



Crown
Commercial
Service

sync

Jamf for Mac - Service Definition

G-Cloud 15



Apple Mac management, identity and endpoint security

Summary

Jamf for Mac is an Apple-native platform to manage and secure Mac fleets with zero-touch deployment, declarative management, identity integration and behaviour-based endpoint security. It automates app and OS updates, enforces compliance baselines, and gives IT deep visibility without compromising the macOS user experience.

Service Features

Zero touch onboarding: preconfigure Mac remotely for instant access productivity.

Benchmark compliance auditing: continuously assess fleet against benchmarks; report gaps.

Management blueprints: use declarative frameworks to deploy settings, apps, restrictions.

Automated app lifecycle: install, update, remove apps; day one support.

OS currency enablement: rapidly deploy macOS upgrades while maintaining readiness.

Cloud identity provisioning: automate account creation and access via provider.

Password policy synchronisation: sync local macOS passwords with IdP consistently.

Privilege and audit controls: manage privileges; log actions for auditing.

Conditional access enforcement: use device risk signals to restrict access.

Threat protection and visibility: web protection, EPP, telemetry, SIEM/SOAR integrations.

Service Benefits

Faster Mac deployment with minimal IT effort and user disruption.

Consistent security baselines across all corporate Macs worldwide.

Reduced support tickets through self-service apps and automated fixes.

Improved compliance reporting with real-time device and policy visibility.

Seamless user experience that respects privacy and native macOS workflows.

Lower total ownership costs via automation and streamlined administration.

Rapid security response using behaviour-based detection and automated remediation.

Easier audits with centralised inventory, configurations, and change history.

Integrates with identity providers for seamless access and provisioning.

Service Level Agreements**Tier 1**

Uptime Target: 99.99%+

Support Coverage: 24/7 on-call

Use Case: Mission-critical, customer-facing applications

Tier 2

Uptime Target: 99.9%

Support Coverage: 24/7 on-call (outages), 18/5 (degradation)

Use Case: Essential services, brief downtime tolerable

Tier 3

Uptime Target: 99.5%

Support Coverage: 18/5 on-call

Use Case: Important services, some downtime acceptable

Tier 4

Uptime Target: 99%

Support Coverage: Single timezone support

Use Case: Non-critical services

Tier 5

Uptime Target: No formal target

Support Coverage: Developer support only

Use Case: Pre-production/testing

Hosted Services: 99.9% availability per calendar month

Material Impact: SLA applies when core functions are significantly affected

Response Times: Calculated in business hours, not clock hours

If we do not meet the Commitment, you may be eligible to receive a credit that will be applied to future subscription fees ("SLA Credit")

Standard Support SLAs**P1 - URGENT**

Description: Critical incidents that affect all users or critical systems. All systems are down, resulting in a complete system outage.

User Impact: All users are affected and are unable to perform their day-to-day jobs; no workaround is available.

Target Technical Response Time: 1 hour

P2 - HIGH

Description: Significantly degraded performance or functionality without a workaround.

User Impact: Impacts some users; however, a workaround is available. Critical systems are affected but remain functional.

Target Technical Response Time: 2 hours

P3 - MEDIUM

Description: High-priority incidents that affect a single user or non-critical systems.

User Impact: Degraded performance or functionality, though a workaround exists.

Target Technical Response Time: 3 hours

P4 - LOW

Description: Low-priority incidents that do not significantly affect the overall operation of the infrastructure.

User Impact: These incidents are usually usage questions or minor inconveniences.

Target Technical Response Time: 4 hours

Premium Support

Jamf offers standard support free-of-charge, as well as enhanced support levels with enhanced target response times:

Premium Support Silver:

- Tier 3 support
- 2 premium support contacts

Premium Support Gold:

- Tier 3 support
- 3 premium support contacts
- Priority phone support model
- 24/7 support
- Enhanced support reporting
- 8 professional services hours

Premium Support Platinum:

- Tier 3 support
- 8 premium support contacts
- Priority phone support model
- 24/7 support
- Enhanced support reporting
- 24 professional services hours
- Root cause analysis for P1 issues
- Named Primary Support Engineer
- Management sponsorship

Onboarding

Jamf provides self-onboarding assisted by our Customer Success team for the first 90-days. Customers also have full access to our online training catalogue and documentation. Premium (paid for) Onboarding is also available:

Jamf for Mac Premium Onboarding:

This option is best for organisations where standard onboarding SOWs align with customer goals and are looking for a dedicated resource who can guide them to gain in-depth understanding of product fundamentals.

A Dedicated Jamf Professional Services engineer ensures smooth deployment and management of Apple devices.

Customised Setup: Onboarding to match specific organisational needs and workflows.

Efficiency: Speeds up the deployment process, minimising downtime and disruption.

Best Practices: Ensures best practices are followed, enhancing security and compliance.

Knowledge Transfer: Provides valuable resources, empowering IT teams with the skills needed to manage Apple devices effectively.

Sync and Jamf

Esteemed Partnership

Sync's partnership with Jamf brings together technical expertise and leading device management capabilities to support organisations at every stage of their Apple journey. As an Apple Premium Partner, Sync helps organisations plan, deploy, and support Apple technology at scale, while Jamf delivers trusted management and security for Apple devices. Together, they enable customers to build stable, secure, and well-managed Apple environments without added complexity.

By combining Sync's consultative services and lifecycle support with Jamf's platform, the partnership helps organisations simplify deployments, maintain consistent policies, and support users across macOS and iOS devices. This collaboration allows IT teams to operate more efficiently while ensuring Apple technology is optimised, secure, and ready to support evolving business needs.



Why Sync?

Sync supports organisations across the UK, aiding in the adoption, deployment, and ongoing use of Apple technology. This includes the provision of hardware, software and finance solutions, as well as installations, training, technical support, repairs, and more.

Our approach covers everything from helping organisations to introduce the latest technology into their working practice, integrating with current systems (including Microsoft and Google), guiding CPD and training strategies, and supporting technology services. Meanwhile our work with Apple Financial Services and recycle scheme ensures your organisation is able to keep your technology up to date, and that older devices never go to waste.



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