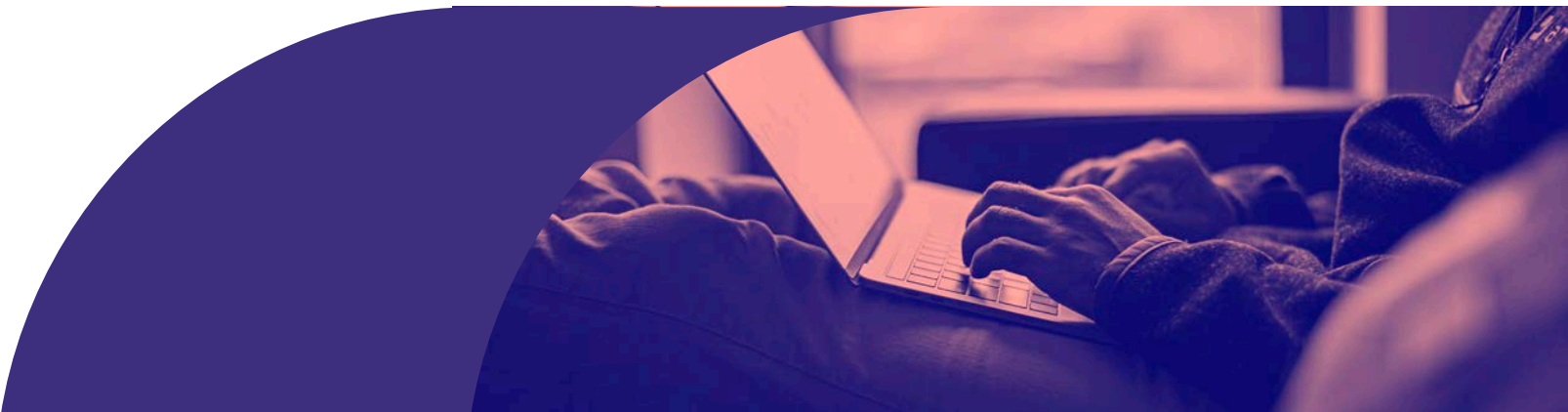




A Migration Guide

# **For Businesses Switching Mobile Device Management Solutions**



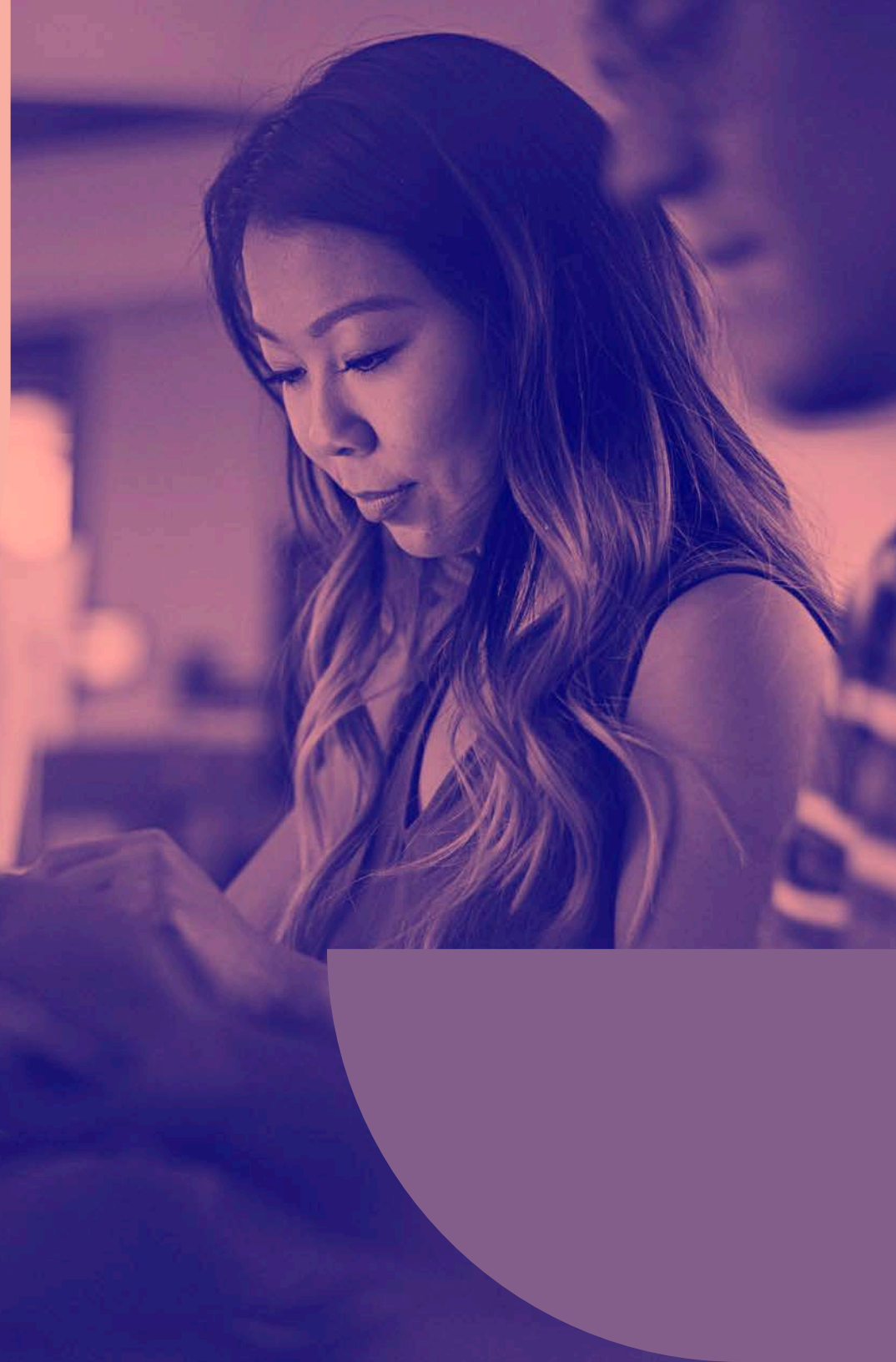
# While many research firms...

...have proclaimed (for many years) UEM (Unified Endpoint Management) as the future of device management, [Gartner now believes](#) UEM remains three to five years away for most organizations — something that was also predicted three to five years ago. This is the result of very different structures built to manage each respective device and ecosystem.

Microsoft solutions are a natural extension for the Windows ecosystem. Google is investing further in its own ecosystem. And Jamf is the standard in [Apple Enterprise Management \(AEM\)](#). There is no “best” for unified endpoints and with [Forrester citing](#) that less than 5% of organizations actually use UEM, many are searching for the right solution to fit their needs and their ecosystem.

## Are you one of them?

There are many reasons for switching mobile device management (MDM) solutions. Whether your current provider doesn't provide the support you expect or you simply require a more robust tool, switching vendors doesn't have to be overwhelming or painful.





Get more out of  
iPad and Mac  
with an Apple-  
exclusive solution

## As the makers of Jamf Pro and Jamf Now —

Apple-specific, enterprise management solutions used by tens of thousands of organizations to enable millions of workers — we have helped many companies smoothly transition their Mac, iPad, iPhone and Apple TV devices to Jamf.

