



Workplace modernization through purposeful device deployments



Mobile innovations changing line of business operations

Organizations around the globe are innovating with mobile technologies to modernize the workplace. When mobility is introduced, it dramatically transforms work by enabling users to be productive in more places than ever.

In a work context, mobility broadly incorporates the following:

- > **Devices** with portable form factors, like iPhones or iPads, are easily picked up and transported
- > **End users** who perform tasks while on the go or work outside of the physical corporate campus
- > **Organizations** that are distributed and utilize technology to enhance the line of business operations or directly interface with customers and partners

In this white paper, we will focus on those mobility use cases that involve purpose-deployed devices. We will showcase industries on the bleeding edge of mobile innovation and discuss the challenges various organizations had to overcome to succeed with their workplace changes.

- Overview of the deskless workforce
- Optimize deskless device configurations
- Maximize your deskless workflows
- Incorporate deskless into your organization
- Jamf solutions that support the mobile, deskless workforce

Mobile technologies are employed across a wide spectrum of use cases as organizations look to modernize business operations and enhance customer interactions. As such, mobile devices are frequently incorporated into work environments in one of the following configurations:



Task oriented front line workers

> **For a purpose:** as a device deployed with a specific intent, like an iPad that serves a very specific and dedicated function such as a retail point of sale (POS)



Anywhere work, focus on information

> **For a person:** as a companion to a worker's primary computing device (i.e., an iPhone that is used alongside a MacBook with the intent of enhancing personal productivity)



Where do organizations start?

Organizations that empower their workers with modern technology face a common challenge: “Now that we have these mobile devices, what do we do with them, and how do we get started?”

The challenges that can arise for organizations and the mobility journey are not limited to this list but can be:

- Articulating deployment use cases (person vs. purpose)
- Enrolling devices so they can be properly configured and maintained over time
- Deploying line-of-business applications that support worker productivity
- Identifying users to manage and secure device access
- Configuring devices to meet regulatory and organizational standards
- Managing risk that can disrupt business
- Connecting authorized users on enrolled devices to critical business applications
- Automating tasks and remediating threats that arise

Employees who use devices for a purpose

Most of the world's workers – 80%, or 2.7 billion people - don't sit at a desk. We're not talking about remote employees outside the office but those whose job functions are inherently mobile.

In healthcare, transportation, retail, education, manufacturing and field services industries, deskless workers spend their time on the go: working room to room, in a vehicle or large open spaces or outdoors. For these employees, mobile devices are often their only work platform. They must be optimized to help workers efficiently and effectively achieve their objectives. And when this mobile workforce interacts with technology, it's usually task-oriented and time-sensitive.

The deskless environment also faces unique challenges, like "hiding" the technology so workers can rapidly connect to the task-oriented tools they need while reducing the technology strain on the end user.

However, organizations need help to enable these roles with tools that streamline their work. And these employees often feel unsupported by the tech they use.



More than 60% of deskless workers report a lack of satisfaction or feel the need to improve the tech they use.

How do you better connect workers to their work?

Mobile devices available today are designed with consumers in mind, but organizations need to extend the functionality of mobile devices to their business needs. This can be accomplished with solutions that:

- Provision over the air and optimize for task efficiency, including shared-device models
- Manage device usage to assure security and reduce expense
- Simplify redundant IT-related processes
- Reduce technology strain on the end user
- Connect end users to applications and resources
- Offer workflow-specific integrations

Mobile devices for individuals and teams

Let's look at a deskless use case with a large multinational manufacturer. This organization wanted to develop, test and refine a distributed shared-device solution for its manufacturing facilities, delivering digital training and productivity applications. The journey started with their users – the deskless worker – and the device experience that would provide the most buy-in: iPads. But iPads were only one part of the answer. The team needed to connect the worker to the work – the applications workers use in day-to-day settings – that reside on the iPad. This required implementing technologies that enable one device to be customized to each user's needs via a simple device provisioning workflow. The result is that an employee can pick up any device on the manufacturing floor and immediately access the resources they need without requiring network credentials. The digital solutions, empowered the employee, improved their job experience and increased the operational efficiencies of the manufacturing floor.

Optimize deskless device configurations

While organizations may want to provide mobile devices to help deskless use cases be more efficient and simplify workflows, they also must figure out how best to implement, manage and secure these tools to perform more optimally in deskless scenarios.

Deskless, mobile-first workers require purpose-built tools that move with workers throughout the day — and sometimes change hands multiple times— while remaining secure.

Organizations need to find technologies that extend those devices to the enterprise that reduce IT complexity, automate redundant processes and simplify workflows to create a more productive workforce – from IT and operations teams to end users.

