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Modern Device Management: Mac Alongside Windows

With the right tools, Windows and Mac can happily coexist in any organization

The rise of employee-choice programs, and the resulting growth of Apple in the enterprise, introduces new challenges and unknowns for previously Windows-dominated environments. This report outlines how Mac and Windows devices, tools and infrastructure can be integrated to deliver a more secure and productive environment.

To see how to successfully integrate your Mac and Windows environment, visit:
www.jamf.com/products/jamf-pro/microsoft

MICROSOFT MANAGEMENT IS BEST OF BREED FOR WINDOWS

Strengthening organizational security without compromising employee productivity requires purpose-built tools.

It's no surprise, then, that Microsoft's System Center Configuration Manager (SCCM or ConfigMgr 2012) emerged as the clear leader for Windows client management in the enterprise. With native OS integration, ConfigMgr offered premier inventory, deployment, patch management and IT security capabilities.

But with the growth of Mac in the enterprise and a need to transition assets and management to the cloud, a change in the Microsoft management philosophy unfolded in the form of Micrsoft Intune. Intune offers a modern approach to Windows management through mobile device management (MDM). With Intune, Windows admins can secure both Windows and Android devices.

While Microsoft offers some basic Apple management capabilities, many enterprise organizations have not embraced it to manage their Apple devices due to the fundamental differences of Microsoft and Apple.

LIMITED APPLE SUPPORT WITHIN ORGANIZATIONS

Organizations that built their management practices with Microsoft tools are now tasked with managing the influx of Mac, iPad, iPhone and Apple TV devices entering the modern workplace. No small feat, considering learning a new IT language requires time, energy and resources that many organizations may not be able to spare.

IT admins need the right tools and processes to manage Apple devices — at the same comfort level as they have with Windows — without compromising on security, IT standards or user experience.

An additional obstacle to overcome is the frequency that Apple's operating systems are updated. Unlike Windows, which sees multiple years between major updates, Apple releases a new OS version annually. As an added challenge, new Apple hardware cannot be downgraded — meaning IT groups must support each new OS when it's released. And their management tools must be updated accordingly.

JAMF PRO MANAGEMENT IS BEST OF BREED FOR APPLE

To equip IT groups with the tools to manage all Apple devices, Jamf Pro is built specifically for the Apple platform. With native OS integration, Jamf Pro offers inventory, deployment and security features for Mac, iPad, iPhone and Apple TV. The software is updated in step with Apple's OS release schedule, ensuring management continuity and painless upgrades.

