Switching Mobile Device Management Solutions

FOR BUSINESSES

jamf

MDM made for you

As the need for Mobile Device Management (MDM) becomes ever apparent, the number of MDM vendors has skyrocketed. But not all are built equally, leaving companies unsatisfied with their tool and looking to switch to a tool that offers solutions to all their specific management and security needs.

Microsoft solutions are a natural extension for the Windows ecosystem. Google is investing further in its own ecosystem. And Jamf is the standard in Apple device management and security. There is no "best" for unified endpoints, and many are searching for the right solution to fit their needs and their ecosystem.

Are you one of them?

There are many reasons for switching MDM solutions. Whether your current provider doesn't provide the support you expect or you simply require a more robust tool, switching vendors doesn't have to be overwhelming or painful.

Get more with an Apple-specific solution

As the makers of Jamf Pro and Jamf Now —

we have helped many companies smoothly transition their Mac, iPad, iPhone and Apple TV devices to Jamf.

Ready to transition to a solution built for your needs?

This guide prepares you for the change, providing the necessary steps to transition your devices in a way that minimizes disruptions to your team's work.

We'll walk you through:

- ✓ **A migration timeline with crucial checkpoints**

- ✓ **Creating a pre-move checklist**

- ✓ **A step-by-step workflow to ensure transition success**

Once the decision is made to switch MDM solutions to Jamf,

the first step is to construct a logical, achievable timeline. The timeline should include critical milestones, financial considerations, holidays or any other factors that may impact implementation success.

Ace your migration with a manageable timeline

A few key considerations:

✔ Only one MDM profile can be on a device at a time, meaning you'll need to remove the existing MDM profile before enrolling into Jamf — more on that later.
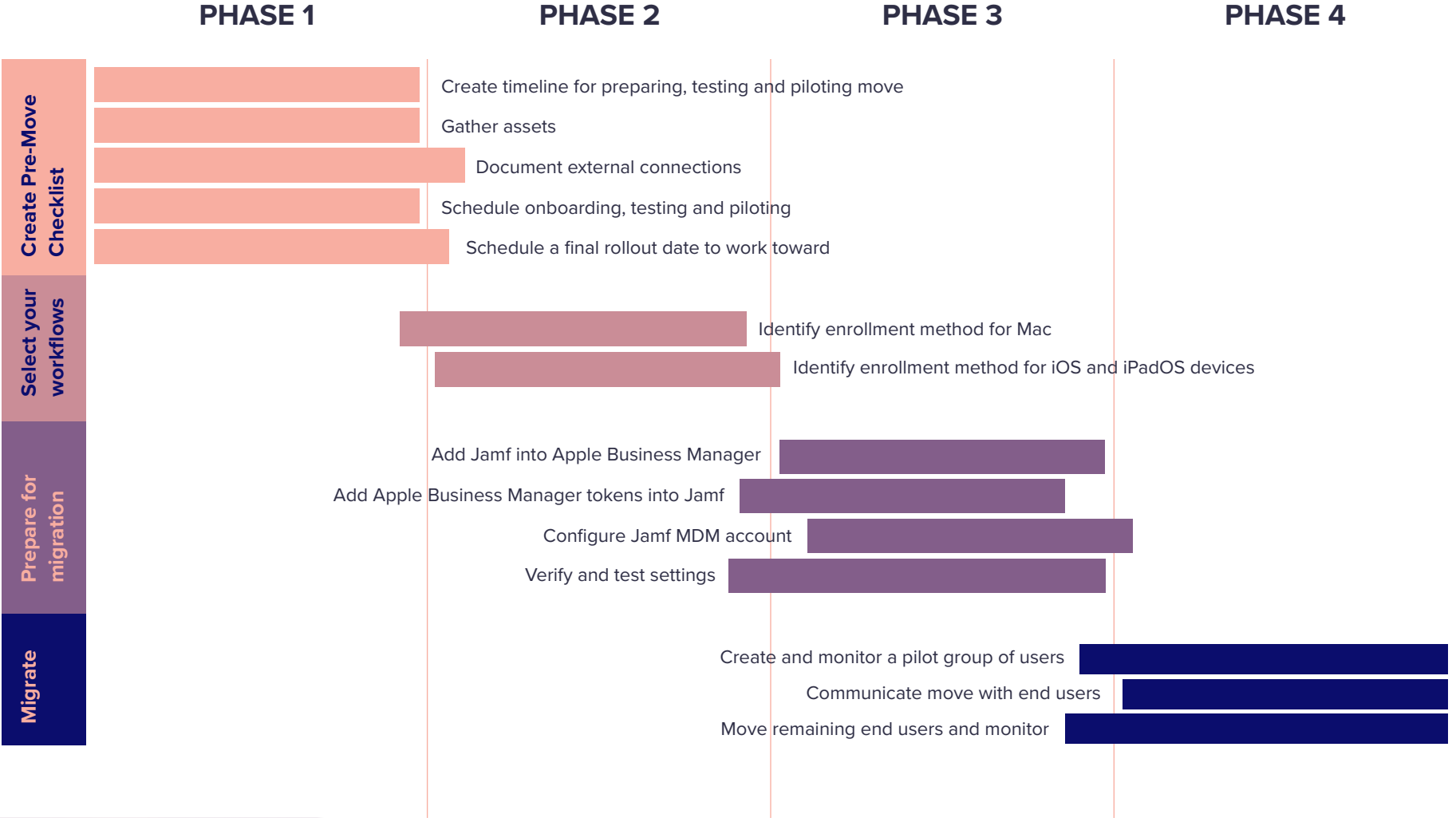
✔ Ample time from solution purchase to migration completion is suggested but note that this process can happen as quickly or as slowly as you'd like. It is important to allot time for testing throughout the migration process to catch any miscues before the rollout.

