

Client Success Stories

Empowering Your Apple® Ecosystem

ADVERTISING SERVICES

1 Location | 200 Employees

*A leading national
multimedia marketing firm
based in Florida*

WHAT WAS THE ISSUE?

Their IT Provider did not offer the level of service that a growing multimedia marketing company required as their needs expanded. This client fluctuates in size (device count) in a cyclical pattern and presents the challenge of having multiple lengthy “freeze” periods where nothing can be changed in their production environment. Furthermore, they needed critical file storage to be moved to enterprise-level secure storage with backup at a secondary CoLo (Co-Location).

HOW WAS IT RESOLVED?

- We crafted a unique “white glove” approach to the migration of the devices at Majority
- We created a custom form to allow for easier onboarding/offboarding
- Using Jamf Pro, we automated the installation of software and security products
- Working with various third-party vendors, we moved over 90TB of file storage to enterprise-level storage and CoLo failover

WHAT WAS THE OUTCOME?

We have retained this client for the past 5 years, providing excellent service. A CoLo is established and regularly maintained. Their data has been secure and accessible throughout this tenure.



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RESTAURANT CHAIN

800 Locations | 10,000+ Employees

A leading national fast food restaurant

WHAT WAS THE ISSUE?

They wanted to use iPads to help get information and training resources to all corporate and franchisee locations across the United States. They also needed custom support for these iPads should any connectivity or functionality issues arise.

HOW WAS IT RESOLVED?

- We enrolled their iPads in Jamf Pro as the MDM solution
- Working with our partners, we were able to use Jamf Pro to standardize the iPad deployments while still being able to customize as needed.
- We were able to get an important line of business applications deployed to assist in training and product ordering.
- Our help desk is available to the client, offering support for this iPad deployment.

WHAT WAS THE OUTCOME?

Over 1200 iPads have been deployed across the United States with exceptional help desk support offered as needed.



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BIOTECHNOLOGY RESEARCH

1 Location | 1,000 Employees

*A California Medical
Research Facility
Specializing in Cancer
Research*

WHAT WAS THE ISSUE?

Needed to migrate 600-800 Macs from Kandji to Jamf Pro

HOW WAS IT RESOLVED?

- We worked with Freenome to stand up a new Jamf Pro Server and helped them configure it.
- We copied all apps from Kandji to Jamf Pro
- We helped implement Best Practices in terms of Security
- We implemented Zero Touch onboarding with Set Up My Mac using Swift Dialog.
- We helped make a landing zone in Jamf for all migrated devices enrolling from Kandji
- We assisted with setting up and managing the migration using Jamf Migrator

WHAT WAS THE OUTCOME?

We are still in the middle of a successful migration with over 300 devices having been successfully migrated so far.



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AUTO PARTS RETAIL

1,152 Locations | 10,000+ Employees

A leading national Auto Parts retailer

WHAT WAS THE ISSUE?

The client needed a partner with MDM expertise to guide their internal IT Staff through a series of MDM projects.

HOW WAS IT RESOLVED?

- We traveled onsite to meet and work with the IT Staff members in charge of Apple Support for the enterprise.
- We cleaned up their existing Jamf instance and trained their internal IT Staff on best practices and current trends in managing Apple Devices.
- We rebuilt their Jamf instance to be more efficient and use the most up-to-date management methods.
- After a corporate decision to migrate MDMs from Jamf Pro to MS InTune, we set up an InTune environment for 1400 iPads. Within 3 weeks, we had devices starting to migrate to InTune. This was completed with zero downtime in device management and minimal end-user downtime.

WHAT WAS THE OUTCOME?

The relationship between this client and BFA is strong and they continue to call on us for ongoing MDM projects as each one is met with successful implementation to the client's satisfaction.

