 JAMF Software, LLC
© 2011 JAMF Software, LLC. All Rights Reserved.

JAMF Software has made all efforts to ensure that this guide is accurate.

JAMF Software
301 4th Ave S
Suite 1075
Minneapolis, MN 55415-1039
(612) 605-6625

JAMF Software, the JAMF Software logo, the Casper Suite, Casper Admin, Casper Imaging, Casper Remote, Casper VNC, Composer, the JAMF Software Server (JSS), JSS Mobile, JSS Set Up Utility, JAMFVNC, Recon and Recon for PC are all trademarks of JAMF Software, LLC registered in the US.

Apple, the Apple logo, AirPort, AppleScript, AppleShare, AppleTalk, Bonjour, Boot Camp, ColorSync, Exposé, FileVault, FireWire, iCal, iChat, iMac, iSight, iTunes, Keychain, Leopard, Mac, Mac Book, Macintosh, Mac OS, QuickTime, Safari, Xgrid, Xsan, and Xserve are trademarks of Apple Inc., registered in the U.S. and other countries.

Contents

Introduction	3	Target Audience
	3	Acknowledgements
	4	Useful Links
	5	Executive Summary
Workbook	6	Using this Workbook
	7	Getting Started
	8	Accelerating Business Productivity
	12	Supporting Mobile Users
	14	Supporting Multiple Sites
	16	Leveraging Existing Infrastructure
	18	Staffing with Flexibility
	20	Managing and Planning the Mac Lifecycle
	22	Being Green
	24	Auditing and Compliance
	25	Next Steps

Introduction

Target Audience

This workbook is intended for IT management involved with improving service levels and lowering costs. While the information found in this document is useful to any IT practitioner, the focus is on better enabling the business with technology rather than how the technology functions.

Security professionals, please refer to the *Apple Security Checklist Companion (ASCC)* document.

If your organization is considering using an existing PC client management solution please refer to the *Single Console vs. Best of Breed* paper.

For a better understanding of the Casper Suite, please refer to the *Casper Suite Overview* document.

Links for each of these papers can be found in the "Useful Links on Related Topics" section below.

Acknowledgements

JAMF Software would like to thank Nina Crane, Owner & Principal Consultant at Kinetic Project Solutions for assistance in the creation of this document.

Useful Links on Related Topics

JAMF Software

Casper Suite Overview

<http://www.jamfsoftware.com/libraries/pdf/products/overview/CasperSuiteOverview.pdf>

Client Management White Paper

http://www.jamfsoftware.com/libraries/pdf/white_papers/JAMFSoftware-the-benefits-of-a-managed-mac-environment.pdf

Apple Security Checklist Companion

http://www.jamfsoftware.com/libraries/pdf/white_papers/AppleSecurityChecklistCompanion.pdf

Single Console vs. Best of Breed White Paper

http://www.jamfsoftware.com/libraries/pdf/white_papers/Single_Console_vs_Best_of_Breed.pdf

Apple Inc.

Apple Security Configuration Guides

<http://www.apple.com/support/security/guides/>

Return on Investment and the Casper Suite

Executive Summary

Organizations are continually challenged to reduce the cost of operations while improving the quality of the core business, whether that business is producing goods, educating students, researching the big questions or administering complex services. Doing more for less - and better - is the brass ring of modern business evolution.

With the Casper Suite, you have discovered a management platform that can help your organization take one more step toward this goal in the management and support of the Mac computers you use in your core business. The Casper Suite was designed to improve the efficiency of IT support staff by automating tasks and simplifying complex technologies.

After evaluating the software in a test environment, many System Administrators are convinced that the basic technologies and methodologies in the Casper Suite are stable, practical and scalable for their organizations. They recognize that implementing the feature set of the suite can make their jobs easier and their services more consistent. However, they may find it difficult to quantify for their managers the overall value of these capabilities to the organization.

Similarly, IT directors and managers may hear that their Mac administrators want to implement a new client management system for the organization. Perhaps they've reviewed the reporting and auditing capabilities and recognized that they could improve the efficiency and quality of their own work. Even so, a sense that efficiency will be increased and quality of service improved is not a business case for a new technology implementation. This is where the *Building a Business Case for the Casper Suite Workbook* comes in.

This Workbook is a thorough examination of the concrete, measurable ways the Casper Suite can be used in your environment to save you time and money. By examining eight major areas of IT management, this guide can show you exactly where you can expect cost savings. From accelerating business productivity to going green, this study not only highlights possible cost savings but allows you to build a custom ROI analysis for your organization by entering a few variables.

