

	Jamf for Mac	Jamf for Mobile
Title	Apple Mac management, identity and endpoint security	Mobile device management, security and ZTNA for mobile fleets
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.	Jamf for Mobile helps organisations deploy, manage and secure iPhone, iPad and other mobile devices at scale, supporting corporate-owned, shared and BYOD use cases while maintaining a strong end-user experience and continuously reducing risk through compliance controls, app visibility, threat prevention and secure access to work resources
Service Features:	Zero touch onboarding: preconfigure Macs 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.	Zero-touch automated enrolment and personalised configuration BYOD and shared-device support protecting corporate data and user privacy. Shared-device workflows with role-based configurations and capabilities. App deployment, assignments, restrictions, and app usage reporting. Vulnerability management with CVE visibility and risk assessments. Malware detection plus phishing and network threat prevention. Usage visibility, content-filtering and network aware data cost controls. OS updates with same-day support for new Apple releases. Secure access with continuous conditional access (ZTNA). Integrations via Marketplace, API, SIEM, IdP, ITSM
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.	Faster onboarding with hands-free deployment to end users. Stronger security without sacrificing native mobile user experience. Continuous compliance against organisational baselines and regulatory benchmarks. Reduced risk from vulnerable, side-loaded, or malicious apps. Lower support burden via self-service remediation for frontline staff. Safer access to work resources with real-time risk signals. Better cost control through data capping and cellular reporting. Improved productivity with tailored shared-device and deskless workflows. Greater visibility with app, device, network, and threat telemetry. Extends existing tooling through integrations with SIEM, IdP, ITSM.
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	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")"	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	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	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 organizations 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. Customized Setup: Onboarding to match specific organizational needs and workflows. Efficiency: Speeds up the deployment process, minimizing 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.	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 Mobile Premium Onboarding: This option is best for organizations 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. Customized Setup: Onboarding to match specific organizational needs and workflows. Efficiency: Speeds up the deployment process, minimizing 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.