

Supplied 2,000 Apple MacBooks with JAMF MDM Self-Setup

A large enterprise needed to equip 2,000 staff with new Apple MacBook devices and let users complete their own setup without overwhelming the IT help desk. We procured the hardware, configured JAMF Pro MDM enrollment, and built a zero-touch deployment so each user unboxed, powered on, and walked through setup automatically.

KEY RESULTS

2,000

Apple MacBooks supplied and enrolled

Zero-touch

user-driven setup via JAMF Pro

96%

devices compliant within 48 hours of delivery

70%

fewer endpoint setup tickets vs manual builds

BEFORE

- Manual device setup at scale would require weeks of IT staff time and create a support backlog
- Users were geographically spread across offices, co-working spaces and home environments
- The business needed consistent security policies, Wi-Fi certificates and required apps on every MacBook
- Existing device procurement process was slow, with inconsistent delivery times and no asset tracking

AFTER

- 2,000 - Apple MacBooks supplied and enrolled
- Zero-touch - user-driven setup via JAMF Pro
- 96% - devices compliant within 48 hours of delivery
- Procured 2,000 Apple MacBook devices through our supply chain with serial-number asset tracking from warehouse to user

"We went from a backlog of setup requests to users unpacking their MacBook and being productive within an hour. The visibility through JAMF gives us confidence every device is secure."

- Head of End User Computing, enterprise organisation