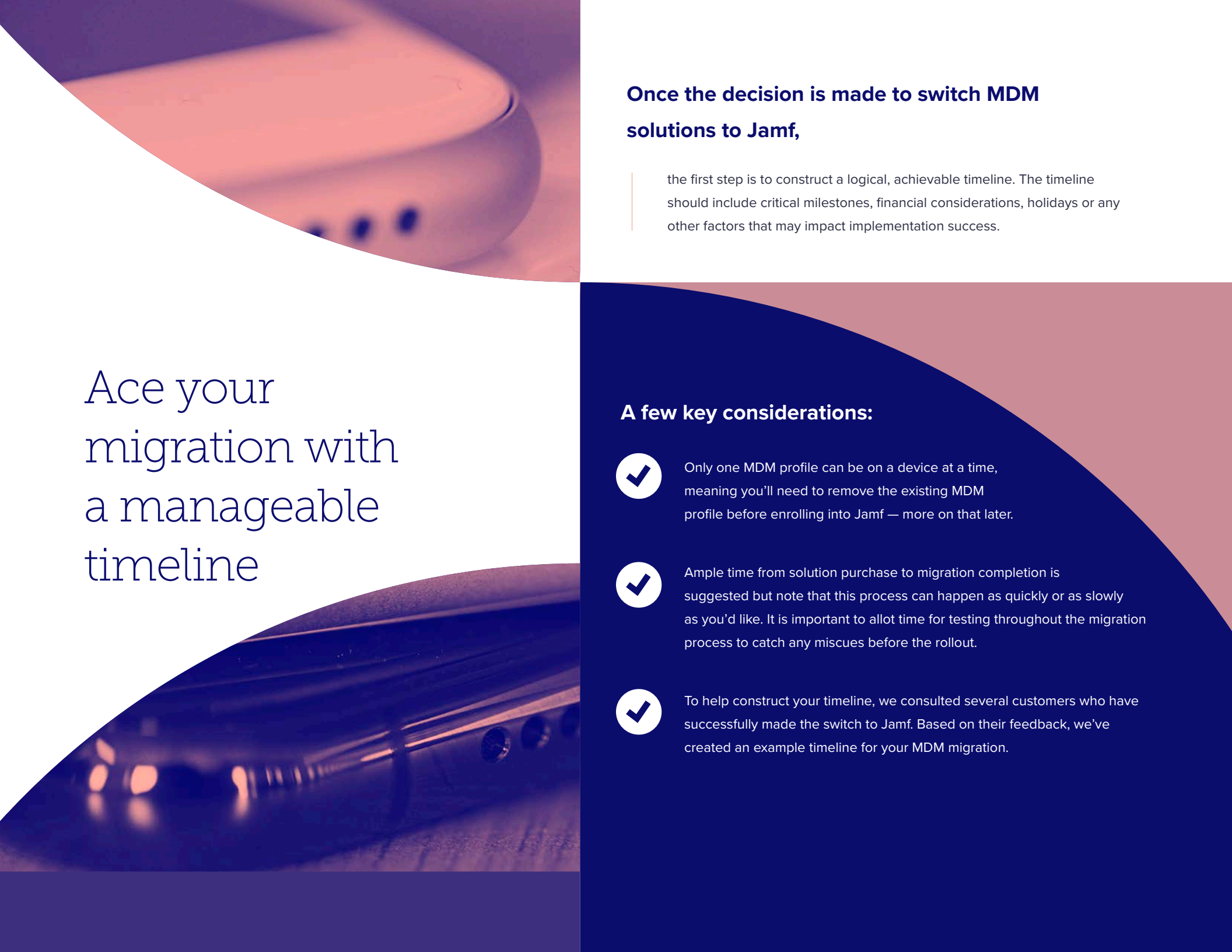
### Ready to transition to a solution built for your needs?

This guide prepares you for the change, providing the necessary steps to transition your devices in a way that minimizes disruptions to your team's work.

### We'll walk you through:

- ✓ A migration timeline with crucial checkpoints
- ✓ Creating a pre-move checklist
- ✓ A step-by-step workflow to ensure transition success





# Ace your migration with a manageable timeline

## Once the decision is made to switch MDM solutions to Jamf,

the first step is to construct a logical, achievable timeline. The timeline should include critical milestones, financial considerations, holidays or any other factors that may impact implementation success.

### A few key considerations:



Only one MDM profile can be on a device at a time, meaning you'll need to remove the existing MDM profile before enrolling into Jamf — more on that later.

