

Reform

Enhancing Apple security and automation in the design sector with Auto-Update for Jamf



Reform collaborates with internationally acclaimed designers to create modern, forward-thinking kitchen spaces. The team works across architecture, design and interior with the aim of creating accessible and adaptable kitchens.

Reform has always relied heavily on Apple devices within the organisation. Most of its employees use a Macbook Pro as their primary computer and there are iMacs in every showroom for sales managers to use when showcasing kitchen designs to potential customers.

In this customer story, Erik Strömblad, head of IT infrastructure and support at Reform CPH, leads us through how a heavily cloud-based company could enhance security and reduce the time spent on patch management with Jamf Pro and dataJAR's Auto-Update framework.



Award-winning design studio with global footprint



80 per cent of employees use Mac, while iPhone is the standard mobile device issued



Using Jamf Pro for Apple device management



Leveraging Okta adaptive MFA with Jamf Connect for zero-touch device provisioning



Experienced Apple growth of approximately 230 per cent



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

My name is Erik Strömblad, I lead the IT infrastructure and support team in Reform CPH. My role at the company is to make sure our IT infrastructure operates in a way that guarantees our employees are more productive and happy. This includes ensuring our network, email servers, file shares, hardware and so on all run without issue, making the day to day interactions our employees have with these systems and devices a pleasure, not a burden.

Reform was founded in 2014 by Jeppe Christensen and Michael Andersen with the aim of changing the age-old perception – that great kitchen design has always been exclusionary, expensive and out of reach for regular people.

The solution to that problem became Reform, a design company specialising in kitchens, that was on a mission to offer extraordinary design within a reasonable price range.

In 2021, Reform's mission remains the same; we aim to push the boundaries of the kitchen industry with award-winning, yet affordable, kitchen design.

How is Apple technology used within Reform Group Holding ApS?

Reform has always relied heavily on Apple devices within the organisation. Roughly 80 per cent of our employees use Macbook Pro as their primary computer, and we have iMacs in all our showrooms for sales managers to use when showcasing kitchen designs to potential customers. Our sales and customer success departments, as well as any other role within the company that needs a phone, use iPhones exclusively.

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

Yes, in the last year alone we have gone from having roughly 50 Mac computers and 25 phones, to 150+ Macs and approximately 100 mobile devices today.

How would you describe your Jamf Pro environment and your IT team? How were you updating applications before you implemented Auto-Update for Jamf?

Our Jamf Pro is cloud-hosted. We manage 150 managed computers and 70 managed mobile devices. Our environment is streamlined, with the majority of our Macs upgraded to macOS Big Sur.

My IT infrastructure team comprises two junior technicians and me. We handle all Apple device management in-house, since being helped by dataJAR to set up the Jamf environment.

Prior to implementing Auto-Update for Jamf, we used to update applications manually per individual employee.



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The ease of use is what still amazes me. Once you have that first application pushed out, it is extremely easy to implement any other app on the ever growing list of available titles.

Erik Strömblad, head of IT infrastructure and support team

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What were the main challenges you were trying to solve, and what were you looking for in a patching solution?

Primarily we were looking for two things, enhancing security and automation (productivity for our IT dept.) Implementing Jamf and Auto-Update gave us both. We save approximately 40 minutes to an hour per device, which we used to spend setting up each newly bought Apple computer.

Now, our entire organisation has encrypted devices, password policy and MFA from Okta via Jamf Connect, unwanted MacOS functions turned off, the ability to remotely lock and wipe stolen or lost devices and applications that are kept up to date automatically via Auto-Update.

How did you first hear about Auto-Update for Jamf by dataJAR? Have you had any other application update process in place before implementing Auto-Update?

We were in talks with dataJAR regarding Auto-Update for Jamf in my previous job. We did not end up using the service while I was still there - but I was very impressed with the solution, with dataJAR as a company and with their representatives.

When I moved into this role, and we needed a solution for managing our desktop applications, my first choice was dataJAR's Auto-Update framework.

We had nothing in place with regards to app updates before Auto-Update; today all our apps are kept up to date...automagically.

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

Our users, unsurprisingly, would not normally not compliment us when things are working as they should in the background - we would only hear from them when issues arise.

However, since implementing Auto-Update, we have seen a massive difference as users now have the apps they need installed automatically, without any hassle.

As a result, we see significantly fewer cases of reactive user support required due to problems related to installations, applications not being up to date or missing applications.

As a company that relies heavily on cloud services and browser based applications, we are also seeing far fewer issues with these applications since our end users are running up to date browsers all the time.

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

Security, time-savings and ease of use.

Security - because our apps are up to date with no input from us.

Time-savings - because we do not need to package every application manually or do so again for each update.

Ease of use - because setting up a new application and distributing it is, quite frankly, child's play when using Auto-Update and Jamf.

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