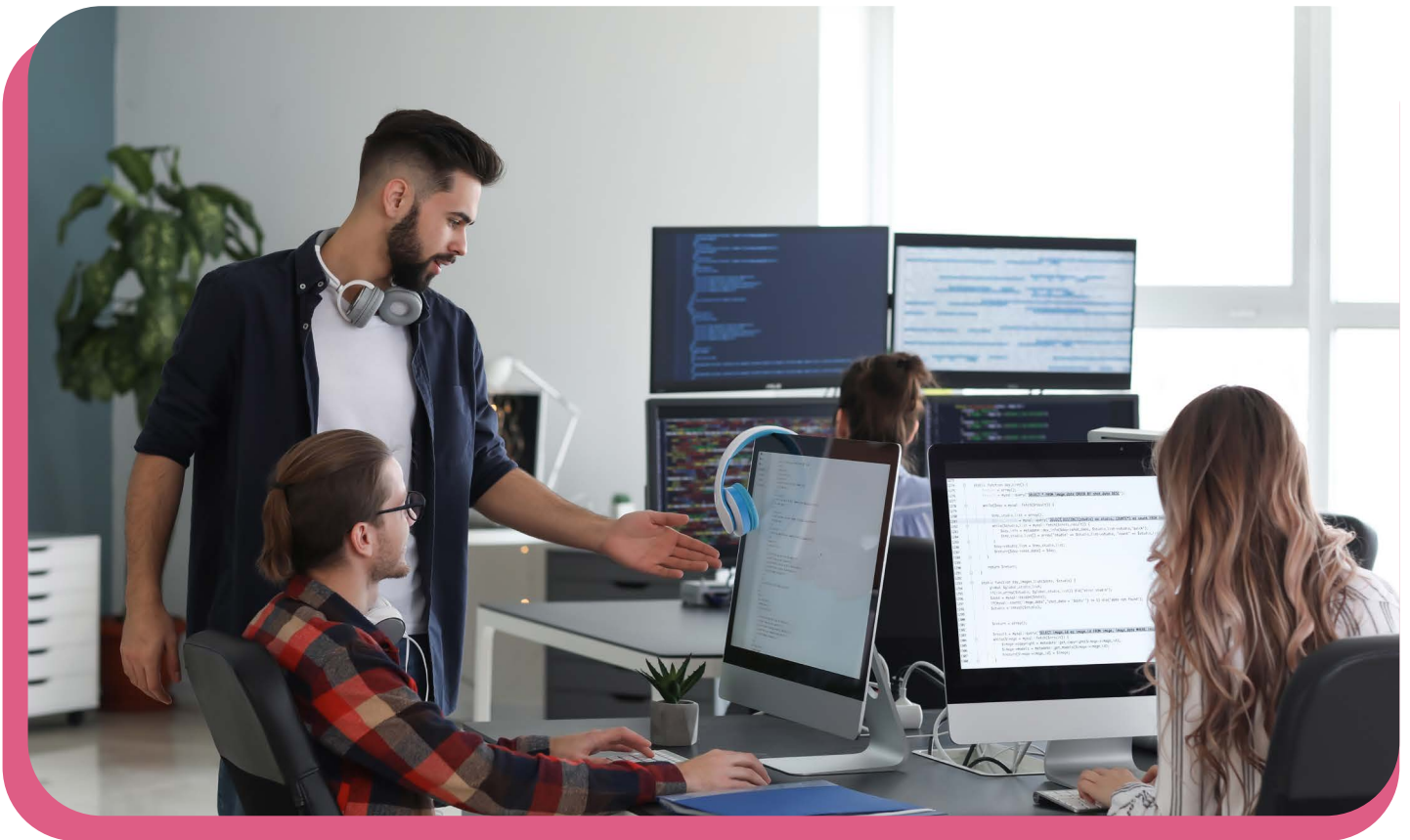


The next generation of Apple device solutions, powered by Jamf



The next **generation** of Apple device solutions, powered by Jamf

Since 2003, we've been a leading provider of IT solutions and services for Education, Public Sector and Businesses. Today, we're very proud of our 220 team members and our community of long-standing customers who rely and trust us with their investment in technology.

