



CASE STUDY

# Helping through Apple device management

## Göteborgs Stad

GOTHENBURG, SWEDEN

### Providing municipality-wide IT support

Intraservice delivers internal services to Göteborg’s various activities in the areas of welfare, education, Human Resources, and IT. They have approximately 450 employees who contribute to stimulating the development of the city in their areas of operation and support expertise.



#### DEVICE INCREASE REQUIRES NEW MANAGEMENT

As Göteborgs Stad’s growing number of Macs reached the thousands, without a management tool in place, they knew they needed a solution to help them manage their devices. “With our rapidly increasing fleet of Mac computers within the school sector, we wanted a better way to solve authentication issues with WiFi and other network resources, inventory, and application deployments,” said Patrik Lundberg, Client Architect, Intraservice.



#### FLEXIBILITY AND POWER MADE FOR EASY DECISION

After evaluating several device management solutions, Intraservice chose Jamf Pro from JAMF Software. “The sleek GUI, smart groups feature, SCCM integration, and power to package OS X applications ultimately brought us to our decision,” Lundberg said. With the ability for Jamf Pro to run on a Windows server, a must for Intraservice, it was an easy decision. Lundberg added that a support community where users and experts share knowledge.

### AT A GLANCE



Stimulates the development of Göteborg through smart IT management

Utilizes Jamf Pro to manage 2,000 Mac OS X computers

Self Service allows users to obtain resources on demand

Self Service allows users to obtain resources on demand

Leverages Apple’s Device Enrollment Program (DEP) for zero-touch deployments

Casper Suite ensures accurate inventory of devices

“Casper Suite enables us to ensure the platform is secure and that the users have access to all of the services and applications they need.”

– Patrik Lundberg, Client Architect, Intraservice



## INTUITIVE FEATURES AND FUNCTIONALITY

In order to manage 2,000 Mac OS X computers with Jamf Pro, it had to be intuitive and equally robust. “There are excellent monitoring capabilities so you have knowledge of what’s going on in the environment. And we also enjoy the ability to automatically perform tasks if a problem is identified,” Lundberg explained.

Intraservice is currently using Jamf Pro for application packaging and distribution, either by pushing out updates or allowing users to grab resources on demand through Self Service. Self Service allows Göteborgs Stad to place IT-approved apps, content, and settings in an internal app store for their employees. They’ve also utilized Jamf Pro’s functionality for OS X upgrades, software and hardware inventory, printer distribution, and Mac maintenance.

Intraservice is looking into the possibility of extending the use of more features and functionalities to maximize the usefulness of Jamf Pro in their environment.



## GIVING USERS THE SUPPORT THEY DESERVE

“Before Jamf Pro, we didn’t have a tool to manage our Macs, and because of that, we were not able to help users as much as we wanted to,” Lundberg said.



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