MOBILE DEVICE MANAGEMENT

ZONES
First Choice for IT™

Zones helps a major integrated care consortium outfit its remote workers with the devices they need.

When one of the world's largest integrated care consortiums needed to deploy and manage 7,000 net new Mac devices, including 5,000 unmanaged devices, they reached out to Zones for assistance. By leveraging their relationship with Apple and their own Zones*Connect*™ web-based self-service platform, Zones built a device management solution powered by Jamf that got the devices into the hands of those that needed them.

7,000 Devices shipped to users worldwide.

Unmanaged devices now enrolled and managed. **5,000**

Remote team members' devices can be managed from anywhere.

Challenge

- The client had 5,000 unmanaged, 7,000 net new Mac devices that needed to be enrolled and centrally managed.
- It was difficult to efficiently manage team members' devices due to an increasing amount of them working from home.
- The client was working with Apple devices, but they lacked trained Apple support desk and engineering talent.

Solution

- Zones used Apple Business Manager and Jamf Pro Cloud to design and implement an end-to-end Apple device management solution.
- A user-focused design allows team members to work from anywhere securely.
- Zones leveraged its Zones*Connect*™ web-based self-service platform to quickly ship devices to team members now working from home.

Results

- 7,000 devices were shipped directly to users worldwide, with the 5,000 unmanaged devices now enrolled and managed.
- Zones*Connect*'s self-service model allows users to easily install applications without help from IT.
- The client can update apps, manage accounts, and maintain compliance from a central console.

Visit **zones.com** or call **800.408.ZONES** today. First Choice for IT.™

MOBILE DEVICE MANAGEMENT

ZONES
First Choice for IT™

The Challenge

One of the world's largest integrated care consortiums ran into supply chain issues due to the ongoing COVID-19 pandemic. Their legacy device management system was already in need of an upgrade when the pandemic hit; with more team members transitioning to remote work, the client needed an agile, secure, and compliant solution right away.

Worse, the client had 7,000 net new Mac devices to get into the hands of their remote workers, and 5,000 of these devices were unmanaged. The client didn't have a lot of experience working with Apple hardware. They needed to ship these devices to their remote team members, manage them wherever they're working, and provide them with Apple-specific support desk and engineering talent..

The Solution

Zones became aware of the client's issues surrounding Apple devices and reached out with a solution: Zones designed and implemented a brand-new Modern Mac Management model using Apple Business Manager and Jamf Pro Cloud. With this model, the client can manage its devices wherever they are, so the inefficiencies of their previous system are a thing of the past.

Zones also leveraged its Zones*Connect* web-based self-service platform to overcome the client's supply chain challenges. Using Zones*Connect*, the client can order devices and ship them straight to end users for enrollment and setup, without the need for a technician. Zones provides direct user support via their Apple Support Desk team, and performs repairs through their Break/Fix service.

The Results

Zones shipped 7,000 devices to the client's team members worldwide and assisted in enrolling and managing their 5,000 unmanaged devices into Jamf. The users can leverage Zones*Connect*'s self-service model to easily install the applications they need to stay productive, reducing the frequency of help desk calls. Device management like macOS and app updates, account management, and security compliance are now done remotely wherever the user is working.

> **"**
> *Out of all the new platform rollouts, this rollout has to be – by far – the best one I have ever been involved with. Zones makes procurement and management quick and painless.*
>
> *– Senior Manager of Enterprise Endpoint Engineering Workplace Technologies at a Worldwide Integrated Care Consortium*

 Corporate Reseller

 jamf

Visit **zones.com** or call **800.408.ZONES** today. First Choice for IT.™