✔ To help construct your timeline, we consulted several customers who have successfully made the switch to Jamf. Based on their feedback, we've created an example timeline for your MDM migration.

Migration Timeline

	PHASE 1	PHASE 2	PHASE 3	PHASE 4

Create Pre-Move Checklist

Create timeline for preparing, testing and piloting move

Gather assets

Document external connections

Schedule onboarding, testing and piloting

Schedule a final rollout date to work toward

Select your workflows

Identify enrollment method for Mac

Identify enrollment method for iOS and iPadOS devices

Prepare for migration

Add Jamf into Apple Business Manager

Add Apple Business Manager tokens into Jamf

Configure Jamf MDM account

Verify and test settings

Migrate

Create and monitor a pilot group of users

Communicate move with end users

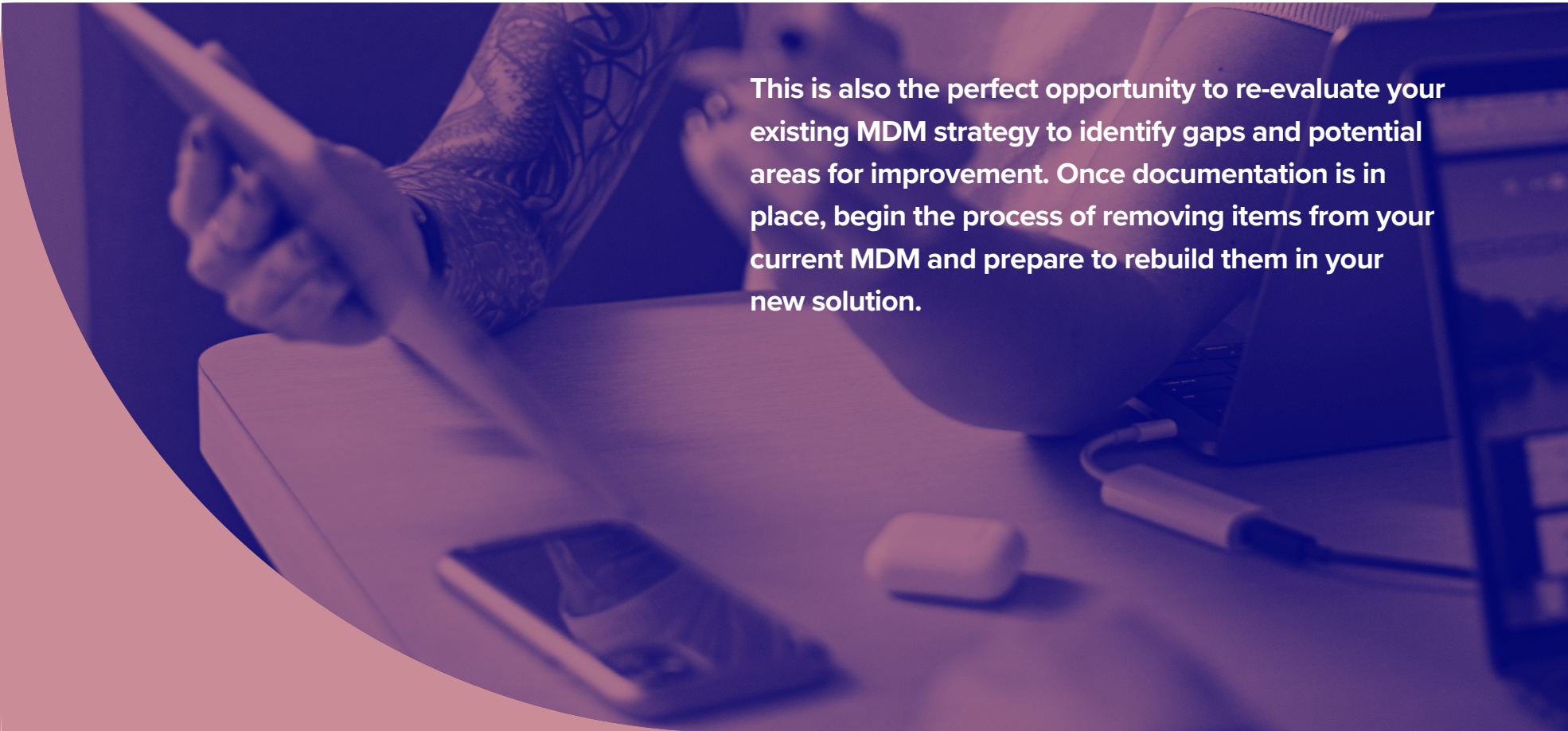Move remaining end users and monitor

Preparing for the MDM transition

Whether you are moving your Mac, iPhone or iPad, this guide applies. The following steps address the process for all Apple devices.

If you haven't already...

Prior to making the switch to Jamf, it is essential to prepare your current management solution for the migration. Compile thorough documentation about how you currently use your MDM and identify any critical workflows and settings. This is why our first step will be a pre-move checklist.

This is also the perfect opportunity to re-evaluate your existing MDM strategy to identify gaps and potential areas for improvement. Once documentation is in place, begin the process of removing items from your current MDM and prepare to rebuild them in your new solution.

Phase 1:
Pre-move checklist

Note: Jamf Professional Services can help you switch MDMs to meet your internal compliance standards using industry best practices helping make your migration process as seamless as possible without compromising on security.

Tip: Most of the migration process goes quickly which can be misleading. We recommend you keep the "80/20 rule" in mind during rollout:

"The last 20% of your devices will take 80% of your time to enroll. End users may be unresponsive to requests. Devices may be offline."

Create a timeline and schedule for preparation, testing, piloting and moving

This migration process can happen at the pace you choose depending on business requirements. Is there a deadline that needs to be met like an end of service date with your current provider? Are you entering a busy period or peak season for your business? Both of these scenarios often cause businesses to adjust their schedule but when creating your timeline, you'll want to take a few things into account:

- ☑ **Is there a deadline to meet like end of service with current MDM?**

- ☑ **Are you familiar with Jamf? If not, reach out to Jamf Professional Services for any questions**

- ☑ **Schedule time to gather assets in preparation for the switch**

- ☑ **Build in proper time for test enrollments after the migration**

- ☑ **Plan who will be in your pilot group and when the pilot will occur after testing**

