

# JumpCloud

## G-Cloud 15 – Service Definition

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# Executive Overview

JumpCloud is an Open Directory Platform™ that provides a unified, cloud-based solution for managing identities, access, and devices. It is designed to modernize IT infrastructures by replacing or extending legacy systems like Microsoft Active Directory and LDAP. By consolidating IAM (Identity & Access Management) and UEM (Unified Endpoint Management) into a single console, JumpCloud enables organizations to secure their distributed workforces, automate IT operations, and implement a Zero Trust security framework without the need for complex on-premise hardware.

## Key Features

JumpCloud's platform is divided into four core pillars that work together to secure the modern "anywhere" workplace:

### Cloud Directory & Identity Management:

- **Authoritative Directory:** A centralized source of truth for users, groups, and systems.
- **Lifecycle Management:** Automated user provisioning and deprovisioning via HRIS integrations (e.g., Workday, BambooHR).
- **Cloud LDAP & RADIUS:** Securely connect users to legacy applications and Wi-Fi/VPN networks without maintaining local servers.

### Access Management:

- **Single Sign-On (SSO):** One-click access to thousands of SAML and OIDC applications.
- **Multi-Factor Authentication (MFA):** Push notifications, TOTP, and WebAuthn/FIDO2 (biometrics) for secure login.
- **Conditional Access:** Rule-based policies that grant or deny access based on user location, IP address, and device trust.
- **Password Manager:** A built-in tool for managing and sharing credentials securely across the organization.

### Unified Endpoint Management (UEM):

- Cross-Platform Management: Full control over Windows, macOS, Linux, Android, and iOS devices.
- Patch Management: Automated scheduling and enforcement of OS and browser updates to mitigate vulnerabilities.
- Remote Assist: Integrated tools for IT admins to provide live troubleshooting and support to remote employees.

### Visibility & Governance:

- Directory Insights: Real-time event logging and telemetry for auditing and compliance.
- SaaS Management: Discovery and control of Shadow IT, app usage tracking, and spend optimization.

## Key Benefits

- Reduced Complexity (Tool Consolidation): Eliminates the need for multiple point solutions (e.g., separate SSO, MDM, and MFA tools) by unifying them into one platform.
- Improved Security Posture: Facilitates a Zero Trust architecture by verifying every user and every device at every access point.
- Increased IT Efficiency: Automates manual tasks like onboarding/offboarding, reducing human error and freeing up IT resources for strategic projects.
- User Frictionless Access: Provides employees with a seamless login experience across all their tools and devices, increasing productivity.
- Scalability: A cloud-first architecture that grows with the business, supporting 10 to 10,000+ users without additional infrastructure investment.

## Target Use Cases

- Modernizing Active Directory (AD): Organizations looking to move away from on-premise AD or implement a "Cloud-First" directory strategy.
- Securing Hybrid & Remote Work: Enabling employees to work securely from any location on any device while maintaining corporate security standards.

- Automated Onboarding/Offboarding: Rapidly provisioning all necessary apps and device permissions for new hires and instantly revoking access for departing employees.
- Zero Trust Implementation: Shifting from network-based security to identity- and device-based security.
- Regulatory Compliance: Helping businesses meet standards like SOC2, HIPAA, PCI DSS, and GDPR by providing detailed audit logs and centralized access controls.
- Mixed-OS Environments: Managing fleets that include Mac and Linux machines alongside Windows, providing a consistent management layer across all three.

## Contact Information

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