Jamf Pro even integrates with the latest Apple technologies, including Apple's Device Enrollment Program (DEP) and Volume Purchase Program (VPP).
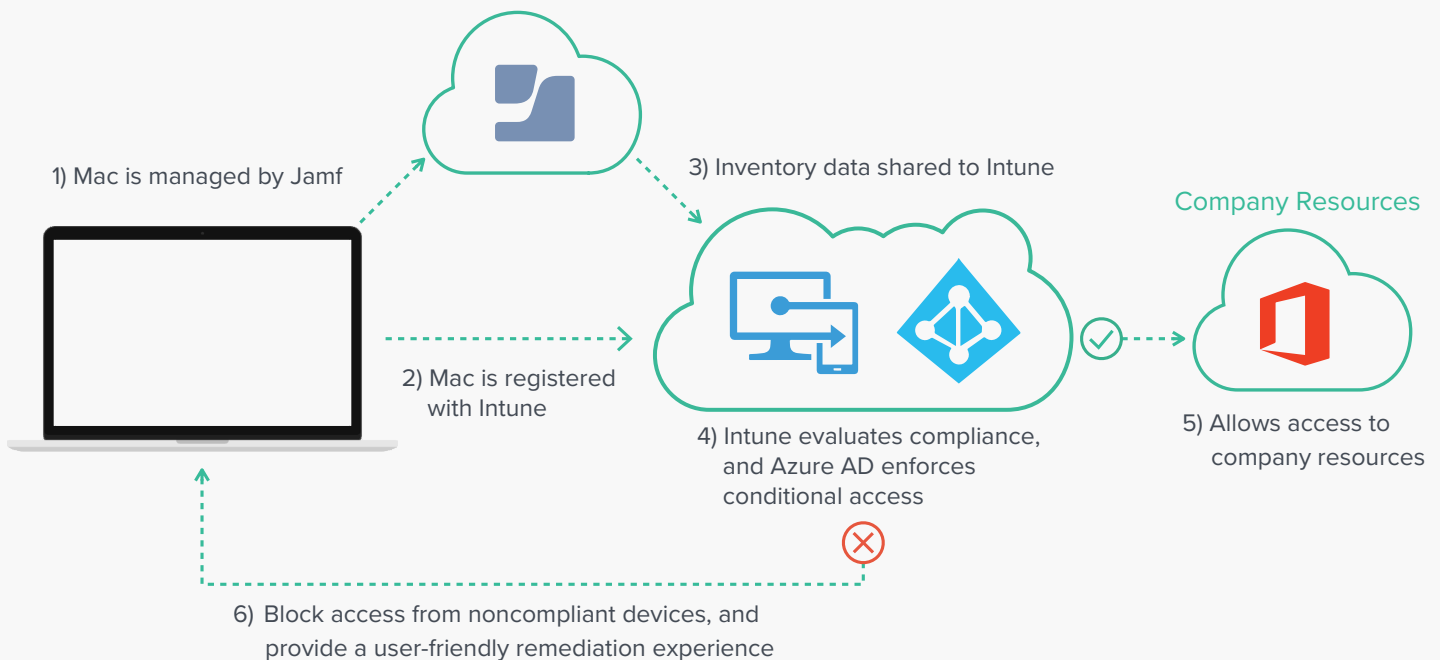
JAMF PRO AND MICROSOFT INTUNE INTEGRATION

The shift in traditional business hours and workspaces has created the modern, mobile workforce. The days of IT simply building a "wall" to protect people, devices and sensitive data are a thing of the past as employees continue to work offsite, outside of traditional business hours and require access to resources stored in the cloud.

To accommodate cloud organizations and those that offer choice in computer, Jamf and Microsoft entered a strategic partnership to ensure data and devices are secure and compliant — regardless of computer platform.

This integration allows Jamf Pro to live alongside Microsoft Intune by accomplishing three core management functionalities:

- Holistic inventory. Jamf Pro Mac inventory data can be shared with Microsoft Intune to enable 360-view of an environment.

- Enables conditional access for Mac. Apply the same conditions for Mac users that have been applied to Windows users for secure access to corporate resources within Azure Active Directory.

- One-click remediation. End users can easily bring their Mac devices up to security standards to access corporate resources.

Microsoft Intune Integration Architecture

1) Mac is managed by Jamf

3) Inventory data shared to Intune

Company Resources

2) Mac is registered with Intune

4) Intune evaluates compliance, and Azure AD enforces conditional access

5) Allows access to company resources

6) Block access from noncompliant devices, and provide a user-friendly remediation experience

QUICK IMPLEMENTATION. EASY INTEGRATION

To accelerate implementation, Jamf provides an on-site JumpStart service for IT admins. The JumpStart is an opportunity to translate Windows management practices and offer recommendations for Apple management techniques. An experienced Windows admin will find familiar concepts with Jamf Pro tools, with some implementation differences based on the different platforms. After the JumpStart, IT admins can continue to build expertise with **training and certification courses** focused on Jamf and Apple technology.

PLATFORM AND REPORTING FAMILIARITY AVAILABLE FOR IT

One challenge for IT when maintaining multiple platforms is the need to report on the security status (encryption, critical security updates, etc.) of all devices. A misguided assumption is that implementing Apple devices will prevent IT from seeing full or similar reports they are accustomed to.

To alleviate concerns, Jamf provides an SCCM plug-in that shares Mac inventory data with the legacy Windows management tool. These reports are made available right from the familiar Configuration Manager reporting view IT admins are comfortable with.

Conclusion

Using Apple and Microsoft best-of-breed tools gives IT admins the desired amount of control and ability to manage their users' devices. The power of combining Jamf Pro with Microsoft Intune is second-to-none, and makes the transition to managing Apple devices easier than ever before. IT can remain confident in their abilities, even when adopting a new platform.

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