



# The Casper Suite and iOS: Mobile Device Management For the Apple platform

The Casper Suite provides IT administrators with the simplest path to achieving full management capabilities for Apple mobile devices in their network.



# The Casper Suite

The Casper Suite is the leading solution for lifecycle management on the Apple platform, helping to address the complexities of enterprise management for both iOS devices and Macs. Because the Casper Suite features deep integration with core Apple technologies, it provides a seamless solution for end users and administrators by extending the simplicity of the Apple experience.

As organizations embrace iOS devices, IT administrators may experience an array of challenges. They strive to fulfill the needs of end users, while at the same

time ensure they meet enterprise management requirements. The Casper Suite is capable of handling a broad range of challenges, from standard mobile device management to customized workflows in a secure environment.

From beginning to end, the Casper Suite offers an efficient and mature solution for the management of Apple mobile devices.

**Simple, practical, graceful.**

## What Makes Us Different?

### Our Company

At JAMF Software, our objective is simple: to help your organization succeed with the Apple platform. Our team has deep knowledge of Apple technologies, and we have years of experience supporting installations ranging from tens to tens of thousands of Macs and iOS devices. We are appreciative that over 98% of our customers have continued to place their trust in our solutions year after year. As we work together, our goal is to help you meet your ever-changing needs and welcome you as a valued member of the community.

### Our Product

The Casper Suite offers a comprehensive approach to iOS device management, ensuring your environment is successfully maintained. Mobile Device Management (MDM) is commonly perceived as an all-inclusive solution for managing mobile devices, but in reality there are additional steps to consider when managing iOS devices. These steps fall outside the scope of other MDM solutions and may require manual interaction by an IT administrator. The Casper Suite, however, has a much broader depth of functionality than other MDM solutions, because it was developed for management of the entire Apple platform - from Macs to iOS devices. No other solution shares the exclusive focus on the Apple platform or the full management capabilities that can be used to automate management of iOS devices on a large scale.

### Our Dedication to Support and Service

At the end of the day, the thing that makes us most satisfied is hearing from customers who appreciate that we go the extra mile to support them. Many of us have been IT administrators ourselves and we understand that good IT support is invaluable, which is why it is one of our core principles. We provide resources to help maximize your investment, educate your team, ensure you feel included in the community, and support your organization. Our objective is to prove to our customers that, whatever the situation, they can depend on us. We believe we consistently meet that goal.



# What is iOS Management?

## iOS Management Terminology

A comprehensive iOS management workflow typically consists of eleven distinct components.

<b>Activation</b>	Associating a brand new device with an iTunes library.
<b>Enrollment</b>	Associating a device to an account to bring it under management.
<b>Configuration</b>	Applying settings to a device via Configuration Profiles.
<b>Security Management</b>	Locking, resetting of a passcode, or wiping data from a device.
<b>App Distribution</b>	Making App Store or in-house apps available to end users.
<b>eBook Distribution</b>	Making iBookstore or in-house eBooks available to end users.
<b>Inventory</b>	Gathering a device's hardware, software or settings.
<b>App Updates</b>	Updating the apps on a device.
<b>Backups</b>	Backing up data from an iOS device to a computer.
<b>Restore</b>	Restoring an iOS device to a previous state.
<b>iOS Updates</b>	Updating the device to a newer version of iOS.

## iOS Management Principles

As you adopt iOS devices into your environment, you will want to use best practices that help you maintain your environment in the most efficient and cost effective way possible. We've found this can be accomplished by focusing on four main principles during your iOS device implementation.

<b>Security Management</b> Can you ensure you are providing and securing data for the people you intend?	<b>Configuration</b> Can you configure the devices with access to all of the resources you provide?	<b>Distribution</b> Can you provide users with the tools they need for how they use the device?	<b>Inventory</b> Do you know what is on the devices and whether they are secure?
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## Apple Push Notification Service (APNs) Certificate

In order to manage iOS devices in your organization with the Casper Suite, the JSS communicates with the Apple Push Notification Service to pull inventory information and send commands to your mobile devices. This communication is enabled by obtaining an APNs certificate from Apple.

If you have an existing certificate from Apple's iOS Development Program, it can be uploaded directly into the JSS. If you need to create one, it is easy to generate the APNs certificate within the JSS at no additional cost.

# iOS Devices in the Enterprise

The introduction of iOS devices in the enterprise has inspired organizations to develop innovative new methods for accelerated learning and productivity. Industries including education, healthcare and retail have found unique ways to use iOS devices in their organization in order to improve the lives of their students, employees, customers and patients.

As your organization explores the expanding uses of iOS devices on a large scale, you may need a way to customize iOS management workflows so you can use your mobile devices to the fullest extent. The following deployment scenarios reflect cases where our customers have successfully adopted iOS devices into their organization. While every environment has different needs, these examples may help you recognize ways in which your organization can experience similar success with iOS devices.

## Education

### Changing the way students learn through technology

School systems host some of the largest populations of iOS devices in the world. Today, iPad or iPod touch devices are used in school systems in countless ways; from electronic textbooks, to communication with instructors, to productivity tools. The use of Apple mobile devices in education has taken learning to a whole new level, specifically with apps, eBooks, and one-to-one programs.

As one-to-one programs are adopted by our customers in education, they need solutions to deploy and manage iOS devices efficiently, with as little manual work as possible. IT administrators want to ensure students have freedom and flexibility while using their iOS device, but still offer the same level of IT support. This includes granting them access to appropriate wireless networks; ensuring students cannot access explicit content; and helping setup passcodes on the devices to properly secure them. As technology advances, this level of support has become a necessity.

