



Highlights

- Helps improve your employee satisfaction and productivity levels
 - Supports transformation of the full device lifecycle management model from procurement through end user support
 - Helps reduce the risk to corporate data and enables user device preference
 - Provides streamlining of Mac device management with over-the-air configuration
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IBM Managed Mobility Services for Mac

Integrate and manage Mac devices across your enterprise

The demand for Mac devices in the workplace continues to grow. Today, end users want to choose the device they use for work and expect seamless access to information and personalized support resources. Your organization may want to adopt MacBook, MacBook Air, MacBook Pro, Mac Mini and other devices for enterprise use—either corporate-owned or as part of a bring-your-own-device (BYOD) program, to attract a more social and brand-focused workforce. Avoid unmanaged, unsupported devices that create risk in the work environment. You need a streamlined method to help deliver, set up, configure, support and manage Mac devices.

IBM® Managed Mobility Services for Mac can streamline the integration of corporate-owned or BYOD Apple Mac devices and applications into your enterprise while driving a personalized experience. We use Casper Suite from JAMF Software, known for its best-of-breed reputation supporting Apple products, to help establish and maintain governance for Mac devices. We facilitate over-the-air and touchless configuration and can also provide support through multiple channels to help drive user engagement and improve employee satisfaction. This offering is housed on-premises, either in your own environment or at an IBM site.

Supporting better employee productivity and brand image with a choice program

Employees who choose which devices to use in the workplace prefer controlling, scheduling and managing their own application upgrades and deployments. IBM Managed Mobility Services for Mac is a solution specifically designed to provide end-to-end technical service and support for your employees' device of choice, including their Mac devices. This allows your user population to adopt a work device they are most comfortable with, that also requires the least amount of IT support, while enhancing user satisfaction and workforce productivity.

Helping transform your entire device lifecycle management model

We can facilitate easier adoption of Mac devices into your enterprise to seamlessly provision applications to employees, foster self-sufficiency and help improve employee satisfaction. To help save time and reduce costs,



you can order OS X products and have them delivered directly to users without the need for time-consuming processes traditionally conducted manually by the IT department—such as setup, imaging and configuration. Our model is a multi-faceted deployment that supports you right from selection and procurement all the way through to end user assistance through a specialized service desk. We help foster self sufficiency by providing a help center that can be easily accessed by your employees, throughout the week.

Streamlining Mac device management and helping reduce risk to corporate data

Our services include Apple's Device Enrollment Program, which provides an easier deployment experience, dynamic over-the-air device provisioning, along with configuration and supervision. This "touchless" method of enrollment lets you more easily configure the initial experience for users without having to unbox and configure each product individually. Management capabilities include:

- Operating system and image management
- Software application and update management
- Automatic compliance and configuration updates
- Inventory and reporting for hardware and software

Our services also help mitigate the risk of security exposure posed by devices that are not technically supported or governed by your organization. We help you establish security policies and provide a role-based self-service portal and OS configuration settings that can help you gain better control of the growing community of Mac users in your enterprise, while giving them a standard set of approved tools to help them become more productive. We provide access to leading collaboration tools for sharing and syncing of files, as well as endpoint data protection by enabling more secure backup of devices onto a single platform. Employees can also access self-service features that centralize business apps, settings, content and more.

Why IBM?

We have provided mobility services and support to thousands of clients around the world. We currently manage over 5.5 million mobile devices, have 750 patents for mobile innovation, and are ranked first by mobile industry analysts for the breadth of services we offer. We have deployed over 50,000 Mac devices and are now extending the best practices prescribed by the IBM chief information officer for the MAC@IBM program to enterprises like yours.

For more information

To learn more about IBM Managed Mobility Services for Mac, please contact your IBM representative, or visit the following website:
ibm.com/services/mobility



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