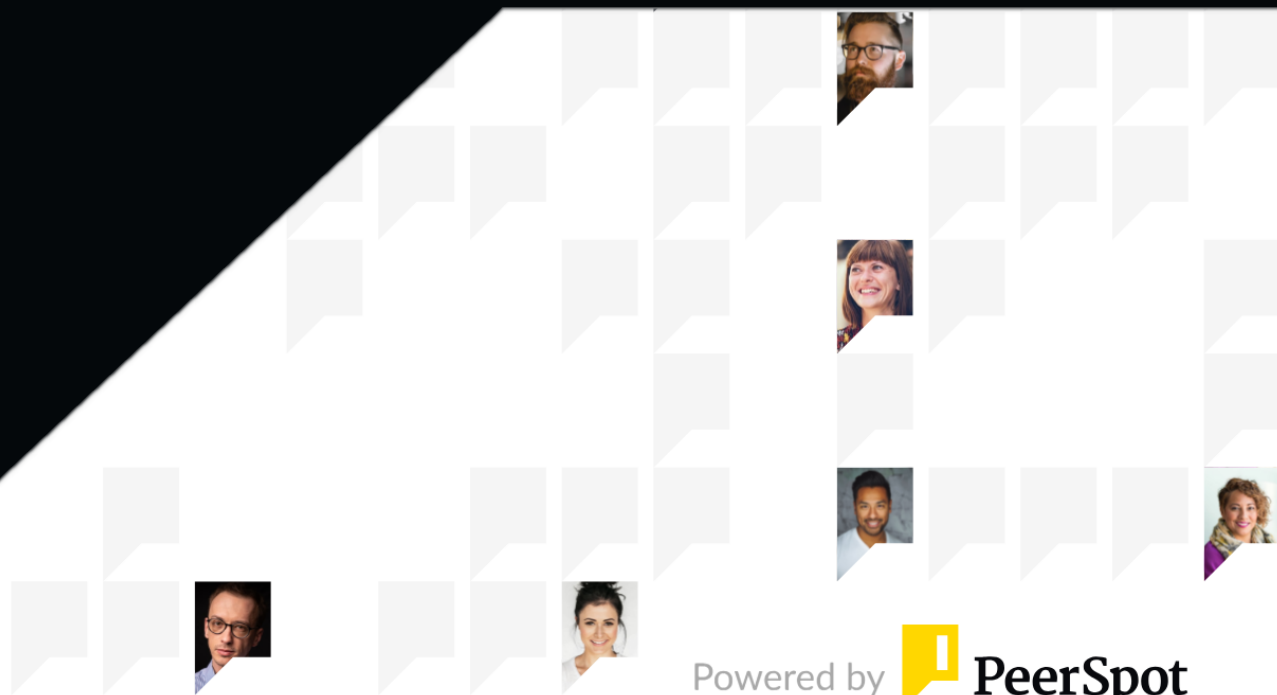




**Jamf Connect**

# Reviews, tips, and advice from real users



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# Product Recap



Jamf Connect

# Jamf Connect Recap

Wandera Threat Defense helps businesses ensure a productive workforce, by defending both managed and unmanaged devices against the full spectrum of mobile threats. The solution includes security protections on the device and in the network, allowing for effective and targeted policy actions against even the most sophisticated attacks. Wandera Threat Defense is powered by MI:RIAM, a leading threat intelligence engine that learns in real-time through signals from 425 million sensors around the globe.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Jamf Connect allowed us to fully customize everything, offering a branded way to change passwords and manage integration with Entra instead of LDAP.”



**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.



“The most valuable feature of Jamf Connect is the dual login screen, which has simplified the login process and eliminated the need for users to enter their password multiple times.”



**Mohd Javed Khan**

Lead Jamf Administrator at Truglobal



“Jamf Connect is an identity provider, and once you log in, you will have all the device's access.”



