

Jamf's Journey to Mobile Access Control

How a Tech Enterprise Transformed its Security



JAMF OVERVIEW

Jamf is a technology company helping IT and security teams confidently manage and secure their Apple devices. Based in Minneapolis, Minnesota, the enterprise has 15 offices around the world and a workforce of over 2,500 people. These factors, in addition to an outdated access control system, prompted Jamf to seek a cloud-based physical access control solution. They turned to Genea for a non-proprietary system and mobile credentials. Now, Jamf employees can conveniently and securely access their offices with a simple tap of their iPhone or Apple Watch.

CHALLENGES: ‘HANDCUFFED’ TO ON-PREM

“We were very limited and handcuffed to on-prem access control systems,” said Jamf Vice President of IT and Facilities Allen Houchins, as he recalled the experience of dealing with Jamf’s former access control system.

The legacy solution had been installed close to a decade prior, and though it protected Jamf, it left a lot to be desired. As an on-prem system, the server was stored on-site at one of the company’s 15 locations. If the IT team was away from the on-prem server, they would have to manually remote into the server just to add new users. Provisioning remote users with entitlements was a challenge.

This came to a head during the Covid-19 pandemic. With the addition of over 600 new employees over the span of 2 years, Jamf needed a flexible solution that worked optimally even while the team worked remotely.

“We needed something that was modern and extensible—something that integrated well with other systems and wasn’t tied to any one hardware vendor,” Houchins said.

ABOUT JAMF

Large Technology Enterprise
 • 15 Locations • +2,500 Employees

THE CHALLENGES

Desire to Go Mobile • Outdated On-premises Access Control • Inability to Integrate
 • Tailgating • Misplaced Credentials

GENEA’S SOLUTION

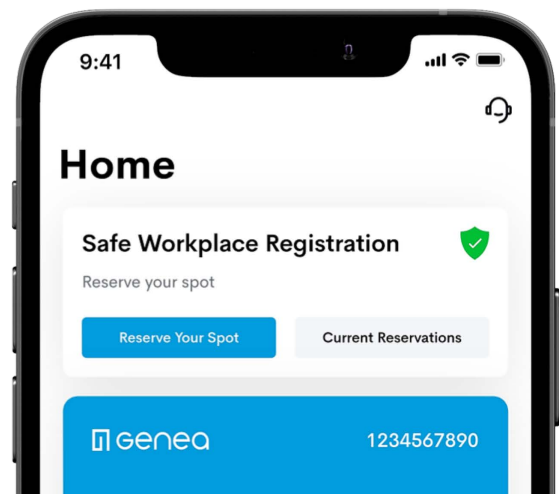
Cloud-based Access Control • Apple Wallet using HID Seos-enabled Mobile Credentials
 • Out-of-the-box API Integrations

HID’S SOLUTION

Signo Readers • Intelligent Door Controllers from Mercury & Seos-enabled Mobile Credentials in Apple Wallet

BENEFITS

Automated Mobile Credentials • Global Scalability • Reduced Maintenance Costs
 • 24/7/365 Live Support





IMPOSSIBLE INTEGRATIONS AND MANUAL INEFFICIENCIES

Another major challenge Jamf faced was connecting its software solutions. By syncing its most trusted tools, the company could automate work processes such as adding and removing users.

“The previous system wasn’t very flexible. And, because it was housed internally, it was difficult to integrate with other modern systems,” Houchins said. “Ultimately, that meant we couldn’t gather all of our data into one system for a holistic view.”

The inability to integrate meant Jamf had to conduct most of their security operations manually, slowing down the team and causing significant lag time. Houchins recalled compliance audits being a “nightmare” and taking a lot of extra time. With dozens of out-of-the-box integrations, Genea would help Jamf unify its notification and identity systems.

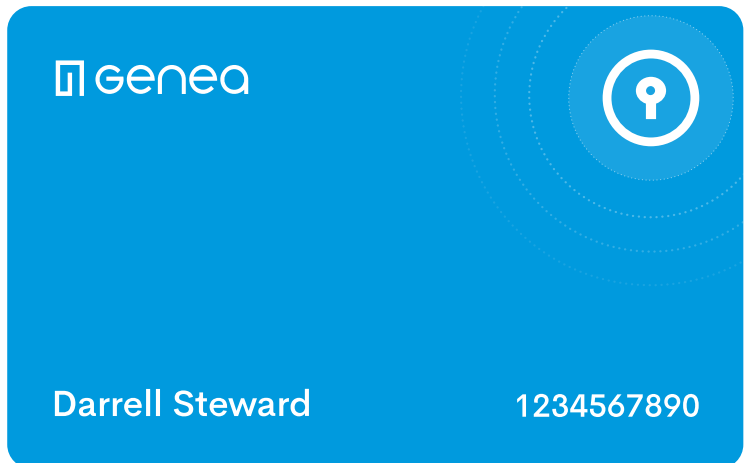
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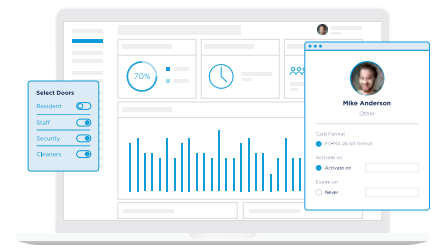
MORE CONVENIENT CREDENTIALS

Jamf also wanted to switch from physical key cards to mobile credentials. Houchins noted that even before the Covid-19 pandemic, it was easy to forget plastic access key cards. Jamf wanted to deliver a solution that was both convenient and efficient for the system administrators as well as its end users.



