



Driving ROI

The Case for a Proven Apple Enterprise Management Solution

The case for a proven Apple Enterprise Management solution

Apple device growth across global enterprises has been significantly increasing over the past few years. This has increased pressure on organizations to embrace technology choice programs and to improve (or adopt) Apple device management processes.

Many organizations attempt to address this growth with traditional mobile device management (MDM) or non-Apple-specific unified end point management (UEM) solutions. Unfortunately, these do not achieve their desired results due a lack of functionality across the full Apple ecosystem. This results in significant inefficiencies experienced by both IT and end users, as well as an increase in vulnerabilities and security threats across the organization. For enterprises to successfully incorporate Apple devices into their technology ecosystem, they need a proven Apple Enterprise Management solution that can fully support their Apple fleet without compromising on security, IT standards or end-user experiences.

Hobson & Company

Hobson & Company (H&C), a leading research firm focused on Total Cost of Ownership (TCO) and Return on Investment (ROI) studies worked with Jamf — a leader in Apple Enterprise Management solutions — to explore these challenges and learn how industry leaders are responding. H&C conducted independent research consisting of more than 10 in-depth interviews with Jamf customers and found that a proven Apple Enterprise Management solution addressed specific customer challenges across both large and small enterprises to deliver a quick and compelling ROI.

The goal of this research study and report is to highlight examples of validated use cases where the impact of Jamf's Apple Enterprise Management solution (which goes beyond device management to automate the entire lifecycle of Apple in the enterprise) is not only strategic, but also measurable based on key metrics confirmed by current users of the solution.

Apple Enterprise Management challenges

Customers interviewed noted that there are consistent challenges with managing a growing fleet of Apple devices. Below is a list of some of the most universal concerns.

Lack of (or inadequate) Apple-focused solutions

IT administrators are faced with highly manual processes for provisioning, deploying and managing Apple devices due to inadequate or non-Apple-specific device management solutions. The inability to efficiently upgrade to Apple's latest operating systems when they become available, for example, frequently results in end-user productivity loss and the potential for an increase in security vulnerabilities.

Increased Security Risks

As the number of Apple devices continues to grow within organizations, security becomes exponentially more difficult to manage across all devices. Further, a lack of visibility into these devices, combined with the inability to easily access them remotely, leaves IT and

Security teams at double risk. They are not only at risk of being unaware of potential security threats; they are also at risk of being unable to quickly address them even with a known vulnerability.

Employee retention and recruiting challenges

According to a recent Jamf survey,¹ 75% of respondents said **they would be more likely to stay at a company if they could choose their own devices**. 89% were willing to sacrifice part of their salary to do so. A recent **Microsoft Work Trend Index**² found that more than 40% of employees are thinking about leaving their jobs in 2021 due to what's being referred to as the 'mass exodus.' While technology choice programs are only offered at approximately half of organizations, enterprises are being urgently challenged to embrace these programs to retain and recruit talent.

¹ *Global Study: Employee Choice and its Impact on the Future of Work, September 23, 2021, Jamf.com*

² *"The Next Great Disruption Is Hybrid Work—Are We Ready?" Microsoft Work Trend Index, March 22, 2021*

Customer research identified Jamf's solution benefits across three broad business objectives:

Simplify IT Management

Reduce time spent on device provisioning and deployment

Passwordless authentication includes not only purchasing and receiving devices but also configuring user-specific settings. This is a high-touch and manual process for IT administrators, and it is even more time consuming for device upgrades.

Jamf Pro enables zero-touch device deployment through its integration with Apple Business Manager, allowing IT administrators to automatically enroll and deploy devices at scale without requiring hands-on support. Further, pre-stage enrollment settings and Smart Groups allow IT to configure multiple similar devices based on department need.

Jamf Connect facilitates personalized provisioning of users from a cloud identity service during an Apple provisioning workflow, including multi-factor authentication. It also provides the flexibility to centrally and remotely manage users, groups and passwords.