**Amit-Sarkar**

Apple Mobility Service Manager at ZONES PVT LTD



“Jamf Connect allows for easy and seamless joining of Mac devices to Azure AD, eliminating the need for third-party involvement or support engineer assistance.”



**Pradeep Swain**

Information Technology System Analyst at a tech services company with 1,001-5,000 employees



“Jamf Connect is a pretty simple and straightforward tool overall.”



**Gabe Sterritt**

Information Technology System Administrator at General Assembly



“It is easy to integrate into any existing IT workflow.”

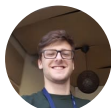


**Vinay-M**

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



“It's a good and stable tool, so you should use it if you have a need.”



**Ritvars D.**

GSS - IT Expert at Webhelp

## What users had to say about valuable features:

“Jamf Connect allowed us to fully customize everything, offering a branded way to change passwords and manage integration with Entra instead of LDAP. However, due to limitations, such as not creating MDM-capable users during pre-stage enrollment and the inability to deploy user-level configuration profiles, we faced challenges..”

**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.

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“The most valuable feature is the synchronization of passwords with a local password, which works well. This means that if people forget their passwords, it becomes easier to recover them as they are stored in the cloud, specifically Azure AD, and automatically synchronized..”

**Quinton Colyn**

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

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“Jamf Connect is a pretty simple and straightforward tool overall. It has basically two components. First, there's the component that manages the login window experience on macOS, and then there's the component that manages the experience after you log in, integrating with the sites and everything else..”

**Gabe Sterritt**

Information Technology System Administrator at General Assembly

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“We have a test environment where we implement Jamf Connect for new clients as needed. I am primarily involved in the implementation side, so I don't have extensive experience with all the features.

The multifactor authentication process in Jamf Connect is a useful feature, primarily for security purposes. It adds an extra layer of security compared to just entering a password. Our company definitely values and requires multifactor authentication to protect data..”

**Vinay-M**

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

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“Most valuable features of Jamf Connect is its ability to streamline user authentication and identity management for macOS devices. It enables single sign-on (SSO) capabilities, allowing users to log in with their cloud identity credentials (like Azure AD or Okta) instead of traditional local accounts. This not only simplifies the login process but also enhances security by centralizing user management and reducing the risk of password-related issues. Additionally, Jamf Connect supports features like password synchronization and account provisioning, making it easier for IT teams to manage user access across devices..”

**Mohd Javed Khan**

Lead Jamf Administrator at Truglobal

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“The most valuable feature of Jamf Connect is the Azure AD joining feature. You can seamlessly join your Mac to Azure AD without third-party involvement or support engineer assistance. Normally, an engineer would create an account, generate a password, and give it to the user. But with Jamf Connect, we can simply use the user's email address and password since we create an account on the Mac. That's the benefit.

Moreover, Jamf Connect is a very mature product with lots of documentation. It takes more than a year to study everything about Jamf Connect. It has many configuration options. Jamf Connect also supports other IDP providers like Okta and OneLogin.

Jamf Connect supports not only Azure but also Okta and other IDP providers. It's a very good feature..”

**Pradeep Swain**

Information Technology System Analyst at a tech services company with 1,001-5,000 employees

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# Other Solutions Considered

“I can't compare Jamf Connect with any other product because it's specifically designed for Mac and integrates well with Jamf Pro. It's unique in that aspect..”

**Vinay-M**

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

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“We are transitioning to Platform SSO, an open-source tool from Microsoft and Apple, due to Jamf Connect's cost and limitations with user-level configuration profiles..”

**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.

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“Before choosing Jamf Connect, we evaluated Kandji. We chose Jamf Connect because Kandji has this passport, which comes as a bundle with the product itself, whereas Jamf Connect comes as a separate license..”

**Amit-Sarkar**

Apple Mobility Service Manager at ZONES PVT LTD

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# ROI

Real user quotes about their ROI:

“The ROI was insufficient due to the per-device license cost for Jamf Connect. Even though we are a large company, the monthly rate for each enrolled device added up quickly..”

