



creative
communications
agency



Automating patch management in a fast-paced media environment using Auto-Update for Jamf

The art of making 'anything possible' has been at the core of DRPG's culture for four decades. The company began as a small team of video production specialists back in 1980 that, because of their unwavering can do attitude, spent the next 40 years growing exponentially into the global creative communications agency we see today.

Following a visible increase in Apple adoption within the company, the IT team at DRPG implemented dataJAR's *Auto-Update for Jamf* service to fully automate the delivery and patching of more than 180 software titles.

In this insightful interview, Thomas Smith, Infrastructure Specialist at DRPG, shares his story of how Auto-Update for Jamf is providing the IT team with the tools to support the increased growth of Apple within the business, through automated patch management and an improved user experience.



Global presence with offices in UK, Ireland, Germany and USA



Apple makes up 50% of computers and 90% mobile devices



180 software titles deployed and patched with Auto-Update



Using Jamf Pro for Apple device management



ISO27001 accreditation, requiring applications to be on the latest version



Can you introduce yourself and tell us about your role within the company?

I have been with DRPG for over 6 years now. I am an Infrastructure Specialist and part of the Systems Support team where I am responsible for managing the wider network, systems and more recently responsible for the setup, configuration, and management of our Jamf MDM.

DRPG is a 'Creative Communications Agency' that has a heritage in Video Production & Live Events but are used to tackling any communication project. However, due to COVID, we transitioned to virtual events within a matter of weeks. At DRPG we are always looking to be the best we can, both for our own personal development and that of our clients. Under the DRPG brand we have multiple companies, which allows us to be flexible within our industry.

How is Apple technology used within DRPG?

Our Apple technology was on the back foot for some time, due to Apple not integrating nicely with Active Directory and our systems being primarily Windows based. As our Apple estate increased, we had to look at how to get the best out of our investments within DRPG. Having explored our options, we made the decision to implement Jamf.

The adoption of Jamf has been a big success, allowing us to deliver a better, consistent Apple experience to our end users. With Jamf, we noticed the patch management aspect was time consuming - it seemed to be a manual process to keep on top of, which is great if you have the time, however this is not the case in our situation. After researching patch management automation within Jamf, we identified Auto-Update for Jamf by dataJAR as a possible integration.

Have you seen growth in the number of Apple devices you manage?

When I started in 2015, we probably had around 50 Macs and up to 20 iOS devices within a Windows estate. We are now in the final stages of migrating every Mac and iOS device onto our Jamf platform. I think we now have 180+ users and the best part of 350 managed devices on Jamf. We have a multitude of companies and divisions all requiring differing needs and software. Our DevOps and Digital team, who are all based on Macs, has seen exponential growth over the last 18 months.

Jamf and Auto-Update give us peace of mind when deploying and managing these devices over their lifetime, and especially given that we are now working from anywhere.

“ We are accredited with ISO27001, so enhancing our security and patch management was a big factor we needed to address, especially with adopting remote working. I am extremely pleased with how this has worked out for us.”



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Auto-Update saves us precious time within IT and allows us to focus on our day-to-day tasks. We do not need to worry about the patching of software, as Auto-Update does this automatically in the background once configured.

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Thomas Smith, Infrastructure Specialist, DRPG

How were you updating applications before you implemented Auto-Update for Jamf?

Honestly, the only time an application was updated was when the Mac was first set up for a team member or if someone had an issue with their Mac or submitted a service request in. Only then we would look to upgrade the macOS and applications. Before moving to Jamf, we still had team members using various OS installs, now we have standardised to Catalina. Once the migration has been completed, we will be confident in deploying to Big Sur once we are happy all our systems work correctly.

How has your application update process changed, after implementing Auto-Update?

Before Auto-Update, we did not really do any patch management on Jamf, as this system was only two to three months old. As I was enrolling more Macs onto Jamf, I noticed our applications were out of date within a few weeks so it became a priority to get a patch management system set up. We are accredited with ISO27001, so enhancing our security and patch management of all endpoints was a big factor we needed to address. I am extremely pleased with how this has worked out for us.

Since making the move to Jamf and Auto-Update, we can safely say we are in a much better situation. Our Apple devices are now being patched for 90 per cent of the applications we use at DRPG, which is a lot when you consider we have around 180 titles in use. This saves me time, as well as the IT department, as we only need to patch a few applications now. This allows us to focus on other areas and projects as we can trust Jamf and Auto-Update to tick over nicely in the background.

Have your users noticed a change to their everyday use of Apple at work?

Yes. We have received feedback about this, not just for the patching of applications but how quickly we can deploy them. I rarely need to package an application now as the Auto-Update catalogue has more than 750 titles and growing. I have received really good feedback from Head of IT and Group Services Director for the implementation and how Auto-Update saves hours of precious time to allow us to focus on other projects.



Overall, what is the one benefit of Auto-Update for Jamf that stands out for you?

What has impressed me the most is the amount of time I have saved by using this tool and that we are finally patching our macOS applications within DRPG in a timely manner. The quick response and helpfulness of dataJAR are impressive too. Auto-Update opens us up to making our Macs as user-friendly as possible and for our Jamf instance to give us the best experience we can get.

Ready to find out more about Auto-Update for Jamf? We would love to hear from you.

[Chat with our experts](#)