When it comes to investing money in technology, no organization can afford guesswork. The Casper Suite can bring reliability, accountability, efficiency and consistency to your organization. This Workbook can help bring these same qualities to your technology evaluation process.

Using this Workbook

How to use this Workbook

The JAMF Software Business Case Workbook is intended to walk you through major business objectives and identify both qualitative and quantitative advantages to using the Casper Suite to accomplish these objectives. The major benefits of the Casper Suite are grouped and detailed below under key topics related to enterprise-wide Mac workstation management.

Each key topic includes quantitative benefits highlighted in green text. Each of these benefits is accompanied by simple data questions that should be entered into the attached tables to build your custom report. Simply consider the questions and enter the data in the table below following the guidance. Once completed and submitted to your JAMF Software representative, we will enter this information into the JAMF Software savings calculator, along with the costs associated with adopting the Casper Suite for your environment. **We will then provide you a custom, in depth cost/benefit analysis for your organization over five years.** As with any calculation, the results will be most helpful with the accurate data. (All data provided to JAMF Software using this Workbook is confidential and will not be shared or used outside of your custom analysis. If you feel it is appropriate, please feel free to provide us with a copy of your NDA before submitting your data.)

Each key topic also includes qualitative benefits that are a bit more difficult to measure, but which may be important based on your organization's goals and culture. When building your final Business Case, the applicable benefits may be copied into the appropriate section.

This workbook can be filled out in a couple of different ways:

1. Open this document using Preview, fill out the number fields and 'Save As...' to save the completed workbook as a PDF.
2. Open this document using Adobe Reader, fill out the number fields and print a copy of the completed workbook. Unfortunately, you will not be able to save the completed workbook.
3. Open this document using Adobe Acrobat, which will allow you to fill out the number fields and 'Save As...' to save the completed workbook.
4. Or you can print out the workbook and get out a pen. It's up to you.

The completed workbook should be emailed or faxed to your JAMF Software representative upon completion.

JAMF Software has made every effort to make this workbook simple and self explanatory for ease of use. Please contact your JAMF Software Regional Sales Manager for assistance or to provide any feedback to improve this tool.

Thank You!

Getting Started



The Basics

*How many Mac computers do you support in your organization?
Please enter that number in Q1.*

*What is the estimated average salary per hour for a Mac technician in your
organization? Please enter that number in dollars in Q2.*

*What is the estimated average salary per hour for an end user in your
organization? Please enter that number in dollars in Q3. Schools with primarily
student users should enter a 0 here.*

Q	Benefit	Amount
1	Number of Mac computers in your organization	
2	Average salary per hour for a Mac technician	
3	Average salary per hour for an end user	

Accelerating Business Productivity



Quantitative Benefits

A user can receive a new or entirely re-imaged workstation that is customized for them in approximately 1 hour.

How long does it take you today? Please enter that time in hours in Q4 on the following page.

What percentage of your Macs do you image every year? Please enter that number in Q5 on the following page.

What percentage of your Macs are imaged every year with downtime for the end user? Please enter that number in Q6 on the following page.

Users can run typical Mac OS X permissions fixes, font cache flushes, etc... themselves via pre-defined clean-up scripts without logging in as Administrators. This serves as the first course of corrective action removing the need to call the Service Desk or scheduling a support visit from IT.

How many avoidable, routine maintenance support calls does your service desk receive each week? Please enter that number in Q7 on the following page.

How long does it take you to complete these tasks today? Please enter the number of hours in Q8 on the following page.

If a user deletes an application from their Dock or from their computer altogether by mistake, Casper Suite policies can be configured to re-install that application automatically, avoiding a call to the Service Desk.

How many dock repair or application re-installation support calls does your service desk receive each week? Please enter that number in Q9 on the following page.

How long does it take you to handle each call today? Please enter the number of hours in Q10 on the following page.

Accelerating Business Productivity

Quantitative Benefits, continued

Organization-wide rollouts of new Mac OSX updates can be done and verified faster than before.

How long does it take you today? Please enter the time in hours per machine in Q11 on the following page.

System Administrators can create native packages for Adobe product installs and upgrades to be done hands-free. Typically, Adobe software installers and configuration settings are difficult to automate 100%, but the Casper Suite allows System Administrators to do this.