90% Reduction

in time spent on device provisioning and deployment

"We were already down to 10-15 minutes to provision and deploy a device with Jamf Pro, and then Jamf Connect enabled us to drop-ship devices without IT touching the machine at all." -IT Tech Support Lead

Reduce time spent on ongoing device management

Manually maintaining and managing devices, including ongoing configuration settings, is time-consuming and resource-intensive. To keep consistent and secure systems, IT staff need to spend hours each week researching newly-available software patches. They must then visit each workstation for OS updates, security policy updates, encryption settings and more.

Jamf Pro provides a 360° view of device environments through inventory reports that deliver real-time, dynamic hardware/software information. This information can trigger workflows and automate device management tasks. Further, this high level of visibility enables more informed decisions and cost projections.

90% Reduction

in time spent on ongoing device management

"As soon as we had our machines in Jamf, we realized that a handful of them needed immediate replacement and that some of their operating systems weren't in compliance." -Information Security Manager



Reduce time spent on application management

Software deployment and patching processes are time-consuming, costly and error-prone—ultimately tying up IT resources on low-value tasks.

Jamf Pro provides a central location to license, deploy and manage apps. It also empowers users to deploy approved apps automatically or via Jamf Self Service. Further, Jamf Pro provides access to hundreds of app titles and patch policies that facilitate patch management. In addition, AppConfig allows for the pre-configuring of application settings, making it quick and easy for end users to log in.

90% Reduction

in time spent on application management

“Jamf Self Service has saved our effort by 100% on updating computers with new apps because end users can now install them themselves.” IT Engineer

Reduce total cost of software application licenses

Without visibility into hardware/software configurations actively in use, organizations are prone to making overly-conservative and expensive purchase decisions.

Jamf Pro integrates with Apple Business Manager to enable bulk purchasing right from the App Store. It provides visibility into app distribution and usage to inform reassignment of unused licenses and more effective budgeting. With the visibility provided by the inventory function, Jamf Pro can also provide insight into hardware usage (i.e. storage, processing) for more informed bulk purchases of hardware.

10% Reduction

in total cost of software application licenses

“We’ve reduced our application license costs by 10% because of the visibility we get through Jamf Pro.” Staff Systems Engineer

Reduce time spent on help desk tickets

When end users have technical difficulties, the first step to resolution is logging a ticket with the help desk. These tickets, especially for simple fixes, can really add up to a lot of money and time for IT.

Jamf Pro ensures end users receive their pre-provisioned devices with zero-touch deployment and provides self-service capabilities, including the ability to install apps, manage updates and troubleshoot common issues. In addition, IT can automatically push out fixes and patches.

Jamf Connect enables IT to provision devices with cloud identity credentials, allowing users to easily log in with one set of cloud-based credentials. Further, Jamf Connect keeps credentials in sync between an end user's Mac and the organization's cloud identity provider (down to the account level), even when a password is changed. This eliminates password-related tickets.

Jamf Protect delivers a purpose-built Apple security solution that offers real time on-device detections that immediately identify threats, which can then be automatically addressed by Jamf Pro via network isolation or removal of malicious files.

70% Reduction

in time spent on help desk tickets

"We spend substantially less time on help desk tickets due to management functionality included in Jamf Pro and password-related issues with Jamf Connect."

Staff Systems Engineer

"Jamf Protect has stopped malware, so it has reduced data loss instances and other issues that previously would've resulted in support tickets."

Chief Information Security Officer

Improve end-user experience

Reduce end-user productivity loss

End users often spend a significant amount of time on device set up and keeping their devices up to date with the latest software and apps, including maintaining security standards and troubleshooting issues (such as password resets).

Jamf Pro ensures end users receive their pre-provisioned devices with zero-touch deployment and empowers them with a Self Service app that provides automated solutions to their most common IT needs (i.e., installing apps, managing updates and automating fixes for common issues).

Jamf Connect offers cloud identity credentials, allowing users to easily log in with one set of cloud-based credentials. Because Jamf Connect keeps credentials in sync between an end user's Mac and the organization's cloud identity provider, end users don't experience a hitch in in service, even when they have changed a password. This eliminates time spent waiting for IT before the user can get back to work.

Jamf Protect offers a solution that identifies security risks and enables IT to deliver fixes with minimal impact to end-user productivity.