We're an Apple Authorised Reseller, Apple Education Specialist and Apple Service Provider as well as being a Jamf Elite Partner, Jamf Integrator and Jamf MSP. Here's our range of Apple solutions/services that are powered by Jamf to help establishments large and small control, manage and secure their Apple estate.

Here's our range of solutions/services that are powered by Jamf that help organisations large and small control, manage and secure their Apple estate:



Powered by Jamf and/or Intune, our managed service for devices covers:



Lifecycle solutions (we can do everything from source to recycling)



Jamf Managed Service (we can manage your whole device estate for you)



Jamf licensing, Jamf training and self-supported services (you manage and control, we'll help you deploy and skill your team)



Jamf support service (we'll provide some tech support and advice)



Jamf Health Check (we'll perform a deep dive of your Jamf environment)



Professional services (our techies will help integrate, deploy or just help out)

What makes Academia Technology Group **different?**

✓ **We've got the technical expertise.**

We're proud and very lucky to be supported by a team of highly accredited technical engineers and consultants, so we understand Apple and Jamf deployments from build, installations and ongoing support.

✓ **We make our services grow with you.**

Our services are flexible and agile so that they can scale up/ down with your business requirements. If you're increasing your headcount, no issues, we can cost per user for most of our services.

✓ **We're compliant in every way.**

It's imperative that we hold the necessary operational certifications such as ISO9001 and ISO27001. This means we continuously improve the efficiency and consistency of our operations to ensure you experience excellence in everything. We are also proud to have been awarded supplier status on a number of National and Regional Frameworks.

✓ **We'll help you save money and achieve a return on your investment.**

Our managed services let you bypass hardware, setup, training and maintenance costs and puts no time demands on your team.

✓ **We're here to support you.**

From the outset, you will have access to a dedicated Service Delivery Manager, who will be just a call or email away for any help and assistance, plus we'll provide monthly reporting and lead quarterly review sessions. Plus, you've got your Account Manager on hand to support you as usual.

Jamf – the **game-changing zero-touch, zero-trust platform**

Jamf helps over **71,000** businesses, schools and hospitals, manage and secure Apple.

So, whether your creative team have a couple of Macs, your sales team rely on iPads, your conference rooms have Apple TVs or your C-Suite demand MacBooks, Jamf remains the best solution in the market to help your Apple devices and estates thrive (and Apple say that too).

Why choose Academia for your Jamf environment?

Our friendship started back in 2009 and since then, our practice has grown to be one of the largest in the UK. But we didn't stop there, we continued to invest heavily, in order to retain and train the best Jamf specialists. Today, we hold Jamf Elite Partner, Jamf Integrator and MSP Status', with around 20 Jamf accredited engineers (and it's growing), supporting over 50,000 users.

According to Hobson & Company, companies using Jamf spend **80%** less time provisioning devices, **90%** less time managing apps and inventory, and reduce the likelihood of a security breach by 2 basis points. Source Jamf.

Benefits of Jamf:

- ✓ Improves inventory and compliance reporting
- ✓ Reduces time spent building machines
- ✓ Improves information security
- ✓ Improves productivity of staff
- ✓ Reduces the learning curve for IT staff
- ✓ Increases user satisfaction through self-services
- ✓ Improves App store management and configuration
- ✓ De-risks devices being wiped and sold through activation-lock, allowing remote wipe