How many Adobe Creative Suite users do you support in your organization? Enter the number of users in Q12 on the following page.

How long does it take you today? Please enter the time in hours per machine for a major Adobe Creative Suite upgrade in Q13 on the following page.

How long does it take you today? Please enter the time in hours per machine for a minor Adobe Creative Suite update in Q14 on the following page.

IT can execute mission-critical and highly coordinated software upgrades for client-server applications like K4 publishing workflow system, Quark Publishing System, digital asset management systems, etc., for entire departments or locations in days versus weeks of manual package-making and installation.

How many users of one key application do you support? Enter the number of users in Q15 on the following page.

How long does it take you today? Please enter the time in hours per machine for a major upgrade or implementation of one of your applications in Q16 on the following page.

How many users of another key application do you support? Enter the number of users in Q17 on the following page.

How long does it take you today? Please enter the time in hours per machine for a major upgrade or implementation of another of your applications in Q18 on the following page.

Accelerating Business Productivity

Quantitative Benefits, continued

Q	Benefit	Amount
4	Length of time to image, re-image and customize a computer for an end user	
5	Percentage of computers imaged or re-imaged every year (enter as two digit decimal)	
6	Percentage of computers imaged or re-imaged every year with end user downtime (enter as two digit decimal)	
7	Number of routine maintenance calls to service desk every week	
8	Amount of time spent per call on reactive system maintenance	
9	Amount of calls to the service desk every week to repair or reinstall applications	
10	Amount of time spent per call to repair or reinstall applications	
11	Amount of time spent per machine to run OS update	
12	Number of Adobe Creative Suite users in your organization	
13	Amount of time spent per machine to run major Adobe Creative Suite upgrade	
14	Amount of time spent per machine to run minor Adobe Creative Suite update	
15	Number of users of first key application	
16	Amount of time spent per machine to run major application implementation	
17	Number of users of second key application	
18	Amount of time spent per machine to run major application implementation	

Accelerating Business Productivity

Qualitative Benefits

- Users are able to run pre-approved software updates on demand when convenient for their work schedule. This minimizes downtime, allowing them to administer their own machines for optional or not time-sensitive updates without scheduling time with IT or logging in as Administrators.
- If department managers need to budget for their own desktop software or just want to know what software is assigned to their end users, IT can easily give them access to gather the information using the Casper Suite's role-based access and web reporting functions.
- Since a laptop battery's capacity can deteriorate over time, IT staff can check battery capacity on laptops to know which ones need to be replaced proactively, avoiding calls to the Service Desk and end user downtime.
- IT can be alerted if any Mac hardware has failed or has been tampered with by configuring e-mail notifications for change reports and smart groups that highlight changes on a workstation's profile in red. These can alert System Administrators immediately if an internal component like RAM or hard drive is troubled or has failed. Preemptive replacements or fixes for users' workstations can save productivity time and reduce classroom interruption.
- All IT techs can provide a more consistent, higher level of support to all users.

Supporting Mobile Users



Quantitative Benefits

Users can automatically one-click on their laptops to setup and attach to network printers located on a different floor or remote location from their home location without having to call the Service Desk.

Please enter the number of printer set up calls per year in Q19.

How long does it take you today? Please enter the time in hours per machine to set up a printer in Q20.

Q	Benefit	Amount
19	Number of calls per year taken to set up a printer	
20	Amount of time spent per machine to set up a new printer	

Supporting Mobile Users

Qualitative Benefits

- If users are at home or on the road with less-than-optimal Internet connectivity, software downloads that were setup through Casper Suite policies will resume from where they stopped if a connection is lost midstream instead of starting from the beginning again.
- No matter where the user is, special firewall settings are not required for the Casper Suite to work since it uses HTTP or HTTPS for remote connections. This use of standard protocols gives end users the ability to connect for software downloads or support from wherever they are and frees IT from concerns about firewall port issues.
- Mac System Administrators can offer support from anywhere, whether at home or on the road, with HTTP/HTTPS access from any web browser or the iOS-native JSS Mobile application for iOS devices.

Supporting Multiple Sites



Quantitative Benefits

If users are dispersed in multiple locations, there is no need to have local Mac System Administrators at each building or to have one System Administrator travel to remote locations to perform workstation management and support tasks.

How much does it cost you today? Please enter the time in hours per trip to visit remote locations in Q21.

Please enter the average cost per trip in dollars to visit remote locations in Q22.

Please enter the number of trips per year to remote locations for support in Q23.