90% Reduction

in end-user productivity loss

“Jamf has absolutely increased end-user productivity because it’s eliminated 90% of activities related to support...there’s very limited downtime now.” Staff Systems Engineer

Improve employee satisfaction to support hiring and retention

Technology choice programs are proven to increase employee retention and satisfaction, but are sometimes perceived as difficult to successfully implement.

Jamf Pro enables a scalable approach to a successful technology choice program by providing a purpose-built Apple experience for all Apple products, including instant out-of-the-box productivity with zero-touch deployment and automating fixes for common issues.

Jamf Connect enables users to access their Apple devices and their applications with a single identity across their devices and apps, reducing complexity and providing an improved user experience.

Jamf Protect identifies on-device threats immediately, which can then be automatically addressed by Jamf Pro, allowing employees to focus on their work without frustrating delays or slowdowns.

8% Improvement

in employee satisfaction to support hiring and retention

“Over half of our end users didn’t like our prior MDM product, but we’ve had no complaints since going live with Jamf...it’s invisible to users compared to before where we had so much trouble with it.”

-Information Security Manager

Mitigate Risks

Reduce time spent remediating incidents and vulnerabilities

Identifying security incidents or vulnerabilities on all affected devices and remediating them can be tedious and time consuming due to a lack of visibility into the environment and the need for manual fixes.

Jamf Pro includes same-day operating system support that provides instant access to newly-released layers of security and fixes to vulnerabilities from Apple. Further, dynamic Smart Groups and inventory reporting enable IT Admins to locate known vulnerable software and remotely push out fixes and patches or to ‘lock and wipe’ compromised devices as needed.

Jamf Connect allows IT to establish and enforce security password policies across the organization as well as providing visibility into who accessed devices when and from where.

Jamf Protect blocks known malware and includes behavioral detections that can trigger automated actions and provide insight into attacks in real time. Further, full details of each alert including macOS-specific effects sharply expedites response and remediation.

70% Reduction

in time spent remediating incidents and vulnerabilities

“From a security standpoint, the great thing about Jamf Protect and Jamf Pro is being able to pull logs from machines, which has given us 100% more visibility than we had before.” Information Security Manager

Reduce probability of security and/or compliance incidents

Security breaches can be expensive and have legal consequences that negatively impact revenue as well as damage your reputation.

Jamf Pro enables organizations to automatically manage device settings and configurations to ensure devices are configured securely. It enforces encryption, restricts access to secure Wi-Fi networks, configures VPN settings, controls apps and restricts malicious software. When necessary, Jamf Pro allows IT to remotely push out patches or ‘lock and wipe’ devices. Further, same-day operating system support provides instant access to newly-released layers of security and vulnerability fixes.

Jamf Connect allows IT to establish and enforce security password policies across the organization and provides visibility into who accessed devices when and from where. Further, granular access reports facilitate security and compliance audits.

Jamf Protect provides real-time behavioral detections that enable early threat identification, including deep event-driven insights necessary to remediate Mac-specific threats and prevent macOS malware. Further, detailed audit reports demonstrate compliance with specific security standards and regulations.

15% Reduction

in probability of security and/or compliance incidents

“Before Jamf, I would put us at a medium-to-high risk level for having some type of malicious activity or breach through our machines; now we’re low risk because of improved visibility and ability to monitor our devices.”

Information Security Manager

“Jamf Protect helped put technical controls in place that were easy audit in order to meet regulatory and compliance requirements—as well as check several security standards boxes with our customers.” Chief Information Security Officer

In Summary

The customer interviews for this research report identified nine discrete organization-wide benefits to using Jamf. Below is a summary of the top benefits and impacts experienced by an organization with \$40M in annual revenue and 500 Apple end users who log an average of three help desk tickets per year:

Top Three Benefits	Annual Value
Improve employee satisfaction to support hiring and retention	\$400,000
Reduce end-user productivity loss	\$335,106
Reduce probability of security and/or compliance incidents	\$167,625
Other benefits	\$183,739