**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.

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# Use Case

“Jamf Connect is utilized to connect devices to our corporate applications from a single device through the cloud. We have migrated approximately 400 users already, but we still have a few more to go..”

**Quinton Colyn**

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

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“Normally, I use it for login. As an example, I can log in to my Mac using Jamf Connect. Also, single sign on.

We also integrate and complete implementation for new clients..”

**Vinay-M**

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

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“The main use case for Jamf Connect was to synchronize local accounts with the identity provider, like Entra. However, due to some limitations with the enrollment sequence and user limitations, we decided to discontinue using it..”

**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.

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“Jamf Connect is a tool for authentication. Essentially, macOS devices use it to authenticate with your identity provider for accessing different services. You can use it to connect to your identity provider, such as Azure, and authenticate with your macOS devices using Azure Authenticator. The same applies to other authentication methods, like the one in Google. They enable authentication of macOS devices using the store..”

**Ritvars D.**

GSS - IT Expert at Webhelp


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“Primarily, we wanted to use it as a tool to enable multifactor authentication for our Mac users in both business entities. The goal was to integrate with identity providers such as Microsoft Azure, Okta, and another one that I'm currently blanking on.

In addition to multifactor authentication, it also helps retain the credential set in the Jamf Connect tool once you're logged in. This eliminates the need to log in repeatedly across various web applications, as it integrates and sends the necessary messages to the identity provider (IDP). So it's both a user convenience and an enhanced security feature. .”

**Gabe Sterritt**

Information Technology System Administrator at General Assembly

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“In the coming future, Mac will no longer support AD joining. So, what Jamf Connect does is seamlessly connect your Mac to your Azure AD, which is a cloud-based active directory. We use Jamf Connect to encrypt our hard drive, create user accounts, and for zero-touch deployment. Zero-touch means that we can simply hand over the Mac laptop to the user. They can open it, connect to the internet, and log in with their email address and password. At the same time, it will create an account on the Mac and join it to Azure AD. These are the benefits we are getting, and we can do all of this in just a minute.

It used to take around ten to fifteen minutes to join the Mac to the domain, then can restart, then log in with the username, and password. It's a very hefty process, and it's a pretty manual job.

Now it's much quicker and not a manual job. Within a minute, your hardware will encrypt, your Mac will connect to the domain, and your account will be created with the domain account..”

**Pradeep Swain**

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Information Technology System Analyst at a tech services company with 1,001-5,000 employees

# 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 initial setup of Jamf Connect was straightforward with clear instructions provided in the documentation. The technical part took about a week, considering change request flows and everything..”

**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.

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“The product's setup requires a lot of team coordination if your organization is big. We need to create applications in Azure AD and grant permissions so that the authentication process works seamlessly. The product's setup is straightforward and fast and depends on the documentation. The solution's deployment took around 10-15 days to complete. .”

**HarinathReddy**

Manager at Vodafone


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“The initial setup is very simple. I've done it many times. All the documentation is provided by Jamf, so anyone can do it. You just need to understand the background information on how it works.

If everything is clear from the client's end, like with Windows Server and Azure AD, it takes very little time. It's quickest when we have all the necessary information upfront.

Primarily, it's a product for macOS..”

**Vinay-M**

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

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“For the setup phase, you have a guide in the middle to guide you through. You can perform a super basic configuration for it, and it will still work. If you want to go super advanced, it can become a bit tricky, but it's not mandatory to do so. The initial setup is not super simple, but it's in the middle.

It does take some time to understand how it functions and to link it with your identity provider because you need to learn about the tool. It's not like you install it and go. You still need to configure it, but afterward, it requires zero maintenance..”

