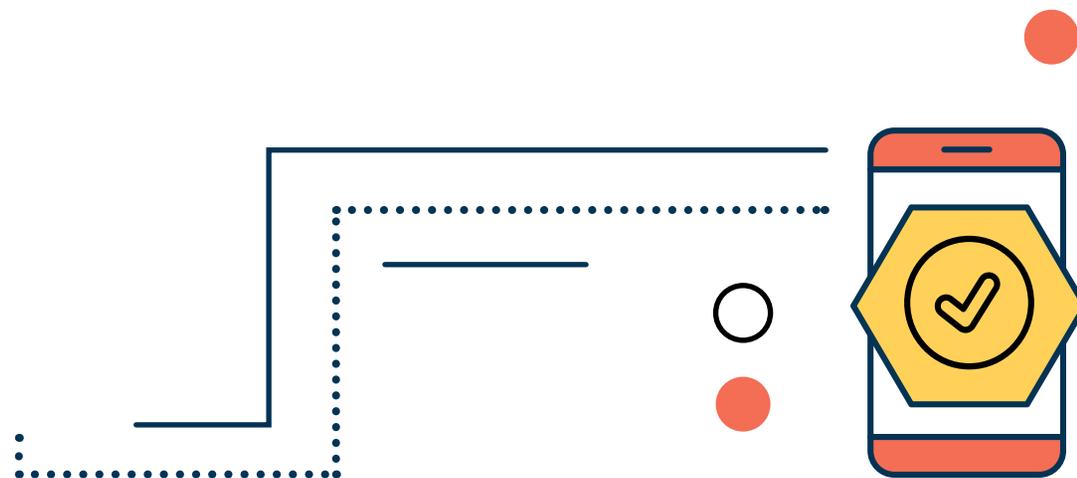
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MDM FOR macOS, iOS, iPadOS AND tvOS

Pairing MDM with Apple's deployment programs

Your MDM server communicates to devices via the Apple Push Notification service (APNs) and tells them how to behave. This maintains a constant connection to your devices, so you don't have to. Commands, apps and profiles are all sent to the device remotely.

MDM software leverages the MDM framework built into Apple's operating systems. With your MDM solution, you can build configuration profiles based on the various settings you'd like to deliver and push them to your devices over the air via APNs. Configuration profiles are XML files and can be built inside of Jamf Pro.



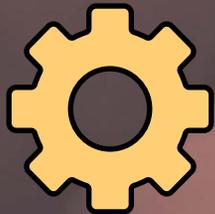
MOBILE DEVICE MANAGEMENT FOR MACOS



Go beyond baseline control for macOS. macOS is a robust platform that needs additional functionality control, for example, modifying a user account, sending terminal commands, and deploying third-party apps and packages.

By leveraging client management, organizations can install a Mac agent, or binary, that is automatically installed after enrollment and gives you more control over your managed Macs. It adds a hidden admin account that grants you remote root access that enables you to run advanced policies, custom scripts, install custom software, and a whole lot more.

Combining the MDM framework with the Mac agent gives you total control of configuration and management of your Macs.



Install PKG/DMG



Enforce FileVault



Integrate with Cloud Identity



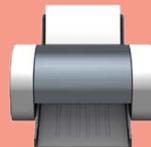
Run Scripts



Customize Dock



Set EFI Password



Install Printers



Create Accounts



Set Software Update

SERVICE BEYOND DEPLOYMENT

Arming your users with the tools they need doesn't stop after the initial deployment, and certainly shouldn't stray from the zero-touch goal. Jamf Self Service empowers end users with instant access to resources, content and trusted apps through a single click – no help desk tickets needed.

- Access to the App Store, B2B, in-house apps and third-party software
- Email, VPN and other configurations
- E-books, guides and videos
- Bookmarks and shortcuts
- Printer mapping and drivers
- Help desk ticketing and hardware requests
- Password resets and compliance information
- Basic maintenance and system diagnostics
- Software and OS upgrades
- Single Sign-on (SSO) integration

IT customizes Self Service to fit the needs of their specific users and users seek out exactly what they need and quickly download it for themselves.

IT taking care of users, so users can take care of themselves long after they get their devices.





PURPOSE-BUILT APPLE ECOSYSTEM MANAGEMENT



To get the most out of these deployment programs, you need an MDM software solution that understands Apple. As the best-of-breed Apple enterprise management solution, Jamf is the product trusted by businesses and schools that want to provide a consistent management experience across the entire ecosystem.

With Jamf:

Reduce time spent
provisioning by

80%

Reduce time installing and
updating applications by

90%

Reduce volume of IT Help
Desk tickets by

15%

Reduce the cost of
software application
licenses by

2%

Reduce end-user
productivity loss by

10%





Hands-off

Apple deployments

When you let Apple Business Manager or Apple School Manager automatically enroll your devices into management and Jamf handles all the device settings and app configurations, you can be hands-off with all Apple deployments — giving you more time to focus on projects that better serve the organization.

See the benefits of utilizing Apple and Jamf for your automated device deployments and management.

Start a free trial

or contact your preferred reseller of Apple devices to take Jamf for a test drive.