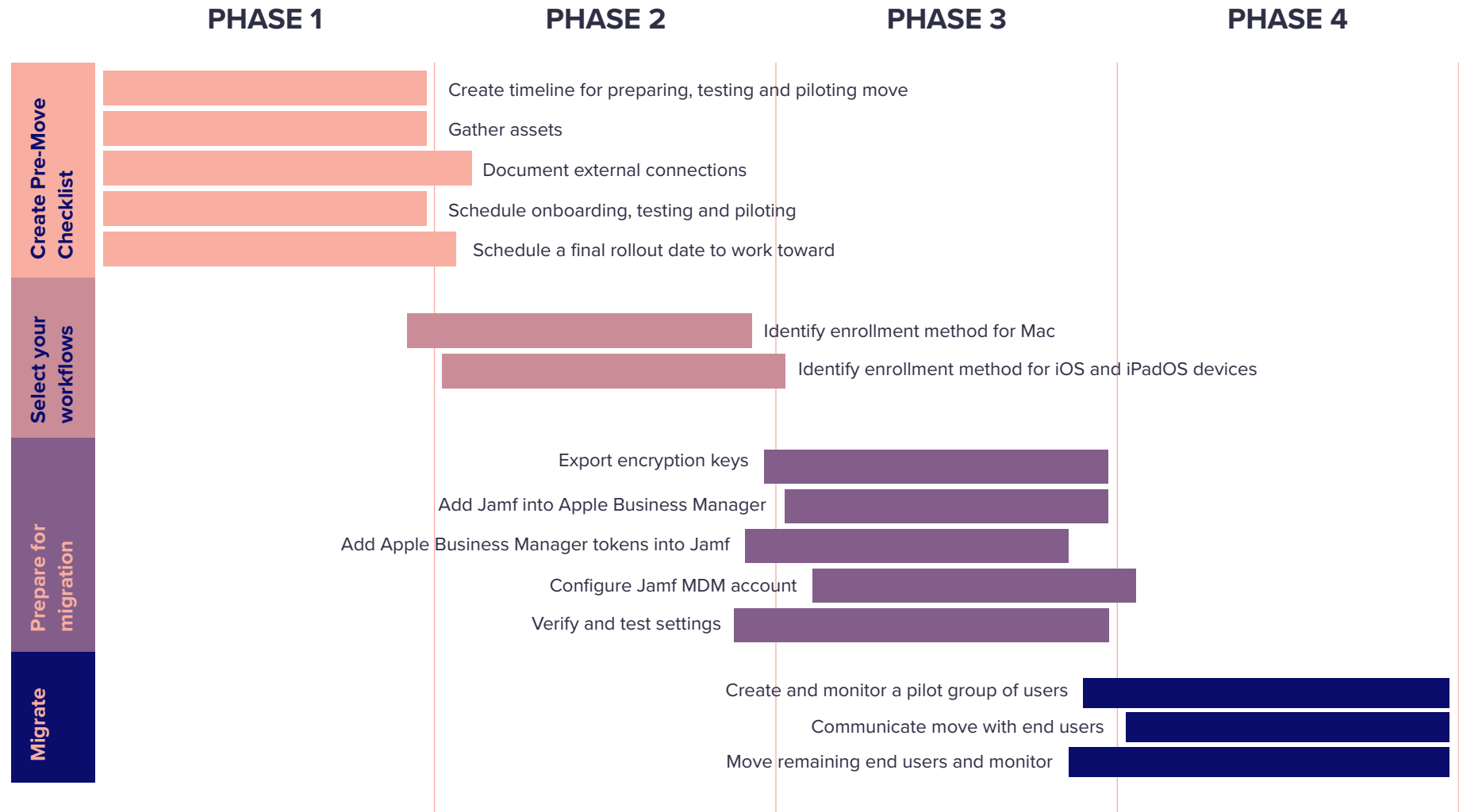


Ample time from solution purchase to migration completion is suggested but note that this process can happen as quickly or as slowly as you'd like. It is important to allot time for testing throughout the migration process to catch any miscues before the rollout.



To help construct your timeline, we consulted several customers who have successfully made the switch to Jamf. Based on their feedback, we've created an example timeline for your MDM migration.

# Migration Timeline





# Preparing for the MDM transition

Whether you are moving your Mac, iPhone or iPad, this guide applies. The following steps address the process for all Apple devices.