**Ritvars D.**

[Read full review](#) 

GSS - IT Expert at Webhelp

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“I have been working with this solution since it was launched. It is my bread and butter. So, in the environment where I work, I set up both Jamf Pro and Jamf Connect from scratch.

So the setup is not complicated for me. But sometimes, yes, sometimes I face issues or need some enhancements. Because Jamf and Apple, App Store, and Jamf bring new features with every update. So, sometimes we are not aware of these new features coming in all these files. We need to spend some time studying it. That is the only hurdle for me. Otherwise, I have no issues..”

**Pradeep Swain**

[Read full review](#) 

Information Technology System Analyst at a tech services company with 1,001-5,000 employees

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“I would rate my experience with the initial setup a ten out of ten.

We were also implementing Jamf Pro and Jamf Connect for device deployment, specifically for zero-touch device deployment. This way, we can easily send the devices to new users and have them log in with their IDP credentials the first time. However, I encountered one issue, which was more due to my lack of knowledge. When I reached out to support, they couldn't provide a solution for me initially. But once I understood how to do it, the process worked smoothly. I was able to implement it repeatedly while experimenting with different settings to meet my organization's needs and get the job done, especially in the context of zero-touch enrollment, where things can be a bit tricky. It seems like the issue I faced was related to the zero-touch enrollment process and the pre-stage enrollment of pro users. It wasn't a problem with Jamf Connect itself.

In my mind, I was operating under the assumption of running Jamf Connect. I was authenticating to the same Identity Provider (IDP) but through the web view that's built into MacOS's setup process. So, I was wondering why it worked in that setup process but didn't work when I tried to authenticate directly through Jamf Connect. Instead, it redirected to the web view.

I have worked in on-prem organizations, including my current one. The previous organization I worked for used the public cloud. Basically, if you had a Pro DataPoint, you could walk around with a drive and plug it into multiple computers. However, that method is not very efficient in the modern era. It's more convenient to use other mobile device management solutions that work with macOS to deploy it. So it's not dependent on using Jamf's infrastructure, but it works better with their built-in app solution, making it more of a one-click job rather than having to perform multiple tasks yourself to set it up..”

**Gabe Sterritt**

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Information Technology System Administrator at General Assembly

# Customer Service and Support

“It's not too bad, but there is a delay in response to queries. We don't get responses as quickly as we would like. Compared to other tools like Microsoft, Jamf's support could be improved..”

**Vinay-M**

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

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“The customer service and support are great. If we go back five or more years before they became a publicly traded company, Jamf had excellent support. However, since their big public offering two, three, or maybe four years ago, it feels like they have declined a bit. This is often the case with publicly traded companies, as their objective shifts from providing great products to maximizing shareholder value. So instead of a ten, I would give them an eight. They are still pretty good..”

**Gabe Sterritt**

Information Technology System Administrator at General Assembly

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# Other Advice

“I would recommend Jamf Connect depending on the specific needs of the organization, particularly for those not reliant on user-level configuration profiles.

I rate the solution six out of ten..”

**Joost Van 'T Wout**

Senior Endpoint Engineer (macOS/Jamf) at PVH Corp.

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“It is easy to integrate into any existing IT workflow.

I would give the tool itself a ten, but because of the support issues, I would rate it a nine out of ten..”

**Vinay-M**

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

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“I would recommend Jamf Connect to companies who do not want to bind their devices to Active Directory due to compatibility issues with Apple devices. Active Directory works, but there are many complications with password syncing and keychains.

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

**Mohd Javed Khan**

Lead Jamf Administrator at Truglobal

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“It's a good and stable tool, so you should use it if you have a need. It's not complicated. It simply needs to authenticate the user, and it does its job.

Overall, I rate the solution a nine out of ten because it functions as it should. There are practically no issues with it..”

**Ritvars D.**

GSS - IT Expert at Webhelp

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“I rate Jamf Connect ten out of ten.

We have 500 users and require two people for the maintenance of the solution.

