

aws marketplace

Jamf Pro

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 5

Valuable Features..... 6 - 10

Other Solutions Considered..... 11 - 13

ROI..... 14 - 16

Use Case..... 17 - 20

Setup..... 21 - 24

Customer Service and Support..... 25 - 26

Other Advice..... 27 - 30

Trends..... 31 - 32

About PeerSpot..... 33 - 34

Product Recap



Jamf Pro

Jamf Pro Recap

Jamf Pro is a mobile device management software designed to help organizations and businesses automate Apple device handling-related workflows and processes. It features zero-touch deployment that enables users to automatically enroll new Apple devices, and also configure and deploy these devices swiftly and efficiently. It comes with inventory management capabilities, Apple mobile device management features, and an enterprise app store. Jamf Pro also allows users to deploy and access their mobile apps licenses in bulk. When it comes to using the app store, end users don't need to ask for assistance from helpdesk agents in order to download, install, and update applications.

Jamf Pro Features

Jamf Pro has many valuable key features. Some of the most useful ones include:

- **Zero-touch deployment**
- **Management of Apple devices**
- **Security for app devices**
- **App Store for self-service enterprise**
- **Smart targeting**
- **Reports of inventory**
- **Smart Groups**
- **Preconfiguration of apps**
- **App distribution**
- **Mac imaging**
- **Upgrades to app and OS**
- **Management of IT inventory**
- **Device enrollment (user initiated)**
- **Purchasing & license management**

Jamf Pro Benefits

There are many benefits to implementing Jamf Pro. Some of the biggest advantages the solution offers include:

- **Deployment:** Fully-customizable onboarding experience. Provision the perfect Mac, iPhone, iPad, or Apple TV, all deployed seamlessly with the workflow of your choice.
- **Device management:** Use configuration profiles, scripts, and policies to make your Apple devices function exactly as needed. Move beyond simple troubleshooting by automating management with patented Smart Groups technology. This is a powerful way to trigger real-time alerts and actions from inventory data.
- **Application management:** Streamline app management with bulk purchasing and

deployment. The solution integrates with Apple Business Manager and Apple School Manager, allowing you to assign apps to users or devices without Apple ID. Deploy apps from the App Store, B2B App Store, or your own in-house apps.

- **Apple device security:** Protect Apple devices by leveraging native security features. Manage device settings and configurations, restrict malware and patch all of your Apple devices without user interaction.
- **Self-service access:** Give your users access to a one-stop shop for trusted apps, company resources, and shortcuts for troubleshooting tasks like password resets.
- **Inventory:** Automatically gather user, hardware, software, and security device data or customize inventory specifications. The dynamic Smart Groups feature keeps track of everything for you, including software versions and warranty expiration dates.

Reviews from Real Users

Jamf Pro stands out among its competitors for a number of reasons. Some of these include its app deployment, its easy installation, and the fact that it's lightweight but powerful. PeerSpot users take note of the advantages of these features in their reviews:

An IT Support Specialist at Visby Medical writes, "The first most valuable feature I found was the ability to simply push out applications to devices, Mac or iPads/iPhones. [It's as easy as procuring the licensing for the apps and then setting it to the volume purchasing back in Jamf.](#)"

Another reviewer, a Desktop Engineer at Kroger, notes, "[The self-service portal to share scripts and other tasks that have extremely minimized the need for calls to our support teams,](#) or even sharing the applications we package and allowing users to pick and choose what apps they need or want, instead of just blanket installing everything from our old environment."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The self-service portal enables standard users to install and update software, change settings, and open organizational URLs.”



Pete C

Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

- ✓ “Jamf Pro is the industry-leading product in its class for managing Macs.”



Verified user

Director, Client Services at a tech consulting company with 11-50 employees

- ✓ “Smart groups and just the way MDM works are valuable. We like all the features that they have. We try to use it as much as possible, and then we have the support and community involvement to reach out to.”



Verified user

Senior Support Specialist / Jamf Admin at a university with 1,001-5,000 employees

- ✓ “Zero-touch deployment is the most valuable feature because many organizations have employees working from home. This feature allows devices to be configured and ready for use without needing physical handling by IT staff, making it important for remote work environments.”



Ashitosh Bankar

Jamf Consultant at Team Computers

- ✓ “The most valuable features of Jamf Pro for me are the device locator, which helps find missing iPads, and the ability to remotely manage and disable devices.”