Apple + Jamf means time saved for IT admins



90% less time spent managing applications



80% less time spent provisioning devices



65% less time spent managing policies and settings

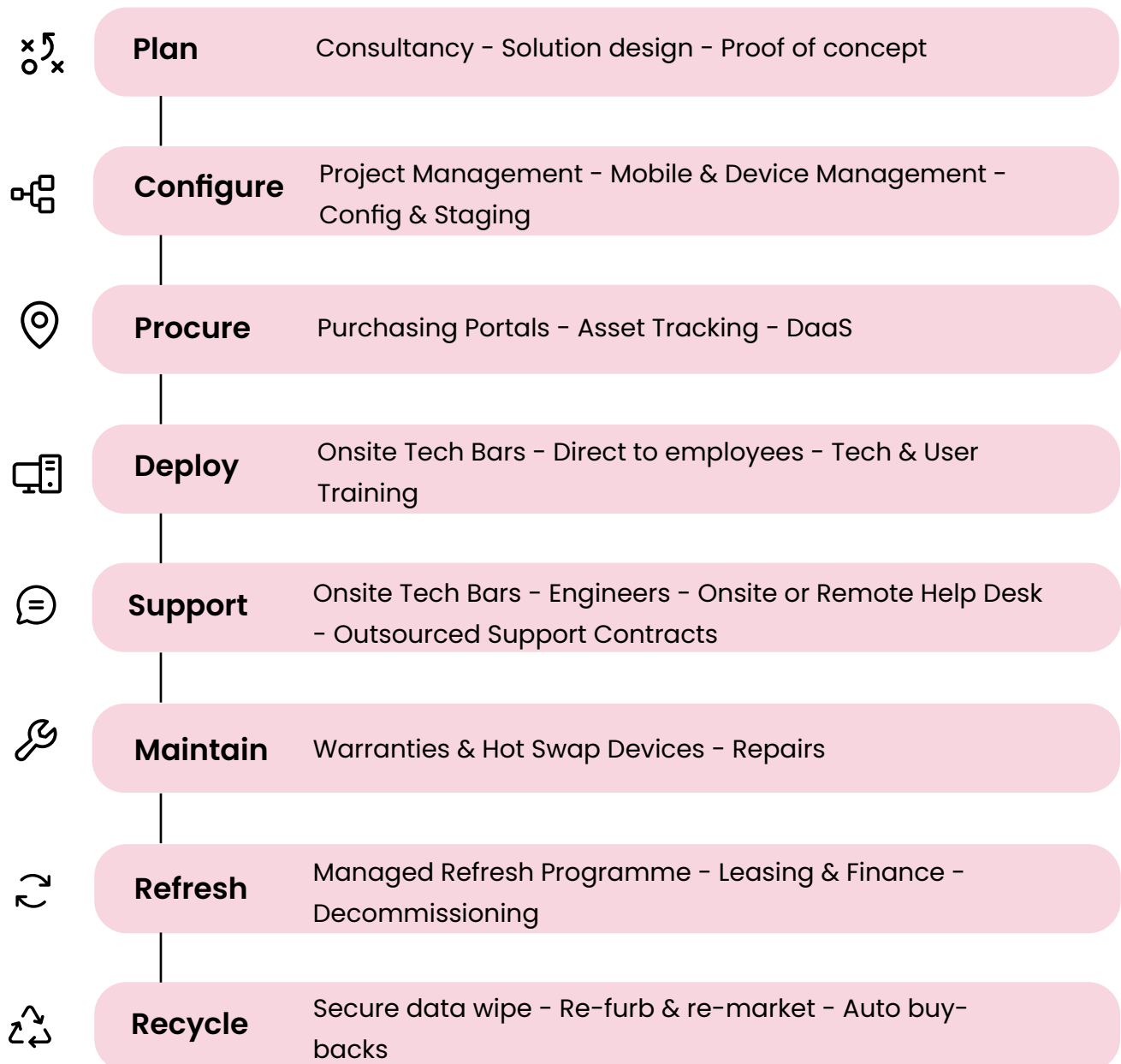


15% reduction in the volume of the help desk tickets

An entire lifecycle solution that you've been **waiting** for

If you are looking to outsource your identity and device lifecycle management, we offer a solution that covers the entire progression of your devices. From rolling out new devices, through to device recycling and refresh, Academia's service delivery squad can manage everything for you.

Whether it's procuring new devices or recycling your equipment, we'll always ensure you get the best value for your investment. For those preferring an Opex model, we offer finance and leasing options to help control budget.



