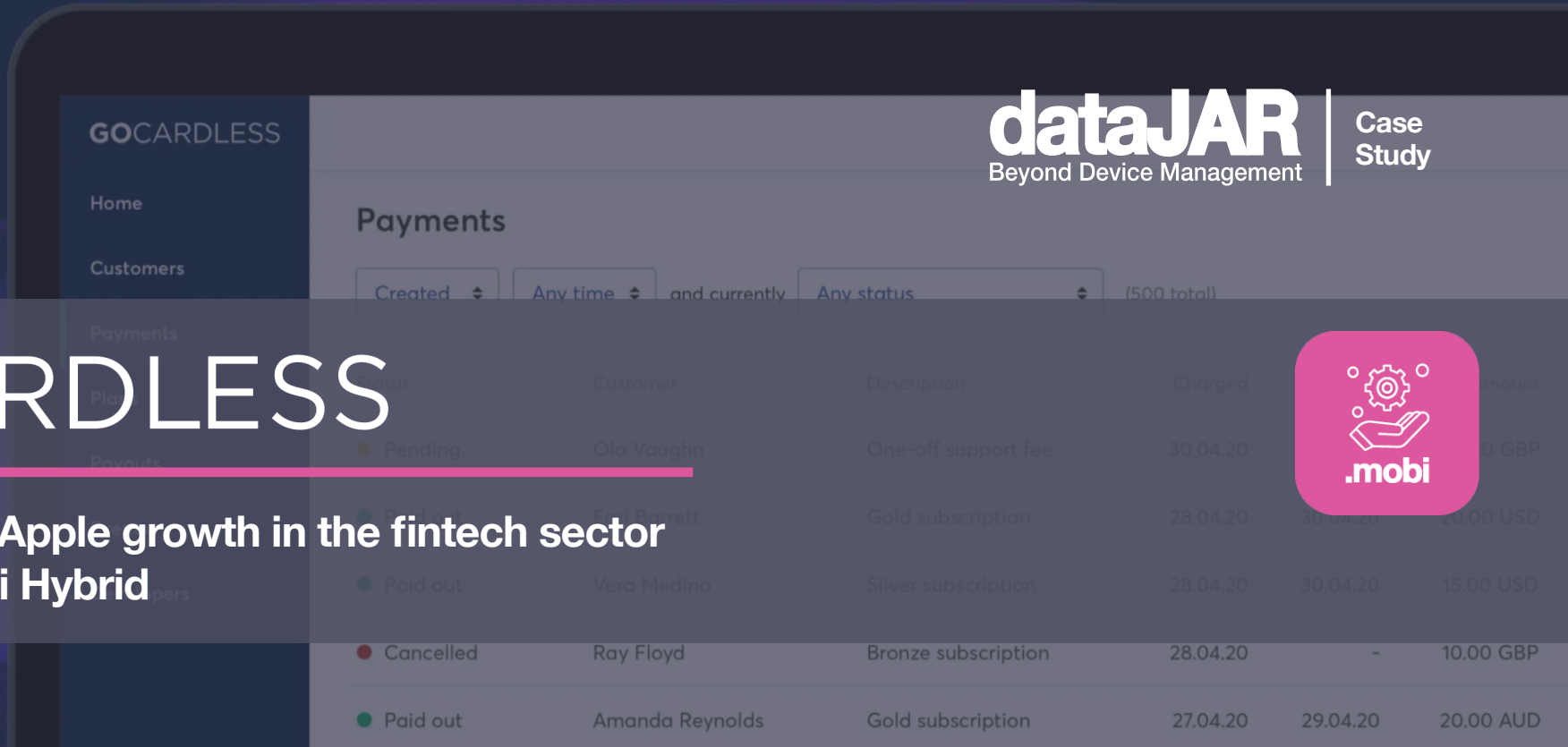# GOCARDLESS

Enabling secure Apple growth in the fintech sector with datajar.mobi Hybrid

GoCardless is a global leader in account-to-account payments, making it easy to collect both recurring and one-off payments.

This fast-growing fintech company uses Apple devices across the entire business and, as the organisation doubled in size over the last two years, the pressure on the IT team has increased significantly. They needed a Mobile Device Management (MDM) solution that met their security and compliance requirements, helped their user onboarding processes and provided additional technical knowledge to their team.

In this in depth customer story, Punit Rajpara, Head of Business Systems and IT at GoCardless, shares how datajar.mobi Hybrid helped the organisation with automated application delivery, enhanced security and an enhanced onboarding experience for their staff.