## If you haven't already...

Prior to making the switch to Jamf, it is essential to prepare your current management solution for the migration. Compile thorough documentation about how you currently use your MDM and identify any critical workflows and settings. This is why our first step will be a pre-move checklist.



This is also the perfect opportunity to re-evaluate your existing MDM strategy to identify gaps and potential areas for improvement. Once documentation is in place, begin the process of removing items from your current MDM and preparing to rebuild them in your new solution.

# Phase 1:

## Pre-move checklist



**Note:** Jamf Professional Services can help with moving when time is limited or if your migration is complex and you would like support. This is for Jamf Pro migrations only.



**Tip:** Most of the migration process goes quickly which can be misleading. We recommend you keep the “80/20 rule” in mind during rollout:

***“The last 20% of your devices will take 80% of your time to enroll. End users may be unresponsive to requests. Devices may be offline or missing”***

### Create a timeline and schedule for preparation, testing, piloting and moving

This migration process can happen at the pace you choose depending on business requirements. Is there a deadline that needs to be met like an end of service date with your current provider? Are you entering a busy period or peak season for your business? Both of these scenarios often cause businesses to adjust their schedule but when creating your timeline, you’ll want to take a few things into account:

- ✓ **Is there a deadline to meet like end of service with current MDM?**
- ✓ **Are you familiar with Jamf? If not, reach out to Jamf Professional Services for any questions**
- ✓ **Schedule time to gather assets in preparation for the switch**
- ✓ **Build in proper time for test enrollments after the migration**
- ✓ **Plan who will be in your pilot group and when the pilot will occur after testing**
- ✓ **Schedule the final rollout**



## Phase 1: Pre-move checklist (cont.)

### Gather Assets

- Wi-Fi profiles
- Security certificates
- Scripts or other workflow objects
- Installer packages and apps
- Device inventory
- Configuration profiles or Blueprints
- Group memberships and users

When migrating devices that have been enrolled in Apple Business Manager, you'll want to wipe all content from the device. Prior to doing so, decide what user data needs to be kept and how to accomplish that. Consider what data is local to the device and what data is hosted elsewhere. For example, email is often stored on an IMAP or Exchange server, so it can easily be re-downloaded after device setup, while other files may be stored in cloud services and retrieved at a time of your choosing.



### What is Apple Business Manager?

[Apple Business Manager](#) is Apple's free platform for IT teams and businesses to pair with an MDM solution to automate device deployment, app deployment and purchasing, and content distribution.

### Document your external connections

To keep continuity across critical business platforms, take time to document integration points like Apple deployment programs and certificate services. This will help you preserve important credentials and configurations, speeding up your deployment time with Jamf.

- ✓ **Apple Business Manager Apple ID and password**
- ✓ **Apple Push Notification service (APNs) Apple ID and password**
- ✓ **Active Directory credentials**
- ✓ **Do we need to install a connector between Jamf Cloud and Active Directory?**
- ✓ **Certificate services**
- ✓ **Jamf integrates with a number of certificate-signing authorities and services, like Active Directory and Venafi. Cover your bases by asking a few questions about your environment, like:**
- ✓ **Do we need to configure a connection to SCEP or a SCEP proxy?**
- ✓ **Do we need to configure a connection to Active Directory Certificate Services (ADCS)?**



# Phase 2:

## Choose an enrollment strategy

### Mac

#### Automated Device Enrollment

Working in tandem with Apple Business Manager, this requires you to perform a device wipe, enroll into Jamf, and then provision:

- Automated Device Enrollment is a powerful workflow that unlocks true, “zero-touch” deployment. This is especially powerful as the market continues to change and we see a sustained need to support remote workers.
- Jamf recommends using Automated Device Enrollment that enables [User Approved MDM](#), especially for company-owned devices in order to access performance and security enhancements.

#### Standard migration

This type of migration is the most common form and requires you remove old management software and install Jamf which can happen in two ways:

**Silent** – Depending on which management system you are migrating from; you may be able to use the old management system to enroll devices into Jamf without end user assistance.