We offer **different** flavours to suit your specific Apple requirements

Our Apple device management solutions, powered by Jamf have been designed to fit all Apple set-ups. If you want to manage your Jamf that's great, we can help with our Jamf QuickStarts, Training Packages or some lowlevel support to give you that peace of mind.

If you want to let Academia control and manage your Apple devices with your Jamf platform, we can do that.

Made to measure device management without the headaches

For MacOS and iOS, we can pretty much design a Apple device management solution to fit your needs based on our 3 options:

	Done BY You We'll just do the Quickstarts for you	Done WITH You We'll be on hand to support you when you need it	Done FOR You You don't need to access the Jamf servers
	Self-Supported	Academia Supported	Academia Full MSP
Who Manages the Platform	Customer	Customer	Academia
Jamf Licences	⊗	⊗	✓
Access to Academia Helpdesk	⊗	✓	✓
QuickStart Training	✓	✓	N/A
Helpdesk Instances	⊗	Unlimited	Unlimited
Priority Escalation	⊗	✓	✓
Monthly Device Asset Report	⊗	⊗	✓
Change Management	⊗	Customer	Academia
Executive Business Review	⊗	Bi-Annual	Quarterly
Health Check	⊗	Annual	Quarterly
Application Packaging	⊗	⊗	✓
Critical Ticket Response Time	⊗	2 Hours	1 Hour
Private Cloud Hosting	£ POA	£ POA	£ POA
MIS Integration	⊗	⊗	✓

Get off to a **flying start** with our Jamf QuickStart services

For new members of the Jamf community, we recommend that you have a 'Quickstart' training session.

We carry out Quickstarts for loads of businesses and schools, leaving IT admins prepared and ready to take the reins of their Jamf platform.

QuickStart

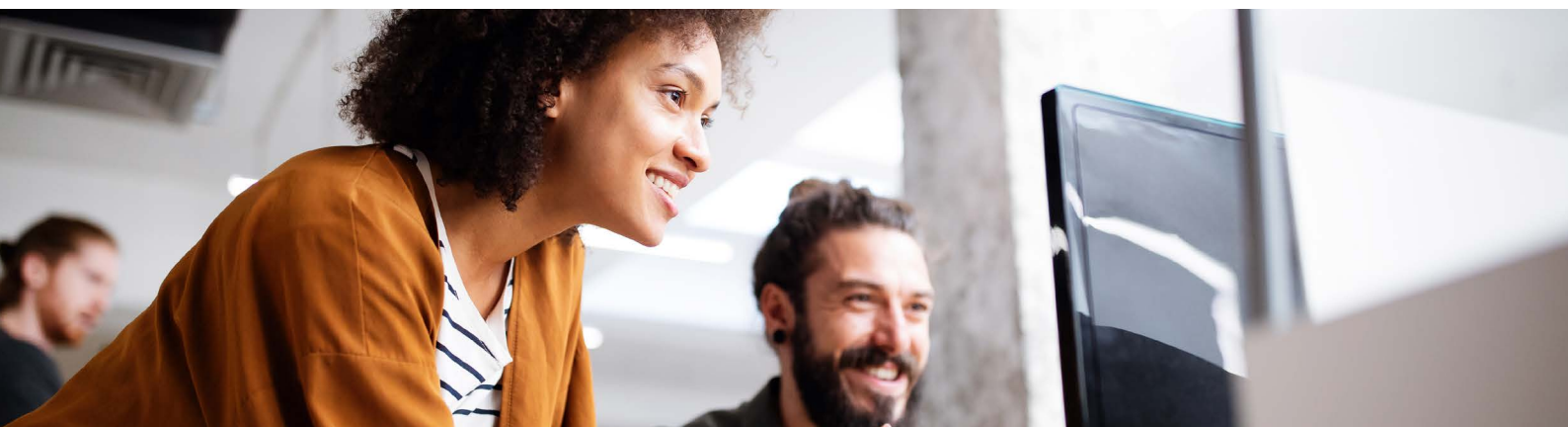
- > Half-Day QuickStart will enhance your knowledge of iOS and iPadOS deployments
- > Two-Day QuickStart will enable you to set up your macOS environment, equipping you with the tools required for deployment.
- > Three-Day QuickStart covers all aspects of Jamf, including both the above options for iOS, iPadOS, tvOS, and macOS.

