



JAMF Software ROI Overview:

Introduction

In today's enterprise environment, it is more important than ever to manage IT resources with an eye towards quick deployment and operability. Many companies are discovering they can increase IT bandwidth by taking advantage of easy-to-use Client Management software tools, specifically designed to minimize IT efforts spent on configuring, maintaining, and managing end-user workstations.

With JAMF Software's Casper Suite, IT departments can now manage Apple computer systems across the enterprise simply and effectively. Advance preparation of client environments in terms of hardware, operating systems, application versions and policies will reduce variations and subsequent costs of managing the end user workstation across its lifecycle. The Casper Suite is designed to enforce your IT policies, keep end users more productive, and protect the security of your IT infrastructure.

The return on investment (ROI) for centralized client management systems can be seen in the time savings and productivity increases for both IT staff and end-users. Specifically, IT can proactively manage the environment with software tools rather than a warm body, which means IT executives can facilitate growth in the organization while keeping head-count the same. Additionally, Help desk calls are typically reduced for end-user problems as the systems are now carefully managed and maintained, again freeing IT resources and allowing end-users to perform billable work without interruption.

While calculating an actual return on investment is unique to each organization, JAMF Software has put together this document to help you with your ROI calculations, emphasizing the key features of the Casper Suite and emphasizing where time and money are saved.

The Casper Suite provides a complete, integrated suite of tools that provide efficiencies across these common client management requirements, providing significant ROI in the following areas:

- Imaging
- Inventory
- Software Distribution
- Patch Management
- Settings Management
- License Management
- Compliance



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Imaging

Standardizing and creating configurations that are manageable, repeatable and upgradeable is important for an IT organization to operate efficiently and effectively. Ensuring software configuration is standardized and manageable from a central location greatly reduces the costs of supporting end users.

Each enterprise needs to determine the ideal workstation configuration for the workgroup(s) it supports, and create the appropriate master disk image(s), ready to deploy when new systems are delivered. Inventory systems ensure that workstations are tracked through their entire life-cycles.

Inventory

One of the more time consuming tasks for IT is tracking computing assets and the software installed on them. Managing software licenses and enforcing rules regarding what can be installed on each machine has historically involved manual management and often caused IT to visit workstations to add applications as needed.

Additionally, every computer reaches an age where replacing it is less expensive than maintaining it. Before that point, however, many institutions "cascade" older hardware to less demanding users and roles. Using the Casper Suite, you can maintain a hardware inventory that will help you get the most out of each workstation before it needs to be retired.

The Casper Suite Imaging ROI:

- Modular/Package-Based Imaging significantly reduces time to deploy new Mac systems
- Environment/Department packages eliminate IT setup of user-specific configurations
- Zero-touch deployment means all imaging process can be fully automated

The Casper Suite Inventory ROI:

- Scheduled inventory of all hardware and software provides accurate reporting for audits, compliance
- Web-based inventory reporting provides immediate access to remote IT staff
- Compare installed software to licenses owned for real-time license tracking
- Automatic notifications of inventory changes to software and hardware environment allows proactive support regarding warranties, disk storage, and other maintenance tasks
- GSX Integration automatically tracks warranty status of managed workstations

Software Distribution

Annual software deployment processes are time-consuming, costly, and error-prone, ultimately tying up IT resources on low-value tasks.

Applications like Adobe CS3, Final Cut Pro and Microsoft Office, as well as management of virtualized applications, are critical to an organization's overall efficiency and strategy. Ensuring the applications on critical user's workstations are up-to-date with the latest version and operating properly is critical to allowing your employees to reach maximum productivity.

Additionally, centralized software distribution tools provide IT management with a great mechanism to allow IT to remotely add and remove applications.

The Casper Suite gives you the ability to easily manage, schedule and distribute standard software packages and images to the client workstations. A single individual can now complete tasks that would normally take hours to complete by several individuals in a matter of minutes.

The Casper Suite Software Distribution ROI:

- Distribution based on inventory criteria and network segments ensure accurate software updates
- Self-service distribution model provides convenience for all users while reducing IT overhead
- Local distribution points ensure rapid deployment so users remain productive
- Policy engine ensures accurate and timely delivery of software to mobile users

Patch Management

Without proper patch management, you cannot keep your systems consistent or secure.

Once a new computer has been deployed, tasks such as applying application patches or fixes can be a daunting task for any organization. Typically IT staff would visit each workstation and update the necessary configurations, resulting in lost productivity not only to IT but also to the end-user while the updates are being applied. Managing the updates from a central server virtually eliminates all the lost productivity, and allows both IT and end users to focus on the important areas of running and growing the business.

The Casper Suite Patch Management ROI:

- Seamless integration with Apple Software Update Server (SUS) ensures automatic enforcement of Apple updates
- Inventory quickly identifies which systems require patches and automatically deploys them

Settings Management

A major aspect of client management is controlling what users are allowed to do and monitoring the state and use of computers.

The Casper Suite enforces your policies to control users access to directory services, permissions, printer management, and other user settings. This functionality greatly improves the ability of IT to ensure users only have access to the applications, functions and information they are authorized to see or use. The ability to restrict user access and manage it centrally through the Casper Suite greatly increases the efficiency of the IT resources and reduces the probability and possibility information assets can be compromised.

License Management

Users often install applications and change configurations that create noncompliant configurations, which may violate an organizations policies and cause license violations putting the company at risk. This results in reducing the productivity of an IT organization. Developing clear policies and having the ability to enforce them are essential to the fluid management of the client environment.

The Casper suite provides the tools that automatically inventory hardware and software licensing, greatly reducing the overhead required for enforcing and managing end user computing environments.

And by enforcing application blacklisting, the Casper Suite ensures your policies are enforced through centralized security and application management.

The Casper Suite Settings Management ROI:

- Automatic scheduled maintenance ensures routine maintenance tasks are always performed, keeping everyone more productive
- User Preference management ensures user always has the right preferences and settings, eliminating cumbersome Help Desk calls

The Casper Suite License Management ROI:

- Easily compare installed software to actual licenses for easy compliance tracking
- Automated notification to admins upon license violation allows for real-time response
- Tracking fonts and plug-ins consolidates inventory into a single, easy-to-use interface

Compliance:

Compliance legislation such as Sarbanes-Oxley has changed the IT business.

SOX compliance without automation tools like JAMF Software's Casper Suite is extremely labor intensive as organizations have no means to audit machines and provide evidence for external auditors. Typically organizations without tools would have to send audit staff to a sample of workstations to verify the configuration which is not only time consuming for expensive audit resources but causes a disruption in organizations business processes. Compliance not only relates to governmental entities but also to software licensing. Organizations typically license software for use either on a per seat license or a number of concurrent users. Without tools like JAMF Software's Casper Suite, it is very difficult to track and monitor the use of software licenses across the enterprise.

The Casper Suite Compliance ROI:

- Automated enforcement of security settings ensure corporate compliance
- Remote resets of admin passwords quickly deals with security threats
- PDF reporting gives real time access to system status

Conclusion:

JAMF Software's Casper Suite reduces desktop total cost of ownership (TCO) by improving enterprise-wide resource efficiency, increasing IT staff efficiency and increasing IT management staff productivity.

For more information, please contact JAMF Software at (612) 605-6625 or visit www.jamfsoftware.com

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JAMF Software
1011 Washington Ave. S Suite 350
Minneapolis, MN 55415

Phone: (612) 605-6625
www.jamfsoftware.com
info@jamfsoftware.com

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software 