Typical device management needs in deskless environments include:

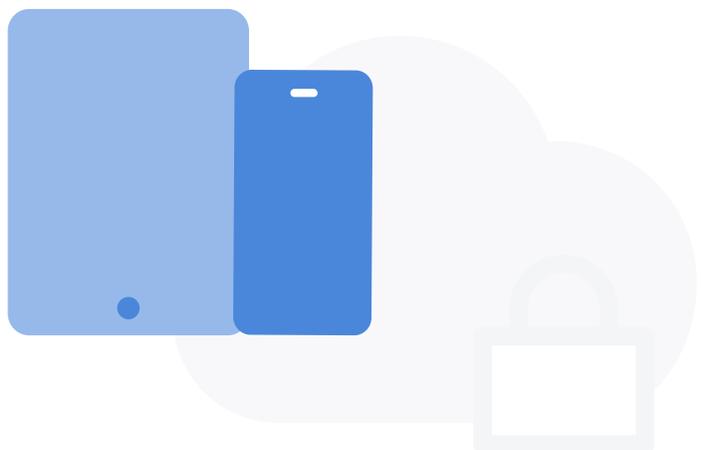
- Automating management and security tasks.
- Provisioning devices over the air.
- Ensuring productivity apps work with each new operating system (OS) update
- Connecting authorized users to productivity apps

Deploying applications at scale and in critical lines of business require this functionality to be centralized and repeatable; such applications include POS, clinical communications tools and pre-flight checklists.

Needs specific to these use cases include:

- **Shared device use:** clinical communication devices in a hospital, shift workers on a manufacturing floor
- **Customized device provisioning to role-specific configurations:** the ability to understand a device's state and distinguish it from others in the fleet
- **Workflows to verify device compliance for regulated industries:** retail store devices support the correct version of iOS or iPadOS and POS app
- **Meeting industry-specific security requirements:** PCI DSS in retail, HIPAA in healthcare ([learn more about this in our security frameworks white paper](#))
- **Content filtering and data capping:** control types of data accessed, manage cellular data consumption
- **Ability to operate in environments with connectivity issues:** minimize disruption to application connections
- **Integration with other platforms, tools and workflows:** help connect employees to all their work resources

The desired outcome is seamless IT administration and simple technology interactions that make for more productive workers.



Maximize your deskless workflows

From an employee perspective, technology should help make life easier, not more complicated.

Instead of feeling overwhelmed with adapting to new technology, employees want to see the benefits of their tools, especially when they have to learn to use them on the fly and often with minimal training or practice.

The good news is that the right technology, with effective support, security and management, can reduce the complexity of an employee's work and even increase their job satisfaction and connection to their workplace.

Ideally, business solutions for deskless workers: are ready to use right out of the box; hide the technology; rapidly connect workers to task-oriented tools; digitize current processes, automate processes and create more efficient workflows.

Mobile technology can also help accomplish broader business goals, including:

- Meeting regulatory compliance and security standards
- Training and development of employees
- Staying up to date and competitive in the market
- Replacing spreadsheets and manual processes for inventory management and logistics
- Establishing closer connections with more immediate communication between the company and leadership

“70% of deskless workers surveyed report that more technology would help them do their jobs better. The parts of their work that they feel would benefit most from additional technology include communications, operations and logistics, onboarding and training.”

— [Emergence: 2020 state of the deskless workforce](#)

Importance of managing and securing devices from the same tech stack

Jamf makes it possible to extend the consumer-simple Apple experience to the workplace by:

- Providing a consistent deployment experience
- Actionable insights
- Consistent policy controls
- Consistent integration with third-parties
- Greater operational efficiencies and return on your investment

Organizations can achieve greater operational efficiency when organizations manage and secure Apple devices from the same technology stack – regardless of device, use case or work setting.

Incorporate deskless into your organization...

...And innovate how you connect workers to their work.

When it comes to devices, users, data and workflows, each team within your organization has specific challenges. Devices must be optimized to help them achieve their objectives efficiently.



Security Teams

Empower security and legal teams to have detailed visibility and control over devices used in deskless scenarios



Line of Business Leaders

Provide Line of Business leaders with the capabilities needed to empower deskless workers without requiring decentralized device management and security



IT Team

Help IT teams scale by incorporating deskless deployments into existing workflows



End Users

Deploy devices into a variety of deskless scenarios that improve productivity without adding administrative overhead for end users or line of business teams.



Operations Teams

Improve the day-to-day functions of the business. Develop and implement strategic plans to improve efficiency, productivity, and profitability.