Verified user

RECIT - Educational Technology Consultant at a legal firm with 1,001-5,000 employees

- ✓ “I like the ability to modify it to suit our environment and the fact that, since it's an Apple-dedicated service, the integration is easy.”



Robert Ojok

Systems Engineer III Apple Devices (JAMF Engineering) at Tesco

- ✓ “Thanks to Smart Groups and patch management, a lot of the work being done is via a hands-off approach.”



Verified user

IT Systems Analyst at True Manufacturing

What users had to say about valuable features:

“Jamf Pro is the industry-leading product in its class for managing Macs. Its ability to facilitate automation in IT workflows, such as zero-touch onboarding, is a significant advantage. The product automatically updates to include new security features, ensuring that customers are always using the latest version of macOS and app packages..”

Verified user

Director, Client Services at a tech consulting company with 11-50 employees

[Read full review](#) 

“One valuable feature of Jamf Pro is Jamf Connect, which helps synchronize passwords from Active Directory to Mac. Another is customization and branding, which are crucial in the enterprise space, helping organizations deploy their vision on Apple devices..”

Mohit Dumbani

Product Manager at a tech consulting company with 201-500 employees

[Read full review](#) 

“The most valuable features of Jamf Pro for me are the device locator, which helps find missing iPads, and the ability to remotely manage and disable devices. This has been crucial when dealing with misplaced iPads or addressing security concerns. Additionally, the app library is a powerful tool, and we are exploring ways to make it more accessible for teachers to select curated apps. The classroom feature stands out, allowing us to push content to iPads and monitor student activities..”

Verified user

[Read full review](#) 

RECIT - Educational Technology Consultant at a legal firm with 1,001-5,000 employees

“The most valuable aspect of the solution is speed. As opposed to other management solutions we use or have used, Jamf Pro is instant. I can deploy an application, restriction, script, patch update, etc. in real time and monitor the results. Nothing comes close to the ease of use of Jamf Pro. Our non-Apple devices are managed by InTune. When compared side by side to Jamf Pro, it's easy to see why Jamf is so well-loved in the Mac Admins community. Rather than having no ETA, or a window of 15 minutes to 15 hours, you can rely on Jamf to work as expected in a short or instant timeframe..”

Verified user

[Read full review](#) 

IT Systems Analyst at True Manufacturing

“I like the same-day support when new macOS versions come out and the easy way to interact with the general personnel as support.

The conditional access workflows and patch management workflows have been the most important for the device management workflows.

I also leverage automation capabilities in it. We are able to automatically repair software installation and Kaspersky..”

Verified user

[Read full review](#) 

Product Owner at a financial services firm with 10,001+ employees

“The self-service portal enables standard users to install and update software, change settings, and open organizational URLs. It does require an 'ah-HAH' moment from the users, to drive the mindset that self-service should always be your first destination when you have an issue or a question, rather than raising a ticket or calling the help desk.

Compared to a traditional group membership structure, Jamf can identify devices based on their own dynamic factors, improving the ability to customize and deliver necessary actions to only the relevant devices..”

Pete C

[Read full review](#) 

Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

Other Solutions Considered

“Earlier, the solution we were using was MobileIron. MobileIron Is almost the same. However, among the two solutions, Jamf is the market leader. That's why we thought we'd go with the Jamf and then try it out..”

Verified user

Regional Service Delivery Manager at a pharma/biotech company with 10,001+ employees

[Read full review](#) 

“I've looked at different solutions. KMG was one, and FleetSmith was another, which was bought by Apple. There was also Blackberry. So, I have looked at all the other ones, and this tool is the best. It is very simplistic and easy to use without a high learning curve..”

Jon DeBerry

President at DeBerry and Company

[Read full review](#) 

“My current organization chose this solution long before I joined them. Over the years, however, I have evaluated or demoed alternatives, including AirWatch, Addigy, FleetSmith, Kandji, InTune, and Jumpcloud..”

Pete C

[Read full review](#) 

Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

“Before choosing Jamf Pro, we looked at FileWave. We went with Jamf Pro because it had better Mac integration and because it was wholly Mac dedicated. It didn't try and do two things because FileWave had Windows and Mac support, so there was some complexity. FileWave seemed more Windows-centric, whereas Jamf was very Apple-centric..”

