



XERO

Wellington, New Zealand

Powerful simplicity
for your accounting needs

JAMF
software 

At a glance



Accounting software
company headquartered in
Wellington, New Zealand



Remotely deploys and
manages Apple devices in
New Zealand, Australia,
the United Kingdom, and
the United States



Purchased Casper Suite for
the diversity of management
options and high level of
support



Offering Apple products to
employees gives Xero an
edge over other potential
employers



Allows IT to patch
and encrypt devices for
additional security



Reduced configuration time
of a single device from hours
to just minutes

Xero Drives Innovation with JAMF

Xero is a New Zealand-based company that provides cloud-based accounting software for small and mid-sized businesses. Established in 2006, the company has grown rapidly and now has more than 1,400 employees.

Headquartered in Wellington, Xero established offices in Australia, the United Kingdom, and the United States. It focuses on developing and providing simple-to-use, yet powerful, accounting tools for a growing client list.

The challenge

As it evolved from a start-up business into a global provider of accounting software, Xero experienced a range of growing pains. Rapidly increasing staff numbers and an expanding geographic footprint meant the company's IT team had to work hard to ensure an appropriate infrastructure was in place.

“By late 2013, we had a large number of Apple devices within the company,” said Andrew Jessett, Internal IT Manager, Xero. “This included around 480 iMac desktops and MacBook notebooks, and a growing number of iPads.”

Deploying and managing this Apple fleet was taking a significant amount of the internal IT team's time. Setting up new staff members, accommodating people visiting from other offices, and carrying out upgrades and patches was complex and cumbersome.



The solution

After examining a number of Apple device management tools, Xero decided to implement Casper Suite from JAMF Software.

“We evaluated a number of options, but nothing came close to having the level of functionality offered by JAMF,” said Andrew Jessett, Internal IT Manager, Xero. “We quickly realised Casper Suite could provide the level of support that we were very keen to have in place.”

Working with a JAMF deployment expert, the internal Xero IT team rolled out the new tool across the company and had Casper Suite up and running within a couple of weeks.

“Deployment was remarkably straightforward, and we were soon enjoying the features and benefits built into the product. JAMF’s expert training and certification support was also invaluable and very well received at Xero during this time,” Jessett said.

The benefits

With JAMF’s Casper Suite in place, the IT team quickly noticed some welcome changes. The process of setting up new staff members with an Apple device was reduced from hours to just minutes. Casper Suite also allowed each device to be quickly configured and connected to the relevant network domains.

“The improvement it has given us in our on-boarding process for new staff has been quite dramatic,” Jessett said. “While it’s hard to quantify in financial terms, it has freed up many man hours for our IT team.” He added that JAMF also streamlined ongoing tasks, such as configuring new printers for users and shifting people between locations. While these activities would have previously occupied an IT team member for hours, they are now completed automatically.

“We realised we had to find a better way of tackling all these tasks. We knew our staff loved their Apple devices; however, this had to be weighed against the time it was taking to keep them all secure and operating properly.”

– Andrew Jessett, Internal IT Manager, Xero



JAMF also helped Xero ensure all Apple devices have been properly patched and encrypted for extra security. Not only is this a good IT practice, but it is also a requirement for audit compliance for a publicly listed company.

“We are automatically alerted if a machine on our network is not properly encrypted or has not received any of the latest patches.” Jessett said.

The JAMF tool also helps if any of Xero’s Apple devices are lost or stolen. In addition to tracking the device, they can remotely wipe any data stored or disable the device.

Jessett said being able to offer staff the option of using Apple devices in the workplace has also given Xero an edge over many other potential employers. “Particularly in New Zealand, it can be rare for a business to have an Apple ecosystem in place,” he said. “Because we can offer this, it makes Xero an even more attractive place to work.”

Future plans

As the Xero workforce continues to expand, senior management is considering adopting a bring-your-own-device (BYOD) policy that would allow employees to use their own computers and tablets in the workplace.

“We are looking at how JAMF could help us manage these extra devices if this strategy is adopted,” Jessett said. “It will be another way that JAMF is adding value to our organisation.”

To learn more about how the Casper Suite can make an impact on your Mac and iOS management, visit jamfsoftware.com.