Like many software deployments, different teams are involved, including those who buy and implement the solution. Sometimes, those teams are the same; if they are different, they need individual consideration to ensure organizational success at every level.



Buyers are often responsible for managing and leading cross-functional teams in evaluating, recommending, developing and implementing hardware and infrastructure solutions to support the business.



Implementors are accountable for technology enablement, technology deployment and installation in new locations (like a restaurant or a manufacturing floor) and in-store technology support.



Jamf understands the needs and intersections of buyers and implementors in deskless technology deployments. Our expertise helps internal stakeholders understand the deployment, how technology interacts, and how to find the best solution for your organization.

Jamf powers mobile devices from the moment they're deployed and across their deskless use cases, transforms the mobility landscape and supports deskless workers.

Manage

Automate and scale device and application management to ensure work devices are always available and appropriately configured.



Secure

Establish and maintain secure settings, incorporate identity into workflows to accelerate access to critical business information and enforce zero-trust security policies.



Extend

Using Jamf's API framework to integrate into existing platforms and workflows or the [Jamf Marketplace](#) to extend the power of Jamf with pre-built solutions, Jamf helps better connect your employees to their work.



Empower

Enable deskless workers to maximize productivity with finely-tuned modern devices that seamlessly connect them to your customers and essential line of business applications.



Role-based provisioning

Configure devices specifically for the role without touching the device. Teams can locate, manage and secure devices throughout their lifespans. Customize the home screen so users immediately understand the state of the device.



Shared-device support

A one-size-fits-all device leaves distractions and unnecessary apps on the device. An overly restrictive device doesn't allow flexibility to get work done. Provide the perfect mix of apps for a tailored experience with pre-built, role-specific configurations.



Meet compliance and security standards

Establish secure baselines, leverage workflows to verify device compliance and protect devices from sophisticated threats while aligning to organizational standards or regulatory compliance frameworks, such as CIS benchmarks, PCI DSS or HIPAA.



Content filtering and data capping

Manage cellular data consumption and control what data is accessed on work devices.



Industry and technical experts

Jamf's dedicated industry and technical teams work with your organization to provide wide-ranging expertise and resources to help your organization find the solution that best fits your needs.



As mobile technology continues to transform industries, Jamf supports innovation in how modern devices, like iPhone and iPad, are used by workers.

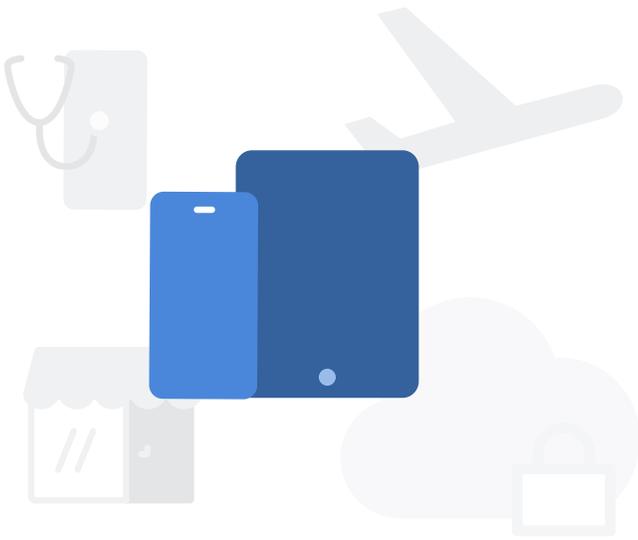
Jamf enables employers to provide workers in mobile-first, task-based roles with simple, secure and customized experiences. Thanks to our purpose-built software, the devices these teams choose can deliver enhanced worker experiences and optimize business outcomes.

The result:

- Retail clerks don't have to stand at a counter.
- Pilots don't need to carry a physical flight plan.
- Patients can engage with their entire care team from their beds.
- And so much more...

Benefits of using Jamf include:

- Delivering an Apple-first, Apple-best experience by building on native Apple frameworks.
- Performing over-the-air management and security tasks without interrupting end-user tasks.
- Streamlining administration by simplifying IT workflows and redundant processes.
- Supporting end-user needs for efficient, reliable tech that helps them do their job better.
- Delivering maximum performance and functionality as product capabilities evolve.
- Remains compatible with every new OS release.
- Finding the solution that best fits your needs with help from industry experts.



Manage, secure and simplify purpose-built work tools with Jamf.

[Request Trial](#)



www.jamf.com

© 2023 Jamf, LLC. All rights reserved.

Reach out to your Jamf representative to learn more, or get started by contacting your preferred reseller.