- ☑ **Schedule the final rollout**

Gather Assets

- Wi-Fi profiles
- Security certificates
- Scripts or other workflow objects
- Installer packages and apps
- Device inventory
- Configuration profiles or Blueprints
- Group memberships and users

When migrating devices that have been enrolled in Apple Business Manager, you'll want to wipe all content from the device. Prior to doing so, decide what user data needs to be kept and how to accomplish that. Consider what data is local to the device and what data is hosted elsewhere. For example, email is often stored on an IMAP or Exchange server, so it can easily be re-downloaded after device setup, while other files may be stored in cloud services and retrieved at a time of your choosing.

Document your external connections

To keep continuity across critical business platforms, take time to document integration points you make have. This will help you preserve important credentials and configurations, speeding up your deployment time with Jamf.

- ☑ **Apple Business Manager Apple ID and password**
- ☑ **Apple Push Notification service (APNs) Apple ID and password**
- ☑ **Create new credentials for APNs, unique to Jamf**
- ☑ **LDAP integration or SSO**
- ☑ **Do we need to install a connector between Jamf Cloud and Active Directory?**

Certificate services
Jamf integrates with a number of certificate-signing authorities and services, like Active Directory. Cover your bases by asking a few questions about your environment, like:

- ☑ **Do we need to configure a connection to SCEP or a SCEP proxy?**
- ☑ **Do we need to configure a connection to Active Directory Certificate Services (ADCS)?**

What is Apple Business Manager?

Apple Business Manager is Apple's free platform for IT teams and businesses to pair with an MDM solution to automate device deployment, app deployment and purchasing, and content distribution.

Phase 2:
Choose an enrollment strategy

Mac

Standard Migration

This type of migration is most common and requires the removal of the old management solution and the installation of Jamf. This workflow can be scripted or performed manually.

Scripted – Jamf Professional Services have developed workflows to remove the old management framework and guide the end-user to install Jamf.

Manual – If your end-users are tech savvy or if you have a smaller fleet of Macs they can perform these steps manually. Remove the Mac from your old management solution and direct your users to enroll into Jamf using User-Initiated Enrollment. This can be accessed using a dynamic email link or static enrollment portal.

iOS/iPadOS

Automated Device Enrollment

For iOS/iPadOS this method is the most popular for device migration. Working in tandem with Apple Business Manager, this requires you perform a device wipe, enroll into Jamf, and then provision.

With this method, a device is automatically Supervised, giving heightened management capabilities.

User enrollment

A way to enroll or migrate personally owned iOS and iPadOS devices is through User Enrollment. Administrators can choose from and configure two different User Enrollment methods:

Account-driven user enrollment – With Jamf Pro using Account-Driven User Enrollment, when a user authenticates to their device with a Managed Apple ID, the enrollment process initializes. Users are redirected to the enrollment portal and prompted to install the MDM profile on their device.

Profile-Driven User Enrollment – This initiates with Jamf Pro via an enrollment URL, when opened on the device in Safari.

Phase 3:
Prepare for migration: Apple deployment prep

Apple Business Manager

Additional purchases moved

Before undertaking your migration, you'll want to take care of a few things upfront that can easily be overlooked if you aren't careful.

First is work in Apple Business Manager, which will be critical to your migration and management success.

- Start by adding Jamf to Apple Business Manager and reassign devices.

- Then create Locations in Apple Business Manager and add new Apple Business Manager tokens to your Jamf instance.

Finally, you'll want to transfer your volume licenses to the new Locations or purchase additional licenses.

Phase 3:
Prepare for migration: Configure Jamf

Upload package installers to Jamf Pro

Create Configuration profiles or Blueprints in Jamf

Device organization

Before migrating everything into Jamf, you'll want to configure your Jamf instance so everything is set up the way you need it to be, ahead of device enrollment and deployment. If you are migrating to Jamf Pro, you may want to upload package installers for popular programs at this time, like Google Chrome. If you need to package an app, Jamf Composer is included with your Jamf Pro purchase or Jamf Fundamentals, Business or Enterprise plan for free.

