

HCLTech Enterprise Experience Management for Apple Devices





Table of Contents

03

Overview

04

What we offer

06

Product catalog

07

Our services

08

SuperMac program

09

Value drivers

Overview

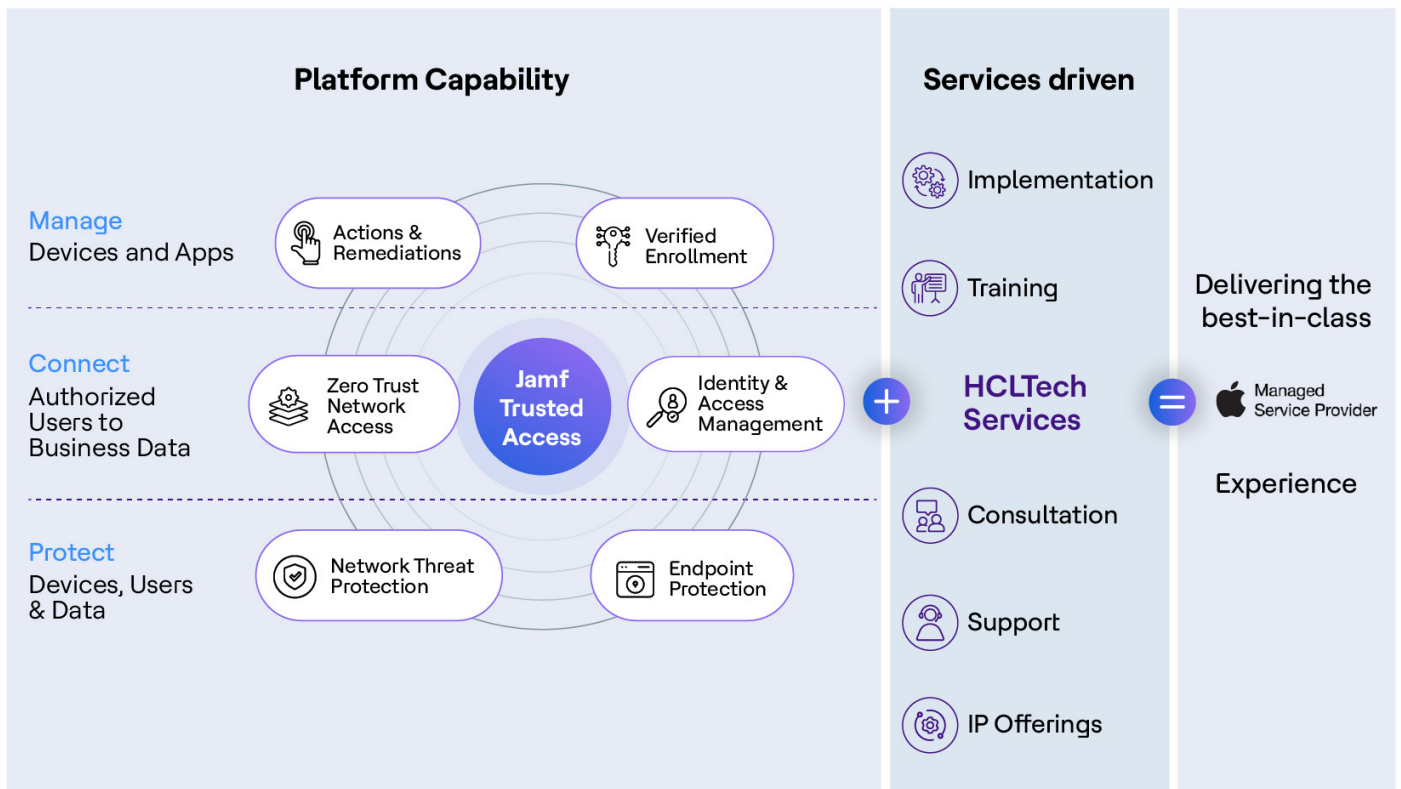
HCLTech Enterprise Experience Management for Apple Devices is our dedicated end-end device management and security offering for Jamf purpose built for Apple™.

HCLTech and Jamf have partnered to deliver the best in class Apple experience. It is about bringing management, identity and protection all under one umbrella.

