

# Managing your devices in a world of property management

**Boulder Housing Partners**  
BOULDER, CO, USA



## THE CHALLENGE

As the housing authority for the City of Boulder, Boulder Housing Partners (BHP) has dedicated every day to providing people with the opportunity to live in Boulder by creating affordable housing. With properties across the city, keeping up with maintenance requests and the needs of these properties has become quite the task – even for the 100 people on staff. With most of this process being completely manual, the solution to this problem seemed simple enough. BHP made the investment into 50 mobile devices with plans to continue to scale up over time including adding 20 iPad devices to their mix.

Through the introduction of Apple devices, BHP was able to offer a less manual way for their employees to manage day-to-day tasks and maintenance work. However, as many IT professionals have found, this solution comes with challenges. BHP's Director of IT, Tad Amore, was no different as he was challenged to find a way to make sure each device had all the apps and tools needed, was secure in case damaged or lost and kept up to date without spending his entire week just managing these devices.



## THE SOLUTION

With devices enrolled and managed by Jamf Now, Tad was quickly able to make sure every device came with access to each property's internet, employee email, company CRM systems, their property maintenance app for ticket requests, company HR platform and Skype for Business everywhere they went.

On top of getting the tools his team needed effectively, Tad could take managing and securing the investment in devices one step further. "People used to go rogue with their phones...someone left the org, had their personal information on the device and locked it. We weren't ever able to use that device again." With Jamf Now, he is able to unlock and manage devices no matter where the property is located. The ability to make both the staff and his own work a less manual process has made all the difference for him and his team. Now he looks forward to bringing on more devices, employees and continuing to grow the amount of great work Boulder Housing Partners can do for their city.