Second, create configuration profiles in Jamf Pro or Blueprints if moving to Jamf Now or the Jamf Fundamentals plan. At this point, the list of assets gathered in Phase 1 will be useful. This will allow you to recreate everything you had in your previous MDM and add any new aspects or workflows that you've previously identified.

Jamf Pro users can also add custom scripts to their instance to more finely tune their deployment to organizational needs. Scripting is a powerful tool that can help you get the most out of your Jamf Pro environment. If you have scripts to add, add them now.

Phase 3:
Prepare for migration: Verify settings and test

Create PreStage Enrollments, Smart Groups, and Policies in Jamf Pro, or create Blueprints in Jamf Now

Test move and provisioning workflows

With your configurations in place, it's time to set up a few of the specific settings that let you get the most from Apple and Jamf's power, including PreStage Enrollments, Smart Groups and polices. We will do this before testing the full move.

- Prestage Enrollments allow you to create enrollment configurations and sync them to Apple. This enables you to enroll new computers with Jamf, reducing the amount of time and interaction it takes to prepare computers for use. Within this you will set up enrollment settings and customize the user experience of the Setup Assistant.

- Jamf Pro allows you to create Smart Groups for managed computers, mobile devices or users. You can create Smart Groups based on one or more inventory attributes. In Jamf Now you can use Blueprints to customize and deploy apps and settings for groups of devices.

- Policies allow you to remotely perform common management tasks on managed computers. These allow you to automate these tasks so that they run at a specified frequency. For example, you can run scripts, manage accounts and distribute software using a policy in Jamf Pro.

- With Blueprints in Jamf Now or the Jamf Fundamentals plan, you can easily customize and deploy apps and settings for groups of devices, all from one place. Create multiple Blueprints to define different settings and apps for different devices within your deployment

Phase 4:
Migrate

Communicate to end users

Start with your pilot group; monitor and modify

Complete migration with remaining devices

You have finally reached the point of moving your devices over. The actual migration portion should go quickly if done correctly. The testing and modifying may take more time, so make sure you plan for this when creating your timeline at the beginning if there is a hard deadline.

Transparency with end users is critical to any migration's success. After all, it is their devices that are being worked on, whether they know it or not. Communicate with them about the migration early and honestly — especially if their help is going to be needed due to user enrollment. **We recommend you include any instructions on how to backup files if this is necessary.**

Begin by migrating your pre-selected "pilot group's" devices especially if you are choosing not to erase and reinstall Macs. Monitor this group's user experience and modify the move's workflows as needed.

Once your pilot group and testing are complete, you are ready to move over end user's devices into Jamf from the old management system. We recommend doing this in groups again so that you are able to easily monitor progress and address any unforeseen issues immediately.

Post-migration checks

✓ Ensure each user's device success

The faster you get Apple devices into hands, the better. If you had to collect devices during the migration, now is the time to get them back. Thanks to the power of Jamf and Apple Business Manager, your employees only need to power on their devices to be productive – we'll take care of the configuration.

✓ Post-migration checks

Shortly after migration, compare your exported device inventory with the device inventory in Jamf Pro or Jamf Now to confirm that everything enrolled and transferred properly. This is also a good time to have users log into their devices with their personal Apple ID or Managed Apple ID to restore any cloud hosted data to applicable apps.
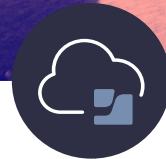
Migrate to a better solution.

While undertaking an MDM migration may seem daunting, this guide hopefully provides you with the insight and confidence necessary to help you leave behind your previous solution and transition to one with the capabilities you've always wanted.

For more in-depth assistance, Jamf also provides device migration services through our professional services team. These talented and experienced engineers can help you meet your compliance standards using industry best practices, making your migration process as seamless as possible without compromising on security.

Jamf ensures you have the resources you need to hit the ground running during and following your smooth migration. Reach out to your Jamf representative to learn more about Jamf Professional Service.

Learn more about Jamf with a free product trial.

Request Trial

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