The Scout Association
CASE STUDY

viewdata
TRANSFORMING **APPLE** DEVICE MANAGEMENT

Revolutionising Mac management with **Jamf**

The Scout Association, established 110 years ago, who each year help over 450,000 young people in the UK enjoy new adventures, selected Viewdata to transform the management of their estate of Mac computers.

The Scout Association utilise the powerful technology of Mac computers to perform marketing, advertising and creative activities. They required a solution that would automate IT processes and give them complete visibility and full control of all their Mac devices, with improved security and integrated Active Directory login.

Driving internal efficiencies
Through Viewdata - a Jamf Gold Reseller, Jamf Pro 10 was implemented. JAMF is the market-leading Mac management tool that makes IT tasks simple and sustainable and enables IT administrators to manage Mac computers in much the same way as Windows computers.

> *Jamf Pro 10 ticked all the boxes, including management of the operating system, software management and integration with Apple's Device Enrolment Program (DEP), whilst addressing our security concerns.*
>
> **Daniel Cuthbert, Information Services Manager**
> **The Scout Association.**

Saving time and resource
The zero-touch deployment capabilities save The Scout Association time and resource, enabling hardware and software to be distributed and managed by user or device, all over-the-air.

> *Gaining full control of our fleet of macs not only meant we could deploy the required software & services to our users quickly, but it also reduced the amount of issues our users experienced.*

Bringing security to the forefront
Jamf Pro ensures that The Scout Association has a secure solution that has the ability to remotely lock, wipe, automate patches and check backup status reports, so they can be rest assured that their resources are fully protected. The solution integrates into the Active Directory enabling easy user authentication and group membership.

> *Since Jamf has been deployed we have found the integration with Active Directory a lot smoother, which has hugely reduced the number of user login issues.*

Providing a better experience
Jamf Pro 10 offers a self-service app that gives users access to approved software, content and apps and allows system configuration and routine maintenance tasks to be performed without the need for IT assistance.

Improving service delivery
The Scout Association has been a loyal customer of Viewdata for several years, benefitting from the comprehensive Mac support service. The dedicated service desk and Apple certified engineers manage technical queries, offering rapid response, diagnosis and support time, helping the association to work smarter and improve service delivery.

> *Any communication we have with Viewdata is professional. The team are personable and helpful in their approach, providing a reliable service and always respond quickly to our issues.*

What did The Scout Association require?
An automated management solution that would improve IT processes and provide full control and visibility of all Mac devices, with integrated AD login and improved security.

How Viewdata assisted?
We provided and customised Jamf Pro 10 - a market-leading Mac management tool that makes IT tasks simple and offers complete visibility of all Mac computers.

How have The Scout Association benefitted?
• Saved time and resource
• Increased efficiencies
• Gained full control of their fleet of Mac
• Reduced user issues
• Provided a better user experience

To learn how Jamf Pro 10 can transform the management of your Mac devices visit viewdata.co.uk/jamfpro or email sales@viewdata.co.uk

scouts be prepared . . .