Supporting Multiple Sites

Quantitative Benefits, continued

System Administrators can prepare Mac workstations for new or re-assigned users in remote locations without having to ship the workstation back to a central office first.

Please enter the number of times per year you re-image machines for users in remote locations in Q24.

How much does it cost you today? Please enter the shipping cost per machine to ship machine to central IT, then back to remote location in Q25.

Q	Benefit	Amount
21	Average amount of time per trip to visit remote location	
22	Average cost per trip to visit remote location	
23	Number of trips per year to remote locations	
24	Number of times per year you re-image machines for users in remote locations	
25	Cost per machine to ship to central IT for re-imaging and back to end user	

Leveraging Existing Infrastructure



Quantitative Benefits

New network printers are easily configurable, making rollouts easier when the organization changes its leased printers or acquires new ones.

How long does it take you today? Please enter the time in hours per machine to set up a new printer in Q26.

IT does not have to spend time installing hefty client software manually on Mac computers for implementation of the Casper Suite. The machine's presence on the network initiates installation of the binary required for the Casper Suite management capability to begin.

How long does it take you today? Please enter the time in hours per machine to install other client management software in cell Q27.

Q	Benefit	Amount
26	Average amount of time per machine to set up a new printer	
27	Average amount of time per machine to install other client management software	

Leveraging Existing Infrastructure

Qualitative Benefits

- System Administrators can set pre-defined network segments to watch for new Mac workstations.
- Network Administrators do not need to configure anything besides assigning a fixed IP address to the JSS for initial implementation.
- No firewall changes are required since all Casper Suite communications are over HTTP/HTTPS or other standard communications ports.
- The Casper Suite fits in with any Mac-accessible VPN remote access solution with a web-based interface to the JSS Server by all end users.
- System Administrators can send pre-created installation packages to local file servers in dispersed offices to decrease network traffic and give faster response time to workstation requests for upgrades and installations.
- Existing file share servers at remote locations (HTTPS/AFP/SMB) can be used as Casper share points for extensibility. No additional dedicated hardware is required.
- The JSS integrates with Mac OS X Software Update Server.
- The Casper Suite can send email notifications from the JSS to System Administrators through any mail system - no special messaging protocol is required.
- Existing LDAP servers can be used for authentication for users and groups by the JSS.

Staffing with Flexibility



Quantitative Benefits

Any technical staff — not just experienced System Administrators — can image new Mac computers using drag and drop once the Casper Suite has been configured.

How much can you save? Please enter the salary per hour of a Service Desk employee or intern in Q28.

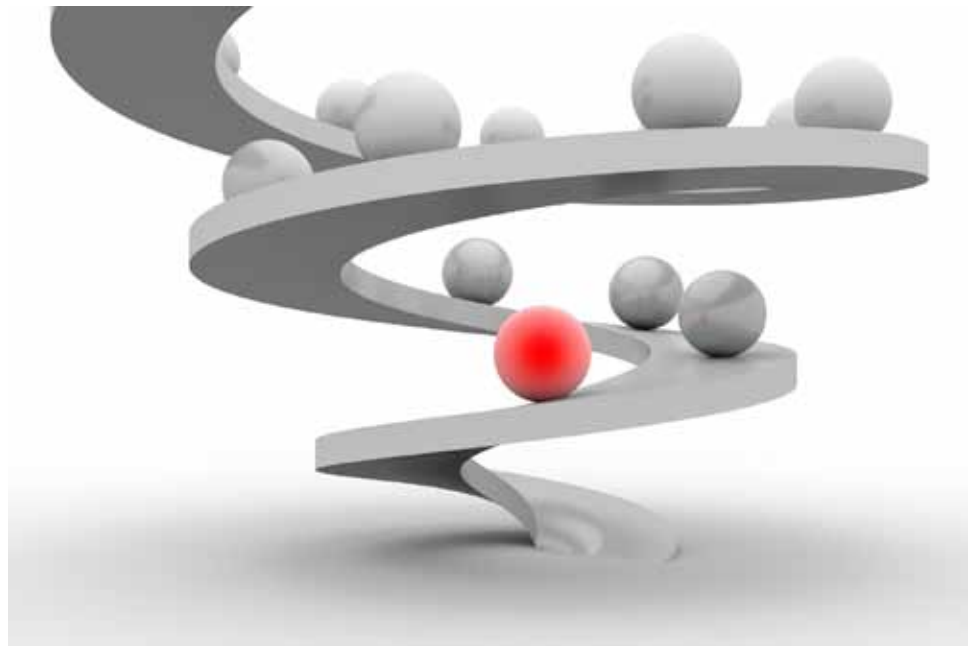
Q	Benefit	Amount
28	Average salary per hour in dollars of Service Desk employee or intern	