With trusted access, your employees can be productive on the devices they love while ensuring that your organization trusts every user, every device and every connection made to corporate resources.



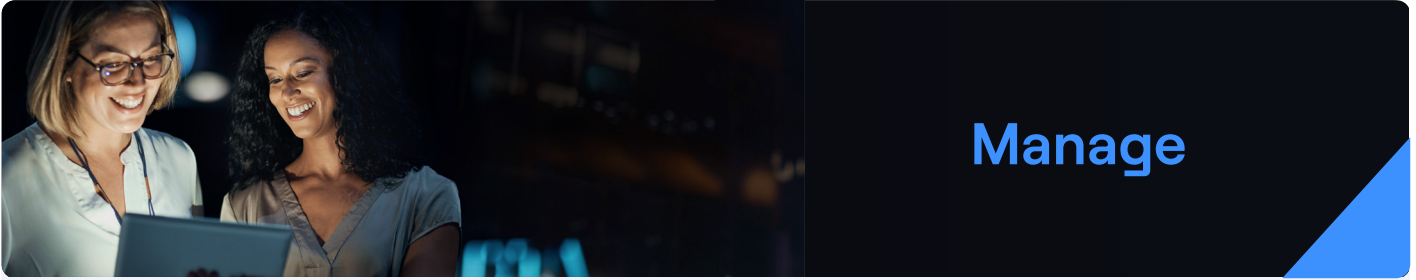
HCLTech and Jamf for the best-in-class Apple experience



(HCLTech and Jamf for the best-in-class Apple experience)

What we offer

Our joint solution with Jamf automates the entire lifecycle journey of your Apple devices – from deployment to device retirement.



Zero-touch deployment

Delight your end users with a fully customizable onboarding experience without IT ever having to touch the device.



Inventory management

Enable efficient tracking and organization of devices while simplifying asset management.



Remote actions

Enable remote troubleshooting and support.



Device management

Control and monitor your devices seamlessly for optimal performance and security.



App management

Enable an easy distribution and management of applications across devices.



Self service

Empower users to handle common tasks independently.



Secure



Identity and access management

Ensure that only authorized individuals have appropriate access and manage user identities, roles and permissions within your organization's network with password synchronization.



Content filtering and data capping

Restrict access to certain websites or limit data usage to protect sensitive information.



Endpoint protection

Protect devices from threats to keep your organization and personal data safe.



Zero Trust Network Access

Ensure that each of your users and their devices are verified before granting access to resources to enhance overall security.



Threat prevention and remediation

Identify and mitigate potential risks or attacks like phishing attacks and other cyber threats to prevent damage.



Security visibility and compliance

Enhance visibility and compliance to monitor and ensure adherence to security protocols.

Product catalog

Jamf Pro

Jamf Pro is an end-to-end Apple device management tool designed to automate configurations and deployments to help you manage your entire application life cycle and the complete inventory of your Apple devices. It also enables you to manage virtual Macs in addition to your physical Apple devices.



Jamf Protect

This solution builds endpoint security that prevents threats and defends against Mac and mobile attacks. As a result, it provides clear visibility into device compliance. It also enables cross-platform capabilities with support for macOS, iOS, iPadOS, Android and Windows.



Jamf Connect

The solution enables security policies that revolve around cloud user identities, permissions and roles to safeguard sensitive data and assess risk continuously. This helps users to evaluate security hygiene, the risk level of all devices and block access when a compromise is detected. It has two main components, including Jamf Identity and Access Management that is exclusively built for Mac to streamline account provisioning and authentication. The second component, Jamf Zero Trust Network Access, is the new generation VPN that ensures that only trusted users on sanctioned and safe devices are authorized to access work apps and data.



Jamf Executive Threat Protection (JETP)

As an advanced detection and response solution, JETP helps identify the issues in your mobile devices to help you respond to advanced attacks. It is more like a deep forensic scan beyond the endpoint protection and network threat prevention. It can gain extended visibility into your mobile fleet from anywhere with rich mobile endpoint telemetry and reduce manual investigation time from weeks to minutes.