Robert Ojok

[Read full review](#) 

Systems Engineer III Apple Devices (JAMF Engineering) at Tesco

“I used Intune.

Pros: The main advantage of Jamf at the moment is the patch management, which isn't available in Intune. I also appreciate the same-day support and the application repository.

Cons: There are, of course, bugs in the solution, and they are not always quick to solve them..”

Verified user

[Read full review](#) 

Product Owner at a financial services firm with 10,001+ employees

“We switched to AirWatch in between, which is now called Workspace ONE. We did that because we had the med center side. They were going that route, so we kind of followed them. We were probably getting a better deal. I'm not sure of all the details on that, but I was bummed out. I didn't want to change.

VMware works better with Active Directory, but Jamf does it a little bit differently. In terms of how Smart Groups work and everything in the Jamf environment, Jamf has its own way of doing it, but it requires a little bit of understanding. Once you get to set up, it's great. I would never change. Even if someone discounted their product and gave us all the extra benefits for switching, I still wouldn't switch. I'd stay with Jamf because I like the way it works. The community is great. Everything is tied in together to help you. .”

Verified user

[Read full review](#) 

Senior Support Specialist / Jamf Admin at a university with 1,001-5,000 employees

ROI

Real user quotes about their ROI:

“Macs boot faster, crash less often, last longer, and have fewer security threats than other OSes. Jamf helps us gather, prove, and interpret this data..”

Pete C


Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

[Read full review](#) 

“It's invaluable to measure the time I get to spend with users to help them, as opposed to muttering about an on-premise server. We have continued this setup for the last 5 years..”

Aram Schalm

Systems Administrator at International School of Amsterdam

[Read full review](#) 

“Although money needs to be spent on licensing, that cost is fast recouped in time saved & achieved consistent standards across the business for Apple device deployments..”

Verified user

Internal Infrastructure Engineer at Xero

[Read full review](#) 

“It has really helped. It has really helped cut the time almost in half for deploying. A lot of the work is done already, and you just have to get a device enrolled and start a few things, and then it installs a lot of the products that are needed, so you don't have to actually install those..”

Verified user

[Read full review](#) 

Senior Support Specialist / Jamf Admin at a university with 1,001-5,000 employees

“ROI is always hard. With Microsoft solutions, everything's baked into your 365 licensing, including Intune. It's hard to break out the licensing, like an ROI properly due to the fact that Microsoft doesn't do that. They just have the one-time costs for everything Microsoft these days..”

Verified user

[Read full review](#) 

Infrastructure Consultant at a marketing services firm with 1,001-5,000 employees

“A good ROI is the end-user community in which everything becomes more stable and you can provide a self-service feature where you can put the latest applications available within your enterprise, on something like an internal portal for software distribution, for the end-users to download. This way, you have more user empowerment, and you also have more stability in the enterprise regarding updates and patches. There are also fewer issues. If the end-user has a problem, you can use Jamf Remote to remote in and take care of that issue then and there.

It provides ease of use. The ROI is the end-user experience. Jamf is all about the end-user experience, making sure that they're happy with the product and things of that nature..”

Jon DeBerry

President at DeBerry and Company

[Read full review](#) 

Use Case

“I use Jamf Pro primarily for managing Apple devices in our organization, focusing on both shared and one-to-one iPads in classrooms. We utilize it to deploy apps and handle updates, although we faced challenges due to the previous technician's Band-Aid approach, resulting in a majority of iPads running outdated iOS versions. .”

Verified user

[Read full review](#) 

RECIT - Educational Technology Consultant at a legal firm with 1,001-5,000 employees

“It's used for package deployment, security patching, and zero-day vulnerability patching. It is also used for reporting and provisioning new machines into the enterprise.

It is primarily in the cloud. Most companies are migrating Jamf to the cloud. They're trying to get rid of their on-prem instances, and Jamf prefers that as well..”

Jon DeBerry

[Read full review](#) 

President at DeBerry and Company

“Our primary use case for Jamf Pro is managing Apple devices in organizations. We act as resellers and consultants for Jamf Pro, catering to all types of customers ranging from small to enterprise..”

Verified user

[Read full review](#) 

Director, Client Services at a tech consulting company with 11-50 employees

“In India, most enterprise customers who adopt Apple as a platform prefer Jamf Pro as a solution. It offers a wide range of features and user productivity solutions, including Jamf Connect and Jamf Protect.