Staffing with Flexibility

Qualitative Benefits

- Maintenance and repair functions can be scripted and stored, allowing Windows technicians, inexperienced Mac technicians or Service Desk staff to easily perform routine maintenance.
- System Administrators can give role-based administrative access, restricting advanced Casper Suite functions from less experienced technical staff.
- System Administrators can work from anywhere using JSS Mobile and the web-based interface to the JSS.
- The organization can continue leveraging the knowledge and abilities of the most experienced Mac System Administrators to all other technical staff, even if the experienced Administrator is not available due to absence, leave or separation.

Managing and Planning the Mac Lifecycle



Quantitative Benefits

IT Managers can easily run queries themselves from a web browser, filtered using any combination of workstation inventory information (i.e. by type of workstation, by age, by minimum processor speed, by hard drives > 90% full, software packages installed, etc.). This capability provides valuable information to help with budgeting and what-if analysis for planning purposes.

How much does it cost you today? Please enter the estimated average salary per hour of an IT manager in Q29.

Q	Benefit	Amount
29	Average salary per hour in dollars of IT manager	

Managing and Planning the Mac Lifecycle

Qualitative Benefits

- Inventory any Macs or PCs on the network at any time.
- With the integration of the Casper Suite server with Apple's Global Service Exchange (GSX) system, purchasing agents can track all Apple purchases and contracts against actual equipment received and the date received in the event that some have not been delivered or for confirming receipt before authorizing payment of invoices.
- With GSX information integrated, IT management can know which Mac workstations are oldest and have expiring warranties so that decisions can be made about budgeting for new computers in advance.
- If business department managers need to budget and plan for their own workstations or just want to know what is assigned to their staff, IT can easily give them access to gathering the information themselves using role-based access to the Casper Suite and web reporting functions.
- Know if any Mac hardware has been tampered with by configuring email notifications for change reports and smart groups that highlight any changes to a workstation in red. The Casper Suite alerts the System Administrator, for example, if a user has removed hardware (such as RAM) from the machine or if new unauthorized software has been installed. This can be especially important for tracking changes to loaner laptops and shared computer lab or training room Macs.

Being Green



Quantitative Benefits

Scheduling a script to turn off any desktop Macs that are on after a certain time of night can save electricity costs and reduce environmental impact.

How much does it cost you today? Please enter the percentage of total Macs that are desktop machines in Q30.

Please enter the percentage of desktop Macs that are currently left on nightly in Q31.

Q	Benefit	Amount
30	Percentage of total Mac population that are desktop machines (enter as two digit decimal)	
31	Percentage of desktop machines that are currently left on nightly (enter as two digit decimal)	

Being Green

Qualitative Benefits

- System Administrators can support more telecommuting employees or other remote users with the remote capabilities in the Casper Suite. This allows System Administrators to perform the same Mac management tasks they do for users who are on site for remote users.
- As previously outlined in the “Supporting Multiple Sites” section, remote support and imaging capabilities in the Casper Suite allow administrators to significantly reduce the number of on-site visits required to remote locations, thereby reducing the environmental impact of travel and overall carbon footprint of the organization.

Auditing and Compliance



Quantitative Benefits

Get all the reports about software licenses in any permutations within minutes to respond quickly to any auditor requests. Senior IT executives can easily run queries themselves within minutes without having to task Mac technicians and purchasing agents to manually research information that may take days to collect.

How long does it take you today? Please enter the time in hours per computer to manually inventory one software package license in Q32.

How many software major software packages do you track for auditing or licensing? Please enter this number in Q33.

How long does it take you today? Please enter the time in hours per computer to manually inventory existing hardware. Please enter this number in Q34.

Q	Benefit	Amount
32	Time per computer to manually inventory one software package license, in hours	
33	Number of major software packages in your environment	
34	Time per computer to manually inventory existing hardware, in hours	

Next Steps



Congratulations!

The hard part is done! Please fax or email this completed document to your JAMF Software representative. In five business days, we will provide you with an analysis showing savings and costs over five years and the resulting overall comparison.

Thank you for your time and interest in the Casper Suite!