A match MADE.COM in heaven

MADE.COM
LONDON, ENGLAND

No signs of slowing down

Since their launch in 2010, MADE.COM has quickly become one of the most beloved and recognisable design brands in Europe. From iconic millennial pink sofa adverts to experiential showrooms, the brand is a UK success story that shows no signs of slowing down.

As one of the fastest-growing designer homeware brands in Europe, MADE.COM chose iOS devices to create a digital infrastructure that not only fit the brand's aesthetic, but improved employee and customer experience. Through the introduction of more than 330 Jamf-supported Apple devices, MADE.COM found the perfect match for its needs.

AT A GLANCE

MADE.COM	jamf PRO	👍	🌐	☺	🏅
Leading homeware provider with a high number of remote workers	Chose Jamf Pro to help manage more than 235 macOS, iOS and tvOS devices used across admin and customer experiences	Implemented Jamf Connect to improve user experience	An IT team of six can now manage a remote workforce and multiple experiential stores	Employees have a simple and enjoyable UX	Went from 3-4 tickets a day to almost none

KEEPING PACE WITH DIGITAL TRANSFORMATION

A year ago, MADE.COM had been using iOS devices in two ways. First in the form of iPads in-store to help employees check inventory, place orders and even showcase how products may look and feel to encourage a better customer experience. At the same time, customers could use these devices to call the MADE.COM help hotline. Lastly, employees also wanted to use MacBooks while working remotely or in the office, because of Apple's easy-to-use OS, overall familiarity and aesthetics.
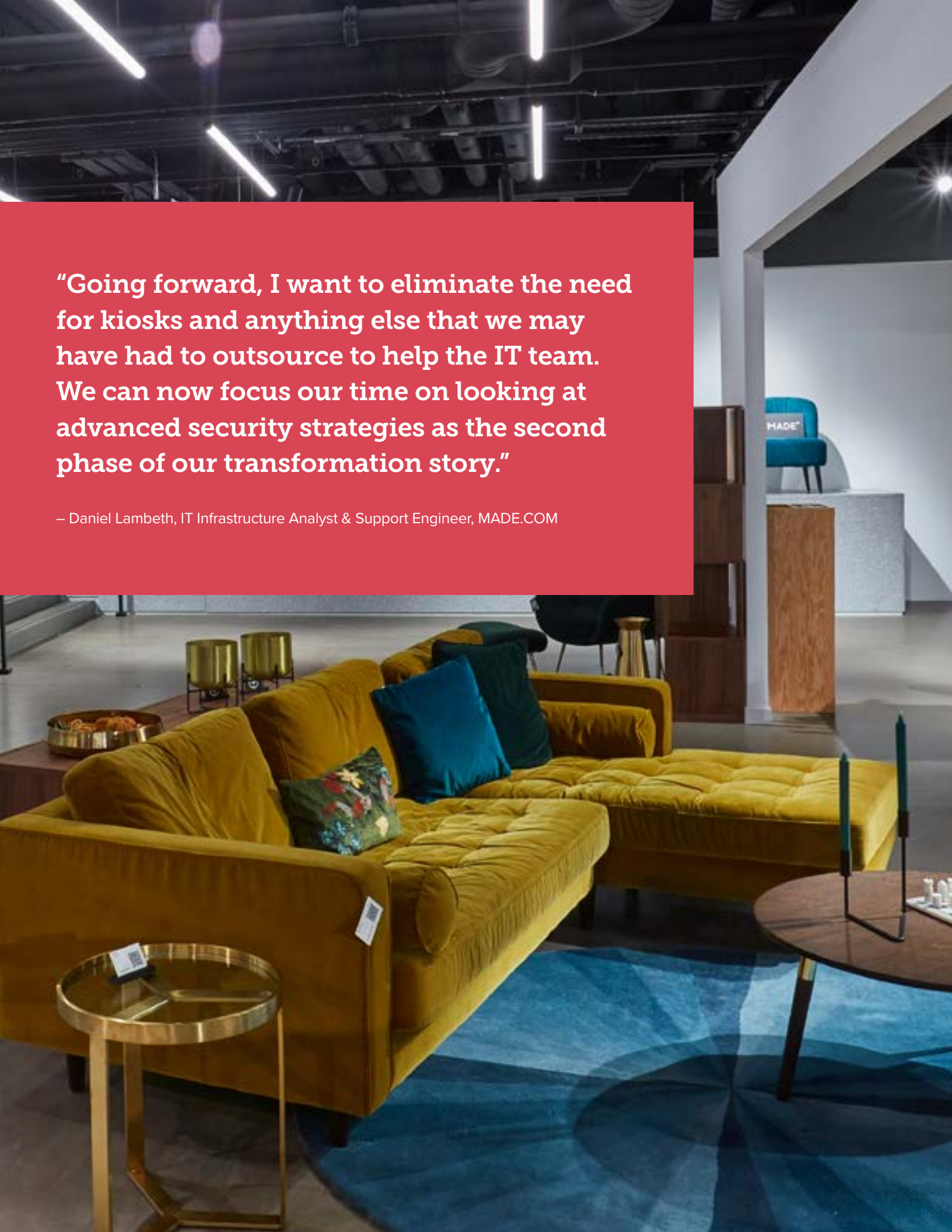
Despite the prevalence of Apple devices across the organisation to help improve employee and customer experience, the IT department became burdened with daily 'keeping the lights on' tasks such as password resets, patch updates and software rollouts, particularly as MADE.COM quickly expanded.