SOLUTION: FLEXIBILITY FOR THE FUTURE

Genea helped Jamf implement a cloud-based access control system, built atop non-proprietary hardware. This move equipped Jamf with an intuitive global dashboard from which IT administrators could view access events and hardware status updates across their entire enterprise. The system patches needed with the on-premises system were no longer necessary.



NON-PROPRIETARY SOLUTION

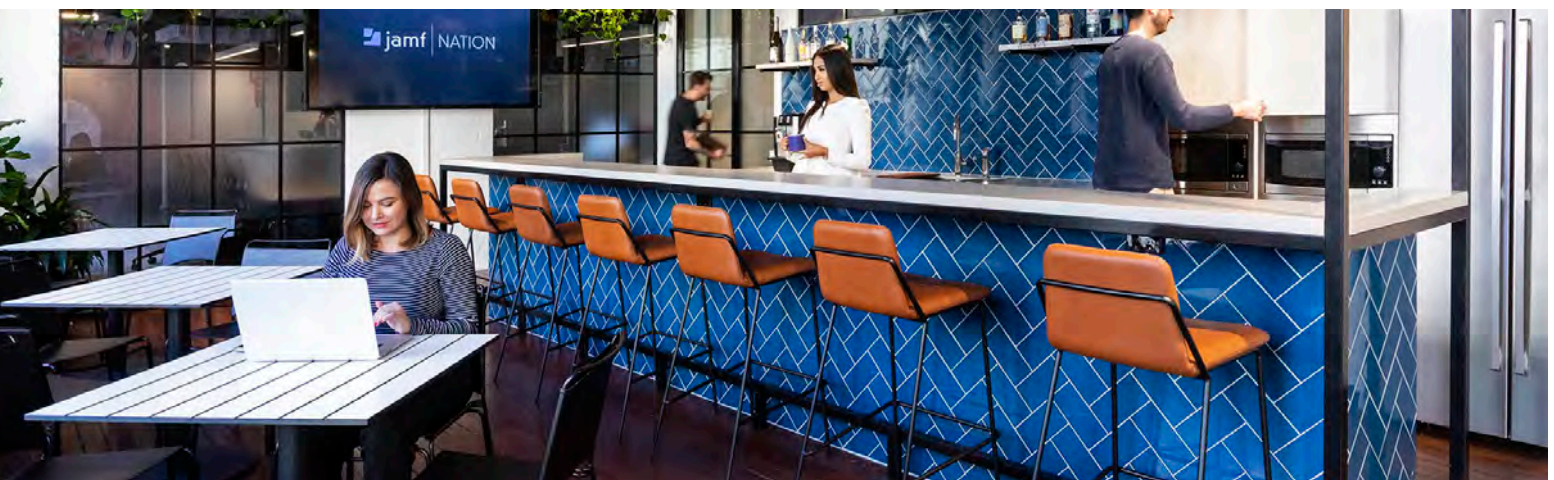
IT and security teams must choose between non-proprietary or proprietary hardware when updating their access control. To ensure the greatest software flexibility, Jamf chose non-proprietary hardware from HID.

“HID Global is thrilled to be securing Jamf’s offices around the world in partnership with Genea. Our Apple Wallet solution, coupled with the industry leading, cloud native, Access Control software from Genea lends itself to a truly unique and one-of-a-kind partnership with an unparalleled and remarkable end-user experience,” said Matt Bennett, Director of Strategic Alliances, HID Global. “From a hardware perspective, choosing multi-protocol HID Signo readers coupled with Intelligent Controllers from Mercury Security gives Jamf flexibility for the future without locking them into a single software provider.”

INTEGRATIONS WITH NOTIFICATION AND IDENTITY MANAGEMENT

Genea also provided several out-of-the-box integrations. Jamf took advantage of the integrations with Okta and Slack—two important software tools they use every day. The integration with Okta allows Jamf to manage and streamline user authentication. IT personnel in Minneapolis can now easily provision new employees at any of Jamf’s locations around the world — all within a matter of minutes.

Slack provides access notifications to administrators. When an important event occurs, a message gets sent to the appropriate Slack channel. This integration is helpful when alerting teams of an “access denied” event, offline controller, power failure and more.





“I’ve never in my professional life had people get so excited about something.”