Many enterprises use it to manage their Apple fleets, especially those who are premium customers and can afford the price..”

Mohit Dumbani

[Read full review](#) 

Product Manager at a tech consulting company with 201-500 employees

“Jamf Pro enables us to centrally manage nearly 1,000 Macs across multiple offices and US states, from optional installs that end users can implement at their own convenience, to mandatory applications and settings that must be enforced in a highly regulated industry. Jamf Pro is a critical part of our overall security posture at the OS and application levels, by identifying, remediating, and (when necessary) remotely locking problematic devices.

Jamf Pro assists our support teams with managing major OS upgrades, from testing to production deployment, and restricting a new OS or update until validation and approval..”

Pete C

Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

[Read full review](#) 

“We use Jamf Pro to manage our Apple devices throughout our worldwide locations in both our offices and manufacturing factories.

We deploy both iOS and macOS devices such as iPhones, iPads, Macs, and Apple TVs.

Jamf Pro is essential to our IT and InfoSec teams. It is used to deploy applications, update software versions, and offer patch management. We also set restrictions or push custom applications via configuration profiles and policies depending on department and role.

Jamf Pro inventory updates are also essential for meeting our metrics and security goals & standards..”

Verified user

IT Systems Analyst at True Manufacturing

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The setup process is simple. However, having three different products like Jamf Pro, Connect, and Protect can complicate license activation. A centralized activation process would improve the experience..”

Mohit Dumbani

[Read full review](#) 

Product Manager at a tech consulting company with 201-500 employees

“New Jamf deployments will be as simple or complex as the needs of the environment. My preferred way to explain Jamf is "who, what, when" – which users or devices are getting what software or settings, at the user's discretion or the admin's..”

Pete C

[Read full review](#) 

Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

“The initial setup was easy. It was easy.

Follow industry best practices. Try to automate the whole workflow and don't do it manually.

The solution itself took three weeks to deploy. .”

Verified user

[Read full review](#) 

Product Owner at a financial services firm with 10,001+ employees

“It was pretty straightforward once you're in the cloud. I see it from both ends. I was the one who could set up Jamf in the cloud for clients, and now, I'm on the other end having them doing it. I can just jump and set it up on my side. It takes about five minutes or less.

In terms of maintenance, if you have a good engineer, you don't really need a lot of support. I've supported over a thousand by myself. .”

Jon DeBerry

[Read full review](#) 

President at DeBerry and Company

“The installation process for iOS updates with Jamf Pro can be challenging. Upgrading from version 12 to 13, 13 to 14, and so on must be done in one go, taking hours and requiring a teacher's oversight to prevent issues. Pushing large updates increases the chance of errors, and iPads need to be at least 50% charged. Breaking updates into smaller chunks would be more practical for our over 800 iPads. Additionally, updating individual devices rather than the whole organization would offer more flexibility. .”

Verified user

[Read full review](#) 

RECIT - Educational Technology Consultant at a legal firm with 1,001-5,000 employees

“The initial setup is easy.

The deployment process for Jamf Pro involves several steps, from initial preparation to completion. First, it's crucial to assess the client's specific needs and advantages of the product. Finalizing terms and ensuring compliance with security standards may take a week or two. Once the client accepts the terms, license procurement usually takes a day or two.

After obtaining the license, the installation and training process begins. This includes configuring Jamf Pro according to the client's requirements and providing necessary training. Depending on the complexity of the setup and any additional requirements, such as software upgrades, this phase may take around a week or possibly longer.

Considering the various stages involved, the deployment process can take approximately a month or more to complete.

I rate the initial setup a nine out of ten, where one is difficult and ten is easy..”

Ashitosh Bankar

[Read full review](#) 

Jamf Consultant at Team Computers

Customer Service and Support

“Support is great. They have multiple ways to contact them and are fairly responsive. They will also follow up a couple of times before closing the ticket due to no responses..”

Verified user

IT Support Specialist at VISBY MEDICAL, INC.

[Read full review](#) 

“Technical support is good, and they have technical knowledge, but they tend to be less responsive. There have been instances where they take up to two to four hours, or sometimes until the next day, to respond to critical issues. .”

