



## The Modern, Mobile Workforce

Enable productivity without  
endangering data security

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The work of the modern, mobile workforce is no longer confined by place or by time. Mobile computers, wireless networking, and always-available online services allows for work to get done just about anywhere and at any time.

For the modern IT Manager, this way of working offers new challenges and new opportunities. IT services for the modern, mobile workforce should be on-demand, secured for access on public networks, and offer autonomy for users.

## 1. ON-DEMAND SERVICES

On-demand services are critical for a productive workforce. When needs change or new resources are required, on-demand services eliminate wasted time and disruption. Digital services are a natural fit for on-demand deployment: e.g. software installation, online services, device configuration, and resource downloads.

Physical services are equally useful for on-demand access: e.g. keyboards, mice, fresh batteries, and printer toner. The potential cost of misused resources is small compared to the productivity benefits of a fully on-demand IT service culture.

Apple sets a great example with their App Store and Retail store. IT Managers can follow their lead with an internal on-demand service catalog and equipment depot.

## 2. SECURITY

Security is a constant challenge for IT Managers, and the mobile workforce increases the challenge by using public, untrusted networks. Work gets done at home, in airports, hotels, and everywhere else wireless networks are found.

Since the network can't be trusted, the security policies should focus on securing the end points (data at rest) and the network traffic (data in transit). Apple offers arguably the best security controls for the modern mobile workforce, without any impact to the user experience.

## 3. AUTONOMY

Autonomy as an IT Service philosophy drives productivity and employee satisfaction. The same frustration with a boss who micro-manages applies to an IT Manager who tries to micro-manage the computing experience.

No IT Manager is able to identify the unique needs of a user better than the user themselves. A company culture of user autonomy promotes productivity gains beyond the IT service domain, as well. Workers who feel empowered are more likely to feel engaged at work and more productive on the job.

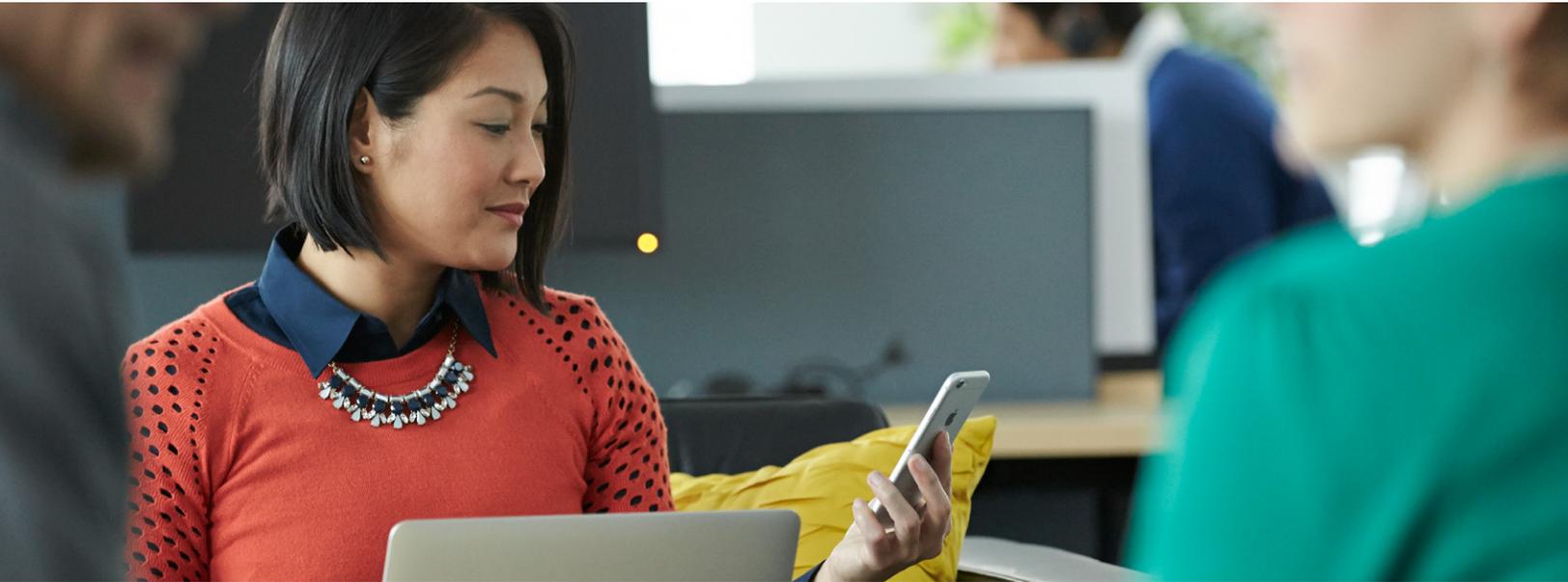
Apple's native security controls are designed for ease-of-use and, once configured, require minimal interaction from users. This is ideal for the individual or small business. For larger organizations, remote management tools are essential to configure, deploy, and audit security configurations.



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## An MDM solution that delivers all three

The Jamf Pro from Jamf is built for the Apple platform and integrates with all native Apple security controls. It features a full suite of deployment and configuration tools, dynamic inventory collection, and auditing & remediation capabilities.



## Conclusion

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To support this new modern mobile workforce, today's IT organizations need a device management solution built specifically for their needs — such as The Jamf Pro from Jamf. Its Self Service app makes it easy to offer an internal IT Service catalog for Mac, iPhone, and iPad. It was built for the Apple platform, so you can implement native security controls like encryption and VPN for mobile workers. And the flexible management frameworks offer the full spectrum of user autonomy to fit the needs and goals of any business.



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