



CASE STUDY

Powerful simplicity for your accounting needs

XERO

WELLINGTON, NEW ZEALAND

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.

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 Jamf Pro 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



THE SOLUTION

After examining a number of Apple device management tools, Xero decided to implement Jamf Pro from Jamf.

“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 Jamf Pro 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 Jamf Pro 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 Jamf Pro 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. Jamf Pro 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.

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.”



“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



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Created 10/2016. Modified 05/2018.

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