Ashitosh Bankar

Jamf Consultant at Team Computers

[Read full review](#) 

“Our team handles all of the troubleshooting. I've never been in touch with technical support. From my team members, I've never heard anything beyond sometimes answers getting delayed, however, they always seem eager to help. .”

Verified user

Regional Service Delivery Manager at a pharma/biotech company with 10,001+ employees

[Read full review](#) 

“Over the past 6 years, I've only had to contact customer support twice and each time I got a resolution! Jamf customer service always keeps me updated and never left me in the dark..”

Verified user

[Read full review](#) 

Mac Systems Engineer at Imagetext - Business IT Specialists

“We have been in touch with them quite often. When we have issues with APIs not working, we just log our calls. We don't have any issues logging calls and getting support. I would rate them a five out of five..”

Quinton Colyn

[Read full review](#) 

Jamf Administrator at a financial services firm with 10,001+ employees

“In very rare cases, with the type of implementation we use, we used to get support from Jamf, from Windows. Otherwise, we don't interact with them. Everything, all the instructions, are already there in GitHub. Reaching out would be a very rare case. If any new setup needs to be done or any new whichever is not available in GitHub, definitely we'll reach out to Jamf. Otherwise, it's zero-contact..”

Vinay-M

[Read full review](#) 

Solution Lead Engineer at a tech vendor with 10,001+ employees

Other Advice

“Overall, I would rate Jamf Pro at eight out of ten.

The room for improvement exists in pricing, onboarding with new customers, and the inability to manage Windows and Android devices, though the latter is intentional..”

Verified user

Director, Client Services at a tech consulting company with 11-50 employees

[Read full review](#) 

“I recommend Jamf Pro for enterprise customers, but for those already using Intune and looking to evaluate Mac, Intune may be their preferred choice.

I'd rate the solution eight out of ten..”

Mohit Dumbani

Product Manager at a tech consulting company with 201-500 employees

[Read full review](#) 

“I would recommend it to other users.

Explore their cloud offering. It's free of charge for testing.

Overall, I would rate the solution a nine out of ten. .”

Verified user

Product Owner at a financial services firm with 10,001+ employees

[Read full review](#) 

“Jamf's reporting and inventory management features have been crucial in compliance and auditing processes. Particularly, for our school's replacement plan mandated by the law, the ability to easily identify and document every iPad and iPhone in our inventory was crucial. Jamf made the process seamless by allowing us to extract the necessary data, customize it in Excel, and present a comprehensive snapshot for each school.

For new Jamf users, my advice is to prioritize training, breaking it down into manageable chunks to absorb information effectively. Before purchasing, focus on initial installation, app management, and system configurations. Recognize the importance of proactive technicians to ensure a smooth implementation. Be aware that even free apps may require purchasing within Jamf. Understanding options like one-to-one, shared devices, and Jamf Classroom is crucial. Sales pitches are valuable for tech departments, but communication with end-users (teachers and students) is equally important. Overall, I would rate Jamf Pro as a nine out of ten..”

Verified user

RECIT - Educational Technology Consultant at a legal firm with 1,001-5,000 employees

[Read full review](#) 

“You have to make sure you have a good engineer who knows how to use the tool, and you're off to the races.

It is a very powerful tool, and you can do so much with it. Therefore, you'd have to figure out:

- What does success look like?
- What is your end goal?
- What do you want to achieve?
- Why do you want to use [Jamf Pro](#)?
- What is your use case?

Once you have an idea of what you really want to do, it's very easy to execute that. Some people flounder when they get a tool like this because they have no idea what they want. The best thing is to keep it simple and then build upon a good, sound foundation of simplicity. That's what I've found out. If you jump into using this tool and want it all at once, you might get a little overwhelmed.

I would rate it a 10 out of 10. As compared to any of the others, it is best-of-breed..”

Jon DeBerry

President at DeBerry and Company

[Read full review](#) 

“Jamf Pro offers firewall encryption and Palo Alto integration. The most important feature is the ability for customers to update their applications without manually deploying updates across platforms. Jamf Pro includes App Installers, a feature that automatically updates and deploys applications. This automation is crucial for maintaining up-to-date software. Additionally, Zero-Touch Deployment is significant because it eliminates the need for manual integration, simplifying the setup process. Proactive customer support is also an essential feature.