There is nothing on the market as good as Jamf Connect for Apple devices, including Microsoft Intune..”

**Quinton Colyn**

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

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“A Jamf-certified technical guy with experience is needed to manage this tool. Customers who are completely based on the Apple ecosystem should use Jamf Connect. Someone who understands the tool and has had some hands-on experience will be able to manage it.

Overall, I rate Jamf Connect ten out of ten..”

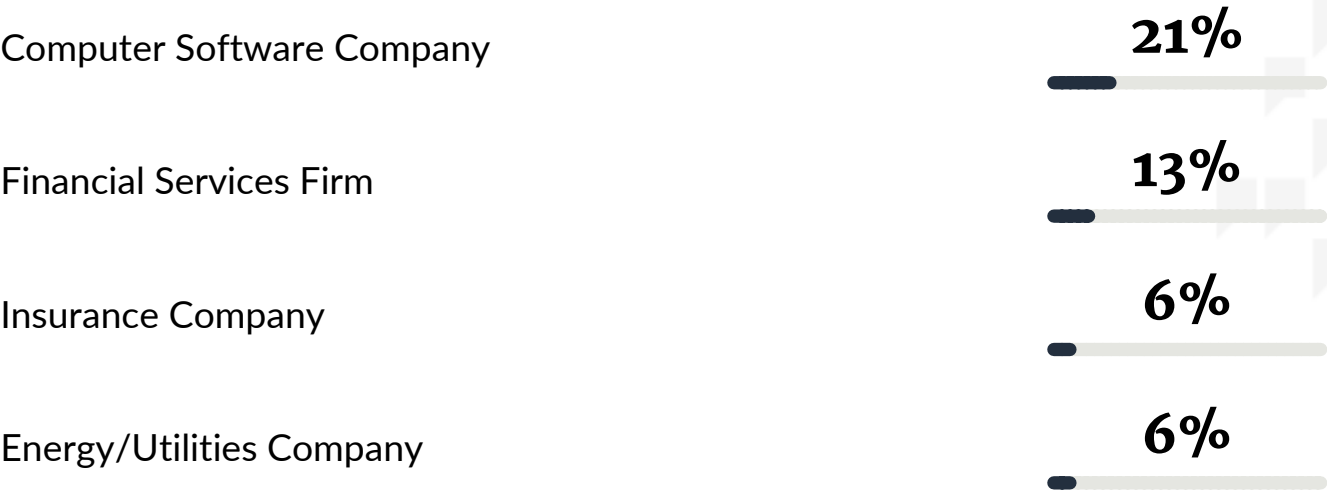
**Amit-Sarkar**

Apple Mobility Service Manager at ZONES PVT LTD

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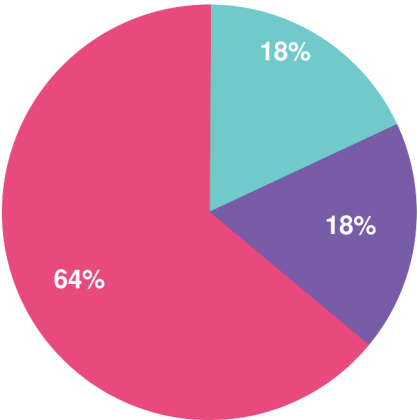
# Top Industries

by visitors reading reviews

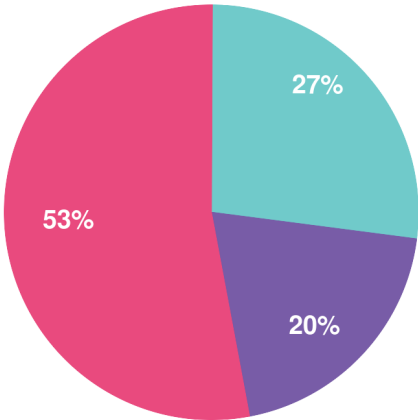


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsized Enterprise      Small Business

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