"The previous process for setting up laptops and devices was carried out manually but as we began to ramp up, we struggled to keep pace", said

Daniel Lambeth, IT Infrastructure Analyst & Support Engineer at MADE.COM. With up to 10 new starters each week who needed to have their equipment configured, as well as making sure the in-store devices ran seamlessly, we began losing hours of time dealing with just basic configuration."

In addition to the time lost setting up new laptops, the IT team faced a large number of keychain and FileVault issues related to password resets, which further prolonged employee downtime. Employees soon began to feel disillusioned with their user experience and the IT team's capabilities, particularly for those who worked remotely and relied on IT as a way to feel connected with the company.

As part of MADE.COM'S digital transformation journey, the brand needed to address the employee, IT team and customer pain points to create better efficiencies that could then be used to deliver a greater quality of service.

"Going forward, I want to eliminate the need for kiosks and anything else that we may have had to outsource to help the IT team. We can now focus our time on looking at advanced security strategies as the second phase of our transformation story."

— Daniel Lambeth, IT Infrastructure Analyst & Support Engineer, MADE.COM

HOW JAMF HELPED MAKE LIFE EASIER

With the introduction of **Jamf Pro**, the enterprise mobility management tool, and **Jamf Connect**, a cloud identity solution, IT teams could enable their employees to have more control of the everyday IT admin tasks that can often be taxing on the department. IT teams could also turn their focus to larger scale rollouts of devices and software that ensured the security of employees and customers.

MADE.COM saw an immediate impact in terms of greater efficiencies across the organisation. These were made possible by some of the following features:

- Self Service portal that give employees a simple, UX friendly means to access applications

- Automated password reset reminders

- Step-by-step guides to fixing common issues

- Day-zero deployment of OS updates across every device

- Restricted admin process that empowers employees but does not overwhelm them with responsibility

"If you look at the ticketing system now compared to what it was, three to four issues a day has gone down to zero because of the procedures we have in place with Jamf's MDM solution. Processes are now automated and streamlined and now we have more time to focus on improving efficiencies across the business." said Daniel.

A great employee experience needs to be part of any digital transformation journey. Through an MDM solution, MADE.COM has rooted out operational inefficiencies as well as reduced the overall burden not just on the IT team, but the employees as well. "We wanted to create an end-user experience where regardless of where they are based, we can get a device out to them and manage it easily," said Daniel.

In addition to helping improve the overall UX and management of devices, Jamf also helps MADE.COM keep up with the growing priorities of security and compliance. With the protection of user data alongside day-zero updates, Jamf helps give peace of mind to the IT teams.

> Through a scalable MDM solution, MADE.COM has delivered a greater employee and customer experience that can grow as quickly as the company. Employees, particularly those working remotely, are no longer frustrated as they are entrusted to manage smaller IT issues quickly and efficiently, customers can continue to use well-supported instore devices for a better shopping experience and the IT department can save and use their resources on more strategic goals.

See how you, too, can achieve Apple success with Jamf.
Speak to a specialist today.