

Streamlining processes with mobile device management

Culture Amp

MELBOURNE, AUSTRALIA

Creating better workplaces through employee feedback

More than 1,400 organizations across 120+ industries rely on Culture Amp to measure employee engagement, understand employee experience and establish stronger employee effectiveness. As the leading employee feedback platform, Culture Amp has helped companies around the world create better workplaces since 2011.



MANAGING GROWING PAINS

During the last few years, Culture Amp experienced rapid growth. Though gladly welcomed, this success also meant an increased level of pressure on the company's IT administrator, James Smith. Responsible for deploying and maintaining client devices across the company, managing his workload was a surmounting challenge.

"We didn't have a device configuration or management process in place for our growing fleet of Apple devices," Smith said. "Rather, when a new staff member joined the company, we handed them a Mac along with a document that provided some guidelines on how to set it up." This process didn't allow Smith any insight into whether or not the devices received the proper security settings or required applications.

AT A GLANCE



Culture Amp provides a streamlined onboarding process for all new employees with Mac and MDM. [Read their blog.](#)

Uses Jamf to manage 250 Mac and 100 iPad devices in offices in Melbourne, San Francisco, New York and London.

Utilizes Apple's Device Enrollment Program (DEP) to automatically configure each new device.

Averts security risks by leveraging Jamf for device patch management.

Saves nearly two hours of setup time, per device, with Jamf Pro.

Culture Amp values the ability of Jamf Pro to scale with them as they grow.



“There wasn’t a way to monitor or manage the devices once they were connected to the company’s network,” Smith said. “The users were responsible for deploying software patches and keeping their devices secure.”

In the instance where an employee had an issue with their Mac, Smith said he had to sit down with them or connect via video to try and diagnose the problem. He knew he needed to implement a mobile device management (MDM) system to eliminate the inefficient processes that cost Culture Amp valuable time and money.



FINDING A SOLUTION WITH MDM

After thoroughly assessing its features and alerting users to upcoming changes, Smith’s team deployed Jamf Pro in 2016. Having an MDM in place yielded an immediate improvement to end-user satisfaction and Smith’s ability to meet and maintain security standards on all company devices.

“We were impressed with the way Jamf could automate the configuration of new devices, as well as help us manage those devices once they were part of our fleet,” Smith said. “We could see it was a natural fit for our workflow.”

“From the time savings to the averted security risks, Jamf provides a solid solution for Mac management.”

James Smith, IT administrator, Culture Amp



REAPING THE BENEFITS OF DEVICE MANAGEMENT

Thanks to Jamf Pro, Culture Amp now has a streamlined process for getting new staff set up with their devices. Instead of relying on an employee to read through a technical document and configure their own Mac, a two-hour process on average, Smith said he can complete the steps for each Mac in 15 minutes or less.

“The time savings we experience is incredible,” he said. “I now know each device is set up appropriately and adheres to all of our security standards. This gives me the peace of mind I never had before implementing Jamf.”

Now when new staff receive their Mac devices, they create a password and log on the network. That’s it. Everything else is automatic, which allows users a smooth transition onto their devices and into the company. Smith said they use Apple’s Device Enrollment Program (DEP) to automatically install core applications on each device.

“We then present a dialog to the user via SplashBuddy. This explains what we’re doing,” Smith said. “It installs a few common apps and configures mandatory security settings. Once the onboarding is complete, the user is free to use their Mac. Our aim is to make our employees as productive as possible.” Smith said they also use Jamf Pro when deploying iPad devices to control meeting rooms. When a new

device connects to the Wi-Fi network, Jamf automatically downloads and installs the necessary meeting room application before locking the iPad into single-app mode.



MOVING FORWARD WITH STREAMLINED WORKFLOWS

Now managing 250 Mac and 100 iPad devices with Jamf, Smith said it’s an integral tool that allows him to streamline workflows and focus on other projects. He said, “From the time savings to the averted security risks, Jamf provides a solid solution for Mac management.”

And instead of relying on users to apply patches to the software on their devices, Smith now uses Jamf for device patch management. He said he looks forward to discovering other ways it can make the Mac experience better for all employees at Culture Amp saying, “Overall, Jamf has added value to our entire operation.”



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