

Apple for Business

JCommerce Apple Device
Management Services

We make IT



JCommerce

Companies are increasingly deciding on Apple devices for business purposes. Such companies primarily depend on reliable solutions, a unique user experience for employees and customers alike, as well as the prestige of using one of the most recognizable brands in the world.

Apple devices in business

JCommerce offers comprehensive support in the implementation and management of Apple devices and applications for business purposes. JCommerce's macOS administrators use the Jamf system, which offers the possibility of remote device administration at the client's company.

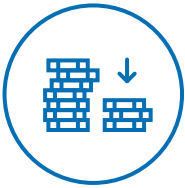
Jamf Pro software makes the automatic installation and management of devices and applications possible without the need for manual configuration by the IT department.

Apple in business – benefits for users

Research carried out by IBM indicates that the cost of using devices which run on the macOS system is one-third lower when compared to PCs. This is due to the fact that PC users make use of technical support services twice as often; moreover, problems with PCs require the personal intervention of the IT department in 27% of cases. For Macs, this percentage is only 5%.

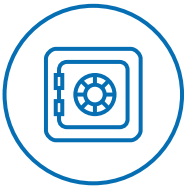
All this means that the Mac user satisfaction level in companies is over 90%.

Here are the benefits that the decision to use Apple devices in business can bring:



Lower costs of IT support

This is due to the reduction in the workload of IT administrators because of the decreasing need to configure devices manually, as well as the significantly lower failure rate of Apple devices.



Improving security

Apple devices are resistant to cyber threats which Windows computers are vulnerable to, and also have advanced security mechanisms such as:

- FileVault – a built-in encryption function that ensures the security of data on the disk.
- Gatekeeper – blocks the possibility of installing applications from unknown providers.
- X-protect – a built-in system to protect against malware threats.
- Time Machine – a built-in system for creating an encrypted backup copy.



Better user experience

Apple devices for employees create the image of the company as a desirable employer and professional business partner.



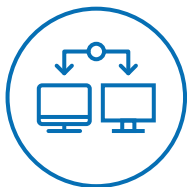
Self-service

Apple offers a wide range of functionalities that enable self-service in terms of installing the applications necessary for work, as well as system configuration and problem-solving.



Support for BYOD in the workplace

In the case of devices which run on iOS, it is possible to separate data and applications on the device into private and business use respectively, guaranteeing the company's security and the employee's privacy.



A compatible work environment for Mac and PC users

Thanks to the Jamf Pro system, the mixed infrastructure of Macs and PCs is fully compatible, allowing users to take advantage of the benefits of both environments.



Remote technical support

Advanced technical support for 2nd and 3rd degree escalations.

JCommerce services

JCommerce has a team of macOS Administrators who have technical experience in the management of Apple infrastructure through the Jamf Pro system, as well as business knowledge pertaining to the implementation of this infrastructure from the beginning, and auditing existing solutions.

We offer:

- an audit of the current infrastructure,
- integration of the Jamf Pro system with the current infrastructure (LDAP, SSO, CA, Intune, Office 365),
- management of applications and operating system updates,
- security configuration (CSI Benchmark),
- up-to-date management of the Jamf Pro system and application servicing,
- monitoring and reporting any irregularities in the environment,
- Jamf Pro Managed Services.



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The Jamf Pro System

Jamf Pro is an Enterprise Mobility Management system that facilitates the connection of many different systems for the management of devices, identity, applications or virtualization among others, in order to create a single digital workplace.

Most importantly, thanks to Jamf Pro, the customer gains the ability to integrate Apple devices (macOS and iOS) in their business environment, regardless of their current architecture. The system seamlessly integrates with Microsoft Intune or Microsoft System Center Configuration Manager (SCCM), making all Mac and PC devices fully compatible.

The use of the EMM-class system significantly increases the efficiency of IT infrastructure management activities, as well as reducing costs and saving time by automating daily tasks and providing analytical data.

Jamf Pro Managed Services

We offer support for the Jamf EMM system in the managed services model, i.e. comprehensive Jamf Pro application management support in the customer's IT environment. Our macOS administrators have business and technological experience in terms of the management of Apple devices using the Jamf system.

Jamf Pro Managed Services include:

- system maintenance,
- comprehensive servicing (monitoring, troubleshooting),
- security audits and security policy management,
- management & deployment solutions,
- technical and service support in accordance with the SLA,
- management of new starters/leavers,
- detailed audit and documentation,
- advanced technical support in the framework of second and third degree escalation for Jamf Pro and the integration of Apple devices with other environments.

Mac versus PC





PC users drive **twice** the number of **support calls** versus Mac users.

Only **5%** of support tickets from Mac users required an in-person visit, compared to **27%** for PCs.



When organizations give employees the ability to choose their technology, they consistently choose Apple. Of organizations with choice, **72%** choose Mac and **28%** choose PC.



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|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <p>Cost savings</p> | <p>\$273-\$513 saved over 4 years per Mac deployed, compared to PCs.</p> | <p>Support</p> <p>Help Desk</p> |
| <p>Support</p> | <p>Support</p> <p>Help Desk</p> | <p>Intune</p> <p>SCCM</p> |
| <p>Management</p> | <p>Jamf</p> | <p>Deployment</p> |
| <p>Hardware & Essential Software</p> | <p>Mac Deployment AntiVirus Encryption macOS</p> | <p>AntiVirus</p> <p>Windows 10 Pro</p> <p>PC</p> |
| <p>Base Services</p> | <p>Power</p> <p>Office License</p> <p>AD CAL</p> <p>Software Distribution</p> | <p>Power</p> <p>Office License</p> <p>AD CAL</p> <p>Software Distribution</p> |
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Over **30,000**
administered
macOS
devices

JCommerce's experience

JCommerce's macOS administrators have experience in implementing Apple devices at global corporations from the banking, insurance, and multimedia industries and press agencies. The number of macOS devices which they administer is in excess of 30,000.

Our administrators have the following certification:

- Jamf 200 (previously Certified Casper Technician),
- Jamf 300 (previously Certified Casper Administrator),
- Jamf 350 (previously Certified JSS Administrator),
- Jamf 400 (previously Certified Casper Expert),
- the specialist Apple qualification: Apple Certified Support Professional.



Certified
EXPERT

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JCOMMERCE is a modern software house company, providing the skills and knowledge of nearly 400 consultants, architects and IT developers of different technologies. Since 2005 we have gained business and programming experience in polish and international projects. We are an official partner of Jamf, and we have titles of Microsoft Gold Partner and Qlik Solution Provider as well. By cooperation with us you will gain not only technological support, but also a new look to your business.