**Assisted** – You will likely need to communicate to end users during the process as they need to participate in the move.

- User-Initiated Enrollment/Enrollment Invitation

Set up an enrollment portal and have your users navigate there to initiate enrollment. This is done with an email sent through Jamf Pro with a unique link for end users to click and enroll.

*Note: User-initiated enrollment grants [User Approved MDM](#) status (UAMDM). Beginning with macOS 11 Big Sur in Fall 2020, UAMDM will also grant Supervised status automatically.*

### iOS/iPadOS

#### Automated Device Enrollment

For iOS/iPadOS this method is the most popular for device migration. Working in tandem with Apple Business Manager, this requires you perform a device wipe, enroll into Jamf, and then provision.

With this method, a device is automatically Supervised, giving heightened management capabilities.

#### User enrollment

A method that is ideal for BYOD devices, but not recommended because users can remove management. There are two types methods for User Enrollment:

**User-Initiated Enrollment** – This requires you to set up a portal and have your users navigate there to initiate enrollment, but will grant “User Approved MDM” status (UAMDM).

**Enrollment Invitation** – Enrollment Invitation is an email sent through Jamf Pro to end users with a unique link for end users to click and enroll their devices

# Phase 3:

## Prepare for migration: Apple deployment prep

**FileVault encryption key export/archive**

**Apple Business Manager**

**Additional purchases moved**

Before undertaking your migration, you'll want to take care of a few things upfront that can easily be overlooked if you aren't careful. First, you will want to export or archive your FileVault encryption keys in a safe location outside the old MDM. Jamf cannot import these, but it is possible to point to solutions and reissue keys.

Second, is work in Apple Business Manager which will be critical to your migration and management success.

- Start by adding Jamf to Apple Business Manager and reassign Macs and Devices
- Then create Locations in Apple Business Manager and add new Apple Business Manager tokens to your Jamf instance.

Finally, you'll want to move your App Store licenses to the new Locations or purchase additional licenses.



# Phase 3:

## Prepare for migration: Configure Jamf

**Upload package installers to Jamf Pro**

**Create Configuration profiles or Blueprints in Jamf**

**Add scripts to Jamf Pro**

**Device organization**

Before migrating everything into Jamf, you'll want to configure your Jamf instance, so everything is set up the way you need it to be ahead of device enrollment and deployment. If you are migrating to Jamf Pro, you may want to upload package installers for popular programs at this time, like Google Chrome. If you need to package an app, Jamf Composer is included with your Jamf Pro subscription for free.

Second, create configuration profiles in Jamf Pro or Blueprints if you are moving to Jamf Now. At this point, the list of assets gathered in Step 0 will be useful. This will allow you to recreate everything you had in your previous MDM and add any new aspects that you've previously identified.

Jamf Pro users can also add custom scripts to their instance to more finely tune their deployment to organizational needs. Scripting is a powerful tool that can help you get the most out of your Jamf Pro environment. If you have scripts to add, add them now. [Learn more about scripting here.](#)





# Phase 3:

## Prepare for migration: Verify settings and test

**Create PreStage Enrollments, Smart Groups, and Policies in Jamf Pro, or create Blueprints in Jamf Now**

**Test move and provisioning workflows**

With your configurations in place, it's time to set up a few of the specific settings that let you get the most from Apple and Jamf's power including PreStage Enrollments, Smart Groups and policies. We will do this before testing the full move.