Cross platform support for security

Though the device management is purpose-built for Apple, the security offering is cross-platform enabled. We offer Jamf protection services for your Android and Windows devices that helps you with:



Network access

Provides encrypted access to private resources in any location, ensuring that sensitive data and resources are protected and are assigned to only those who need them

Security

Protects your devices from threats, vulnerabilities and data leaks with the ability to quickly determine the state of the device via device risk score to restrict access based on this score

Content controls

Allows you to control and visualize your company data usage and the power to enable content filtering and set block policies for apps, websites and services

Jamf Trust app

Jamf Trust is an end-user-facing app (mobile and desktop app) that provides end users access with security and compliance tools while keeping their devices secure.

This app brings more visibility to end users, allowing them to get an alert while a threat is detected, check the amount of data consumed and monitor the data plan allowance based on the current country. The app also receives push notifications when trying to access blocked websites and acts as passes to access offices and other locations.



Our services



Advisory

Get a two-week comprehensive review, functional and technical assessment, detailed readiness and recommendation report and proof of concept with one free trial of Jamf instance.



Deployment and Management

Secure, deploy and manage Apple devices and optimize day-to-day operations



Security

Deliver endpoint protection and prevention of on-device and in-network threats.



Life cycle support management

Drive end-to-end management, protection and expert support anytime, anywhere for Apple devices.



SuperMac

Need as-a-service consumption model for end-to-end Apple device lifecycle management, starting from procurement till device retirement.

SuperMac program

This program combines hardware procurement, deployment, Mac lifecycle services and support with Jamf into one umbrella service backed by HCLTech FlexSpace for Apple — our Experience-as-a-service offering for Apple — and our other custom offerings.

We're an Apple authorized reseller and Apple managed services provider offering customized out-of-the-box integrations based on our client's requirements while enabling a persona-based user experience.



Components of the SuperMac program



Device procurement

Simplify and automate processes starting from placing order, completing delivery of Apple devices and managing the administration.



Persona-based device management

Create groups via Smart Groups to configure policies and distribute apps, based on user roles and generate policies by customizing the individual needs of the employees.



Employee choice program

This program encapsulates user profiling with HCLTech tool, Kaleidoscope, to create a user persona-aligned hardware catalog to optimize costs. Employees can choose the device for procurement from the user persona-aligned hardware catalogue.



Contextualized user support

Enable self-service with a powerful and fully customizable app and service catalog that can be persona-based. Develop smart walkthrough for top five SaaS apps with HCLTech's Digital Literacy Buddy solution.



Security

Enable Mac endpoint protection and data security to block web and network threats.



Onboarding

Enable zero-touch deployment from shrink wrapped to ready-to-roll. Access all of the corporate applications and resources with a single set of cloud identity credentials. Leverage digital adoption for onboarding with HCLTech's Digital Literacy Buddy solution.



Break and fix service

HCLTech Apple depots with Apple certified technicians to provide in-warranty or out-of-warranty repairs of Apple products. Employees receive a replacement device in return for a defective one.



Best-in-class support experience

24*7 support for MDM and security offerings with Jamf certified engineers. 24*7 global support backed by AppleCare.



Device retirement

Move to performance based and "on request" device refresh cycle rather having a fixed 3-4-year refresh cycle.



Going beyond with HCLTech IP offerings

- Lucy:** HCLTech's generative AI bot in Jamf Self Service and for intelligent ticket management
- Digital Literacy Buddy (DLB):** Digital adoption for onboarding & apps in Self Service
- OnSight:** AR/VR based immersive solution for remote & field support in self-service
- IT vending machines:** Provide replacement to IT peripherals through an easy- to- use vending machine system
- eSense:** Measure user sentiments to be integrated with Jamf Self-Service



Value drivers



Productivity improvement

Enable employees to be more efficient and productive with streamlined processes, optimized workflows and user-friendly tools for Apple devices.



Rapid deployment

Save valuable time while enabling IT administrators to focus on more strategic tasks with technological advancement for device provisioning, streamlined device management processes, automated inventory reporting channel and IT ticket handling.



Cost optimization

Empowers end-users by meeting their requirement with a single click via self-service which results in a reduction of service desk tickets and cost optimization. Reduce software licensing costs by carefully analyzing software requirements and usage patterns within the organization with an efficient software management strategy.



To know more, please contact us at dwp@hcl.com / contact.dwp@hcl.com

HCLTech | Supercharging
Progress™

hcltech.com