Global presence with offices in UK, USA, Australia, France and Germany

Using datajar.mobi Hybrid for Apple device management

100 per cent Apple-based estate used in all areas of the business

ISO27001 accreditation, requiring applications to be on the latest version

```
// Code example for creating a subscription

$client = new \GoCardlessPro\Client[array[
   'access_token' => 'your_access_token_here',
   'environment'  => \GoCardlessPro\Environment::SANDBOX
]];

$client->subscriptions[]->create[[
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               "currency" => "AUD",
               "name" => "Premium Subscription",
               "interval_unit" => "monthly",
               "day_of_month" => 1,
               "metadata" => ["order_no" => "ABCD1234"],
               "links" => ["mandate" => "MA123"]]
]];
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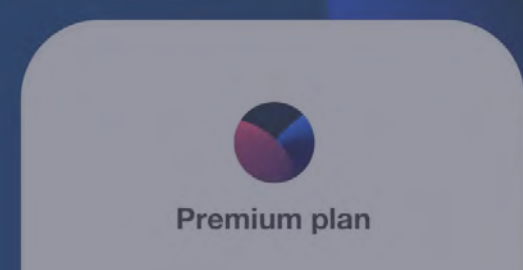
Premium plan

> *The datajar.mobi Hybrid service saves us a huge amount of time and money as it delivers business-as-usual IT tasks automatically, which means we can focus our attention on other priorities.*
>
> Punit Rajpara, Head of Business Systems and IT, GoCardless

Give us a brief introduction on who you are and what your role is within the company?

The GoCardless global payments network and technology platform takes the pain out of getting paid for more than 70,000 businesses worldwide, from multinational corporations to small businesses. Each year, GoCardless processes US$20 billion of payments across more than 30 countries. GoCardless is headquartered in the UK, with additional offices in Australia, France, Germany and the United States.

I am the Head of Business Systems and IT at GoCardless. I look after a team of 12 that is responsible for enabling productivity through the use of technology. We do this by providing best-in-class hardware and software that we use to build awesome experiences for our team - wrapped in a gold standard of support.

How is Apple technology used within the organisation?

We are one hundred per cent an Apple organisation; all of our users are given Macs to utilise for their day-to-day work. In doing so, we benefit from the enhanced productivity and efficiency of managing and keeping our Macs secure. We also use Mac Minis and iPads to power and operate our video conferencing rooms and space management.

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

GoCardless has doubled in size, year-on-year, for the past two years. We are currently at around 850 employees and this number is going to continue to increase at speed. Currently, we manage 850 macOS and 200 iOS devices but, as previously mentioned, we are an ambitious organisation so these numbers will definitely increase in the coming years.

Do you have a dedicated team of Apple device management specialists within your IT function?

Prior to partnering with dataJAR, our Apple device management team was in-house, building and maintaining an ever-expanding collection of tools and infrastructure. One of the great things about having dataJAR is that we no longer have to worry about maintaining this complex environment, as they are trusted Apple specialists our team can rely on. This approach also allows us to grow and scale faster while keeping control of costs and delivering a consistent user experience.

> **"** datajar.mobi Hybrid service enabled us to boost the general technical resources within our team. Resourcing the best talent in IT is hard and expensive; to find enough people to enable our growth would be extremely difficult but dataJAR gives us that ability scale. **"**

Punit Rajpara, Head of Business Systems and IT, GoCardless
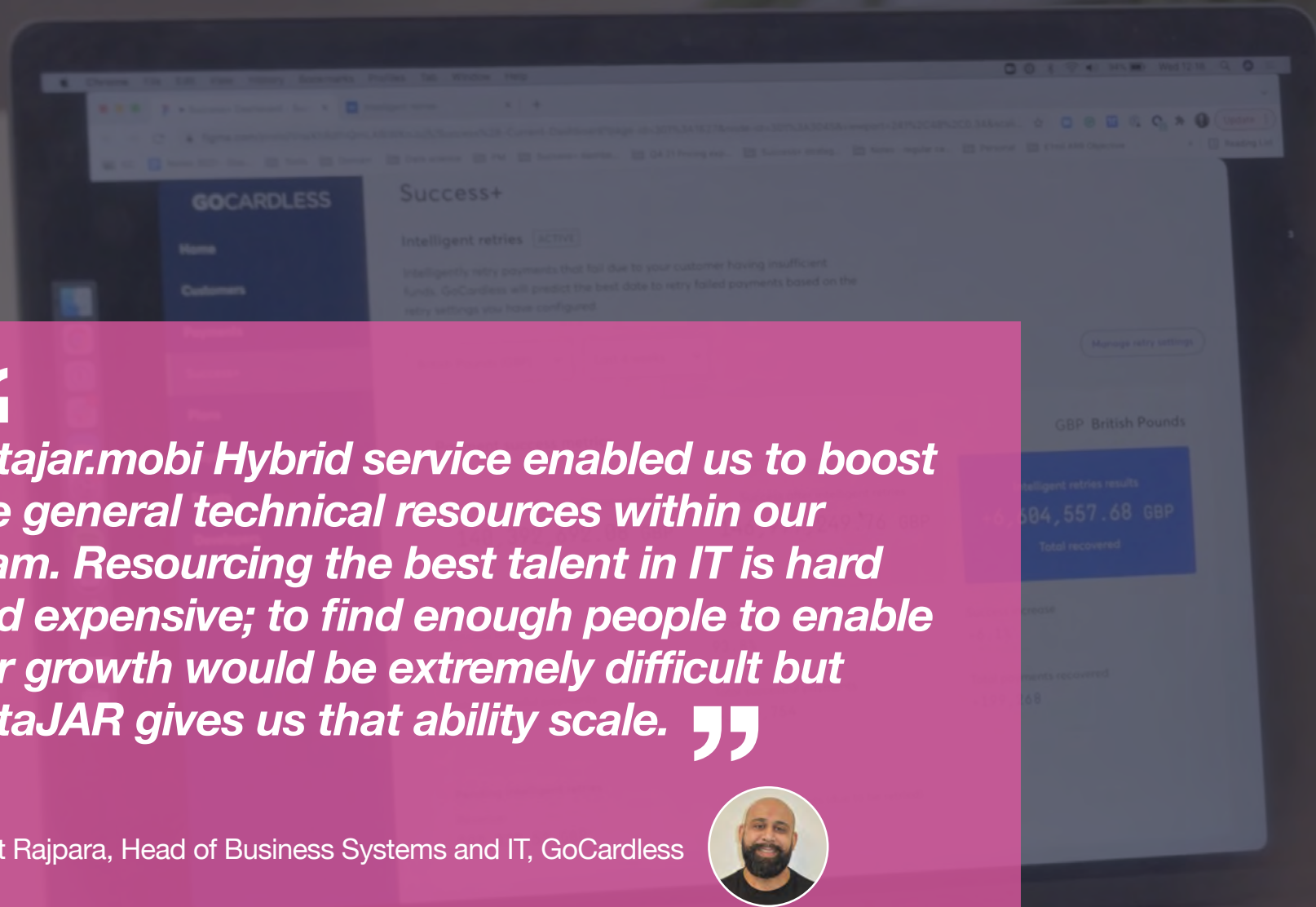
How were you managing your Apple estate before implementing datajar.mobi Hybrid?