Total Benefits: \$1,086,470

Increase
IT productivity by

247 hours

per month

Increase
help desk productivity by

38 hours

per month

Increase
end-user productivity by

1 hour

per end user, per month

Reduce costs by

\$556,625

per year

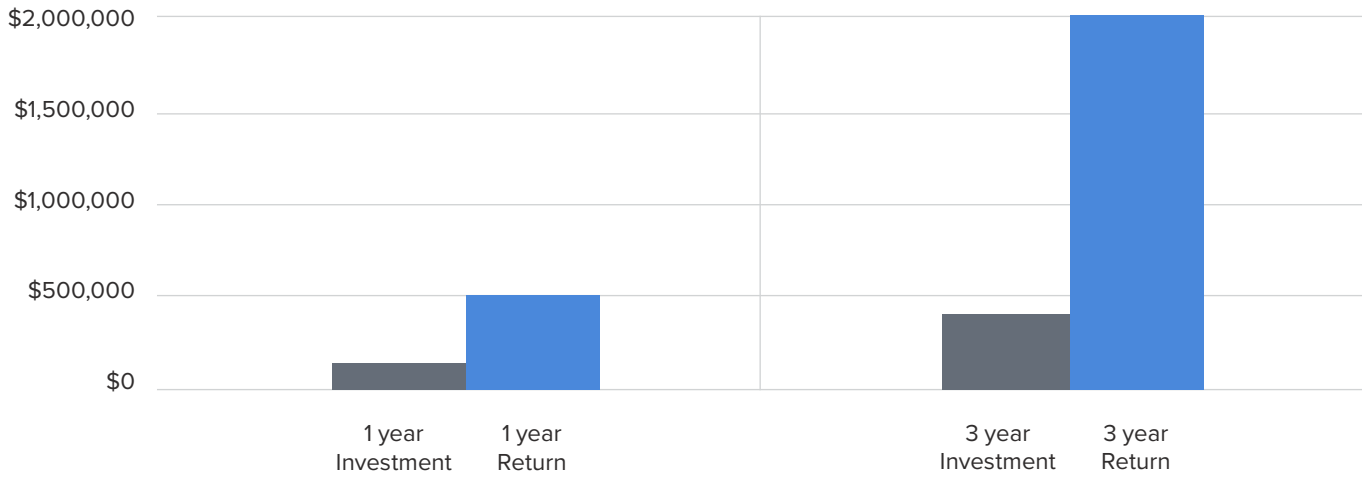
Increase profit by

\$36,000

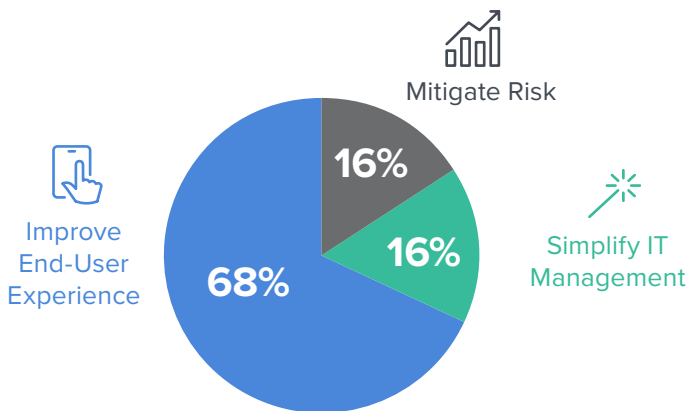
per year

Key ROI Findings

The value of Jamf's Apple Enterprise Management solution is immediate and demonstrable. A sample organization with 500 Apple end users can realize significant financial benefits from an investment in a proven Apple Enterprise Management solution.



FINANCIAL METRIC	3-YEAR VALUE
Payback (months)	2.7
ROI	781%





About Hobson & Company

Hobson & Company helps technology vendors and purchasers uncover, quantify and validate the key sources of value driving the adoption of new and emerging technologies. Our focus on robust validation has helped many technology purchasers more objectively evaluate the underlying business case of a new technology, while better understanding which vendors best deliver against the key value drivers. Our well-researched yet easy-to-use ROI and TCO tools have also helped many technology companies better position and justify their unique value proposition.

For more information, please visit www.hobsonco.com.

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About Jamf

Jamf, the standard in Apple Enterprise Management, extends the legendary Apple experience people love to businesses, schools and government organizations through its software and the world's largest online community of admins focused exclusively on Apple: **Jamf Nation**.

To learn more, visit www.jamf.com.



www.Jamf.com

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