Many customers rely on third-party applications for various tasks. For instance, they often use Microsoft Defender to protect against external threats. We deploy such applications using Jamf Pro through packages and configuration profiles to efficiently enforce compliance standards across all users remotely.

All documentation available from Jamf Pro is accessible for customers to learn from.

Jamf Pro supports Apple devices. If you intend to use Genesys or upload feature-rich applications, you should use Apple devices.

Unlike many other MDM solutions, it excels in communicating with the App Store. It uses robust communication protocols, including IP and server connections, and leverages Apple services for user management. This high level of connectivity ensures that most devices can communicate with the Jamf server, enhancing the overall user experience. For instance, it integrates with Active Directory, providing a solid solution for organizations leveraging this technology

Overall, I rate the solution an eight out of ten..”

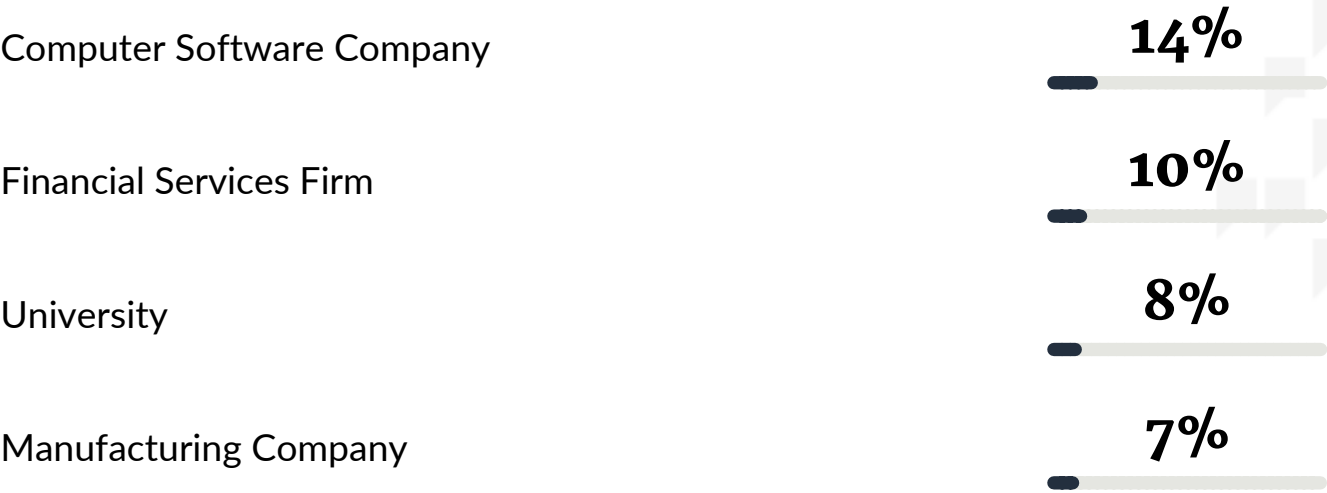
Ashitosh Bankar

Jamf Consultant at Team Computers

[Read full review](#) 

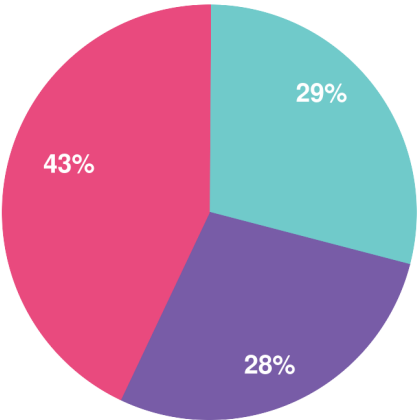
Top Industries

by visitors reading reviews



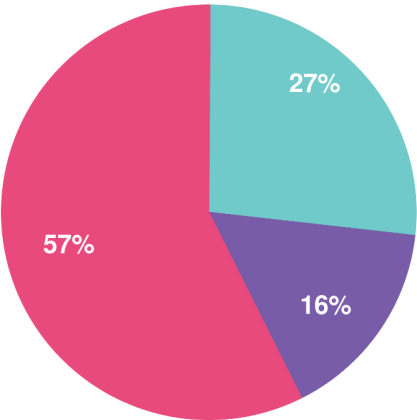
Company Size




by reviewers



Company Size

by visitors reading reviews



 Large Enterprise  Midsized Enterprise  Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944