Before we implemented datajar.mobi, we were using Meraki and a range of complex scripts and open-source tools. This meant we were heavily reliant on the one member of our team who had the skills and knowledge to support or develop this environment.

Unfortunately, this was not scalable. It also did not provide all the security compliance we were required to meet as a company regulated by the Financial Conduct Authority (FCA). Due to the open source nature of the tools we were using, they required a lot of maintenance and we would regularly experience faults when a new Apple OS was released. Supporting this at scale was really not possible with our plans.

What were the main challenges you were trying to solve, and what were you looking to achieve through a device management solution?

With the fast growth we were expecting, we needed to provide more automation, enhance our security posture and provide a great onboarding experience to our staff and new starters.

We needed to be able to buy a device, ship it with all our merch to the new employee's house and enable them to get started in just a few simple steps. datajar.mobi enabled us to do this at scale.

Also, the datajar.mobi Hybrid service enabled us to boost the general technical resources within our team.

Resourcing the best talent in IT is hard and expensive; to find enough people to enable our growth would be

extremely difficult but dataJAR gives us that ability scale.

How did you first hear about datajar.mobi Hybrid?

One of our senior Apple specialists was a regular on the Mac admin circuit and knew of dataJAR through the Apple community. I had also heard of them through another IT partner, who had recommended we speak. When we carried out our due diligence on suppliers of this kind of service, it was clear dataJAR was the best option.

How has implementing datajar.mobi Hybrid changed your Apple device management processes?

It has enabled us to continue to scale with a small IT team. We can now onboard 20 or 30 people in a day without strain. Everything is so much faster to deploy.

It is also incredibly reassuring to know that we will have day zero support on new Apple releases and that our devices are supported. Giving our staff and key developers the best experience from our IT function through zero-touch workflows is another great benefit.

How is datajar.mobi Hybrid helping your in-house IT team?

With datajar.mobi Hybrid, we are required to do less testing as we know the latest version of macOS will be supported from day zero.

It allows us to have more control of the devices and the dataJAR helpdesk is able to resolve issues far more quickly than we could in the past. This helpdesk has become an extension of our IT team and enables us to solve Apple support issues.

The hybrid solution gives us the best of both Jamf and datajar.mobi Hybrid. We can use Simplified Management to support our fleet of devices, action complex/important changes with the click of a button and use Jamf's portal for advanced reporting.

Are you able to share any metrics/KPIs that show the success you have enjoyed with datajar.mobi Hybrid?

Our remote onboarding experience has improved greatly - a new starter is up and running in minutes versus hours!

With automated patching, we are also able to keep our devices up to date, without needing to involve IT.

Overall the datajar.mobi Hybrid service saves us a huge amount of time and money as it delivers business-as-usual IT tasks automatically, which means we can focus our attention on other priorities.

Is there a particular feature or aspect to the service that you have been impressed by? How has that improved your service?

The support is excellent. We submit a ticket and within an hour it has usually been resolved. This has enabled us to get on with our project work knowing that dataJAR has our backs.

Ready to find out more about dataJAR? We would love to hear from you.

Chat with our experts

dataJAR
Beyond Device Management