Training Pass One

- > Accredited Annual Training Pass for one individual providing access to Jamf 200 | 300 | 370 | 400

Training Pass Group

- > Accredited Annual organisation Training Pass for up to 5 people providing access to Jamf 200 | 300 | 370 | 400



Genius support that assists your IT team run smoothly

Our Jamf technical support service is a perfect fit for IT teams that have the skills and know-how to manage a Jamf platform but need a little technical help, advice and guidance as a safety measure.

You will have access to Academia's 20-strong Jamf-accredited specialists to provide you with technical help and guidance, when you need it most.

If you need a Jamf specialist on site to support your estate or your genius bar, we can do that too – just get in touch.

What you get with our Jamf Technical Support?



Unlimited email and
telephone support
via Academia's
Helpdesk



2 onsite Executive reviews per annum:

- Analysis of estate/devices
- MSP Support operations delivery reports
- Half-year planning includes new features



Operating system
upgrade assistance



Patch management
support

Temperature check your Jamf investment to **drive** optimisation

Correct implementation of Jamf Pro can elevate the impact and experience for your IT admins and end-users.

Our Jamf Pro Health Check helps you do exactly that.

Academia's Jamf Pro Health Check

What do you get?

- ✓ Comprehensive report on your Jamf Pro server
- ✓ Analysis of existing policies and configurations
- ✓ Assessment of server configuration and infrastructure
- ✓ Review of key management settings
- ✓ Recommendations for workflows and configurations
- ✓ Any remedial work if required
- ✓ Final Report of the state of your Jamf Pro with recommendations

What's the benefit to you?

- ✓ Boosts the effectiveness of your Jamf Pro
- ✓ Drives uptake of new features and functions
- ✓ Drives best practice and compliance
- ✓ Promotes the best possible user experience

Experts you can **rely** on

We've got a team of around 50+ technical engineers, architects, consultants and project managers, all of whom are experts in their fields and are available to help and support our customers.

Typically, our Professional Services team can be made available for one-off requirements like installations or troubleshooting or for longer periods if you have a large roll-out, strategic projects or you require a senior systems engineer for long-term onsite support contract.

No matter what type of engineer, Apple of Jamf expert or architect you need, we're confident we can help.

Professional Services Menu

Starters

Apple Engineers
Field Engineers
System Engineers

Mains

Senior Systems Engineers
Senior Technical Consultants
Principal Consultant/Solutions Architect

Desserts

CCIE Principal Consultant / Solutions
Architects
Project Co-ordinators
Project Managers



Our engaged approach to working with you

1.



Discover

We'll sit you down to find out more about your pains, challenges and goals.

Our Discovery session really gets down to the nuts and bolts of your current landscape and we hope to understand your ambitions for the future and how you want to work with us.

Our sessions are carried out by members of our Technical Solutions Team.

2.



Assess

This is where we add our real value.

After digesting all the information obtained from the Discovery session, we'll think about the best services we can offer to achieve your goals and meet your budgets.

3.



Propose

Once the team is happy with the outcomes of the assessment, we will put our pen to paper and provide you with an in-depth proposal that provides costings, SLA's and contract T&C's.

We will talk through the proposal with you and your stakeholders to ensure you are clear that the right service has been designed for you. If you need more information, we can provide this.

4.



Launch

The final phase is all about bringing the proposal to life and bringing in our wider team.

We'll ensure the contracts are signed, a launch plan agreed and a delivery/support team in place so that everyone's collaborating and communicating throughout the project.

Take a look at our great customers



Get in touch

The Progression Centre • Mark Road • Hemel Hempstead • HP2 7DW
www.academia.co.uk • info@academia.co.uk • 01992 703 900

