

Enhancing community-driven healthcare with Apple

Oxford Health NHS Foundation Trust
OXFORD, UNITED KINGDOM

Building the foundation for success with Jamf training

Delivering best-in-class healthcare is a collaborative, team effort. Community is at the heart of a resilient healthcare network; and Oxford Health NHS Foundation Trust (the Trust) brings this to life every day in the southern part of the UK. At more than 140 locations, the Trust provides social, physical and mental healthcare for patients. At their locations, care teams tap into the capabilities of Apple technology to deliver industry-leading community care.

SEEKING A NEW DEVICE MANAGEMENT SOLUTION

While thousands of medical professionals now use Apple devices to support their daily work, the Trust began its deployment on a much smaller scale. More than five years ago, it first rolled out 20 iPad devices to junior doctors. Since then, the Trust secured funding for an additional 2,000 devices for front-line staff. It found that committing to the Apple platform eliminated the complexities of a multi-vendor environment.

Unlike what care teams used in the past, the Trust said iPad devices offered greater mobility for staff, while providing the peace of mind that confidential data was in fact kept confidential.

It needed a robust mobile device management (MDM) solution to ensure its community of caregivers would benefit from the extensive functional and security capabilities of the Apple platform.

Mark Walker, who heads up IT at the Trust, explained, “Apple is a pivotal technology that underpins our Trust’s MHealth strategy. In fact, after reviewing the market, we believe that Apple technology and application stacks offer a real opportunity to rapidly and safely drive forward the NHS’s long-term plan for digitisation of the health service.”

While the Trust selected Apple to further its digital strategy, it was frustrated with its existing MDM solution – a platform that didn’t provide the flexibility required to support its requirements. To meet its specific MDM needs, the Trust selected Jamf.

BRINGING THE BEST OF APPLE TO LIFE WITH A JAMF IMPLEMENTATION SERVICE

In order to chart a course of success with Jamf, the Trust began its Jamf Pro journey with a Jamf implementation service (formerly known as the Jamf JumpStart). The hands-on setup with Jamf experts enabled the Trust to prepare for the transition from their existing MDM to Jamf, while avoiding disruptions to care teams.

The Trust's IT team participated in the implementation service, which was tailored to support the unique needs of the Trust. Throughout the session, Jamf experts trained the team on how to configure various aspects of Jamf Pro. It also provided a deep dive into the platform, which allowed the Trust to learn about the multitude of services and benefits unique to Jamf.

"In particular, this service allowed us to wholly understand what elements of the Jamf platform we needed at that time, while also identifying areas where we'd like to grow as our approach to MDM continues to mature and become more advanced," Walker said. "As we look to further expand how our frontline staff use Apple devices, the implementation service has already given us the confidence that the Jamf platform will support our device management needs now, and in the future."

Jamf's implementation service supported the Trust's plan to deliver a seamless migration onto the Jamf platform. It gave the IT team a rapid familiarisation with Jamf, and it enabled them to get moving with Jamf Pro quicker than they had initially expected. Even after completing the service, Walker and his team received consistent support from Jamf, as well

as Jamf's user community, **Jamf Nation**. Comprised of 85,000 Apple admins across the globe, the supportive network of experts assisted the Trust's IT team with their remaining questions.

"The Jamf Nation community is unique, and we didn't experience this with our previous MDM provider," Walker said. "It's certainly an added benefit on top of the Jamf customer support, which has been absolutely vital to support our implementation."

PRESCRIBING THE RIGHT SERVICE FOR MDM SUCCESS

As the Trust continually looks for the best technologies to support the delivery of community care, it's vital that its MDM solution enhances their overall mission. "A Jamf implementation service is the perfect way to set your organisation up for device management success," Walker said. "It should be a top priority for all looking to start their device management programme."

The unique, tailored programme provides a holistic view of Jamf Pro, and enables IT to determine how they can best use the system to meet the needs of their user community. Jamf's implementation service will continue to serve as a foundation for the Trust's IT team and ultimately bring its vision of community care to life.



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