- [Prestage Enrollments](#) allow you to create enrollment configurations and sync them to Apple. This enables you to enroll new computers with Jamf, reducing the amount of time and interaction it takes to prepare computers for use. Within this you will set up enrollment settings and customize the user experience of the Setup Assistant.
- Jamf Pro allows you to create [Smart Groups](#) for managed computers, mobile devices or users. You can create Smart Groups based on one or more inventory attributes. In Jamf Now you can use Blueprints to customize and deploy apps and settings for groups of devices.
- [Policies](#) allow you to remotely perform common management tasks on managed computers. These allow you to automate these tasks so that they run at a specified frequency. For example, you can run scripts, manage accounts and distribute software using a policy in Jamf Pro.
- With [Blueprints](#) in Jamf Now, you can easily customize and deploy apps and settings for groups of devices, all from one place. Create multiple Blueprints to define different settings and apps for different devices within your deployment



# Phase 4: Migrate

## **Communicate to end users**

## **Start with your pilot group; monitor and modify**

## **Complete migration with remaining devices**

You have finally reached the point of moving your devices over. The actual migration portion should go quickly if done correctly. The testing and modifying may take more time so make sure you plan for this when creating your timeline at the beginning if there is a hard deadline.

Transparency with end users is critical to any migration's success. After all, it is their devices that are being worked on, whether they know it or not.

Communicate with them about the migration early and honestly – especially if their help is going to be needed due to user enrollment. We recommend you include any instructions on how to backup files if this is necessary.

Begin by migrating your pre-selected “pilot group’s” devices especially if you are choosing not to erase and reinstall Macs. Monitor this group’s user experience and modify the move’s workflows as needed.

Once your pilot group and testing are complete, you are ready to move over end user’s devices into Jamf from the old management system. We recommend doing this in groups again so that you are able to easily monitor progress and address any unforeseen issues immediately.



# Post-migration checks



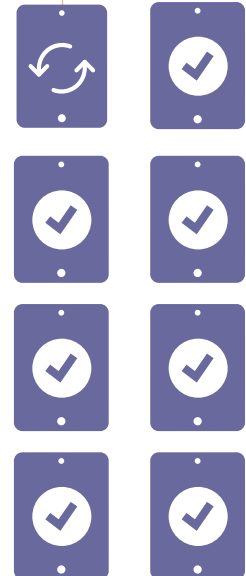
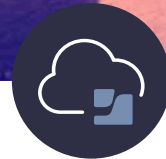
## Ensure each user's device success

The faster you get Apple devices into hands, the better. If you had to collect devices during the migration, now is the time to get them back. Thanks to the power of Jamf and Apple Business Manager, your employees only need to power on their devices to be productive – we'll take care of the configuration.



## Post-migration checks

Shortly after migration, compare your exported device inventory with the device inventory in Jamf Pro or Jamf Now to confirm that everything enrolled and transferred properly. This is also a good time to have users log into their devices with their personal Apple ID or Managed Apple ID to restore any cloud hosted data to applicable apps.







## Streamline with Jamf Connect

Once you have migrated and are a part of Jamf, if you are using a cloud-based identity provider, you can add Jamf Connect to streamline Mac account provisioning, authentication and identity management, giving end users the power to leverage a single cloud-based identity, complete with multifactor authentication to gain immediate access to their device and business-critical applications they need to be productive. IT admins also have the ability to keep an eye on all company devices ensuring both the device and corporate information are protected. Finally, [30-40% of all IT help desk tickets](#) are credential related which is why Jamf Connect keeps account credentials in sync between the Mac and cloud identity provider.

[Trial Jamf Connect](#)



## Simplify with EBF

While the above process will work for most businesses, some MDM migrations are more complex. If devices are not being returned or if an administrator simply needs more control over a non-device wipe process, EBF can help.

The EBF Onboarder, with its largely automated, easy-to-understand process, is particularly advantageous in areas to migrate Apple devices to Jamf where users do not have in-depth technical know-how. In order to further support the process, end users are given a clear step-by-step migration guide. EBF has extensive experience in MDM migration and offers migration planning and 24/7 global support.

[Learn about EBF](#)

# Know-how to seamlessly migrate to a better solution

While undertaking an MDM migration may seem daunting, this guide hopefully provides you with the insight and confidence necessary to leave behind your previous solution and transition to one with the capabilities you've always wanted.

With Jamf, you're never alone during the transition. From our implementation offerings to our world-class support, professional services and same-day support for all Apple features, we ensure you have the resources you need to hit the ground running during and following your smooth migration.

Let us prove it with a free trial.

[Request Trial](#)