- Allen Houchins *Vice President of IT and Facilities, Jamf*

CONVENIENCE AND SECURITY WITH APPLE WALLET

Through this integration, Jamf used Genea’s Access Control software and employee badge in Apple Wallet to give users a seamless, easy, and secure way to access their building and suite. Instead of using a plastic credential that could be easily misplaced, stolen, or copied, users can add their employee badge to Apple Wallet in just a few simple steps, and gain secure access to offices with a simple tap of their iPhone or Apple Watch. Employee badge in Apple Wallet takes full advantage of the privacy and security features built into iPhone and Apple Watch.

MOBILE IS THE FUTURE: SCALABILITY AND CONNECTIVITY

As Jamf continues its rollout of Access Control, they will have the ability to monitor each office from a single Global Dashboard. The dashboard will give administrators the ability to view equipment statuses, monitor access events, provision users and more all from one window on their computer. In turn, this dashboard will save administrators time and allow oversight across Jamf’s entire enterprise.

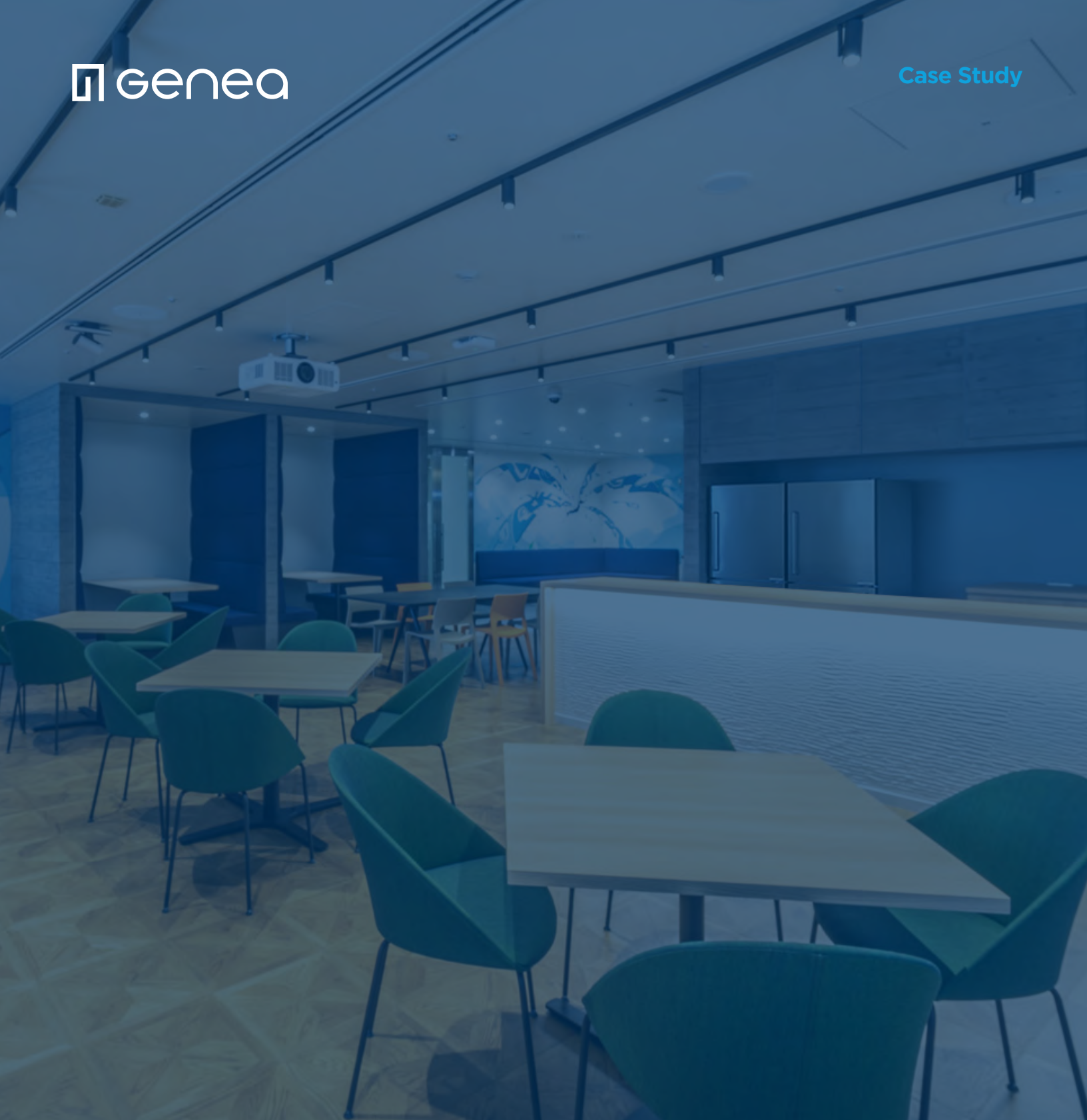


Learn More

SUPPORT YOU CAN COUNT ON

Still unsure if Genea is right for you? Get in touch with one of our helpful representatives. Backed by live 24/7/365 support, we ensure you get the help you need, when you need it. Plus, our vast online resource library includes webinars, guides help articles and more.

For more information about Genea Access Control, visit www.getgenea.com.



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