Another emerging necessity in many education organizations today is the ability to distribute apps and eBooks to iOS devices across multiple locations. The Casper Suite brings this concept to life, allowing app and eBook deployments to take place on a large scale, with minimal IT interaction. As new devices are enrolled, the appropriate apps and eBooks are automatically offered based on smart group settings, ensuring that students have immediate access to all apps and eBooks - helping to promote a rich, new learning experience.

The Casper Suite is the leading solution for ensuring IT administrators can provide students with efficient technology in the classroom throughout their education experience. As classroom technology rapidly transforms, IT administrators can rest assured that with the Casper Suite, they don't have to worry about falling behind in this ever-changing environment.



#### Key Features

- Remote deployment of Configuration Profiles to devices
- Wi-Fi, VPN, Exchange, and mail settings
- Restriction of app installation or usage
- Upload, distribute, manage and track Volume Purchase Program (VPP) codes
- Associate devices with students' personal iTunes accounts
- Deploy apps and eBooks to devices

## Healthcare

### Using the iPad For paperless records and more personalized care

The healthcare industry has begun to modernize their systems in recent years in order to improve quality of care, save money and reduce medical errors by adopting more efficient ways to organize data. This modernization has been accelerated by the use of iPad devices for tasks such as accessing medical records, eliminating handwritten notes and heavy paperwork, prescribing medication and monitoring patients' health. Overall, iPad in the healthcare industry has helped produce more customer service engagement, reduce costs and increase efficiency.

However, there are several important considerations IT administrators in health care systems must be aware of during the adoption of iPad in their organization. Not only is securing patient information a top priority for compliance with HIPAA regulations, but IT departments need to keep their iOS devices working properly so as not to hinder medical professionals' ability to provide care.

With the Casper Suite, IT administrators can rest assured they are providing their health care organization with the most efficient management solution possible for their iOS devices; meaning better communication between doctors and patients, and more personal point-of-care.

## Retail

### Transforming the retail experience and increasing customer engagement

Retail has always been among the early adopters of new technology. Today, the industry is taking advantage of the portability of mobile devices to provide a memorable experience for customers. As technology advances, retailers have adopted mobile devices for everything from cash register transactions, to personalized assistance on the sales floor. As we work with customers in retail, it is apparent that iOS devices can be valuable tools that enhance customer service and engagement.

However, due to privacy and regulatory requirements, the power of iOS devices must be balanced by the assurance that customer information will be secure in a retail environment. These regulations, such as PCI-DSS, may include having the ability to restore the devices to a known state after each use; requiring employees to set passcodes; eliminating the use of apps like Safari, Mail, and YouTube; and standardizing device profiles.

With the Casper Suite in place, retailers can improve the customer experience while ensuring a high level of security.



#### Key Features

- Require device passcode
- Set time before auto-lock
- Number of failed passcodes before wipe
- Enforce data protection and encryption settings
- Remote wipe, emergency lock, or clear passcode of device
- Certificate and identity verification



#### Key Features

- Application restriction
- Require employees to reset passcodes regularly
- Automatically push App Store or in-house apps to the device
- Active inventory reports and alerting for devices

## App Distribution Method

		Self Service	Push Notification	iTunes
App Store	Free	<b>REQUIREMENTS</b>	<b>REQUIREMENTS</b>	<b>REQUIREMENTS</b>
		Device Enrollment	Device Enrollment	Apple ID
		Apple ID	Apple ID	Compliance with EULA
		<b>OPTIONAL (NOT A REQUIREMENT)</b>	<b>OPTIONAL (NOT A REQUIREMENT)</b>	<b>OPTIONAL (NOT A REQUIREMENT)</b>
		None	None	Device Enrollment
		<b>MANAGED APP</b>	<b>MANAGED APP</b>	<b>MANAGED APP</b>
		Optional	Yes	No
	Paid	<b>REQUIREMENTS</b>	<b>REQUIREMENTS</b>	<b>REQUIREMENTS</b>
		Device Enrollment	Device Enrollment	Apple ID
		Apple ID	Apple ID	Compliance with EULA
			Volume Purchase Program codes	
		<b>OPTIONAL (NOT A REQUIREMENT)</b>	<b>OPTIONAL (NOT A REQUIREMENT)</b>	<b>OPTIONAL (NOT A REQUIREMENT)</b>
		Volume Purchase Program codes	None	Device Enrollment
		<b>MANAGED APP</b>	<b>MANAGED APP</b>	<b>MANAGED APP</b>
		Optional - requires Volume Purchase Program codes	Optional - requires Volume Purchase Program codes	No
In-House	<b>REQUIREMENTS</b>	<b>REQUIREMENTS</b>	<b>REQUIREMENTS</b>	
	Device Enrollment	Device Enrollment	None	
	<b>OPTIONAL (NOT A REQUIREMENT)</b>	<b>OPTIONAL (NOT A REQUIREMENT)</b>	<b>OPTIONAL (NOT A REQUIREMENT)</b>	
	None	None	Device Enrollment	
	<b>MANAGED APP</b>	<b>MANAGED APP</b>	<b>MANAGED APP</b>	
	Optional - requires Volume Purchase Program codes	Yes	No	

**Managed App:** If an app is deployed as managed, it is possible to remove the app and/or prevent backup of app data to iTunes.

**Volume Purchase Program (VPP):** VPP code management capabilities are limited to eligible organizations that have registered for Apple's Volume Purchase Program (VPP).

**Self Service:** Self Service allows IT administrators to grant access to end users to manage certain aspects of their workstations. End users enjoy the freedom and flexibility they feel while using an iOS device and they can continue to enjoy this feeling with the Casper Suite's Self Service application.

**Volume Purchase Program (VPP):** The Volume Purchase Program allows you to purchase apps in bulk. The Casper Suite offers a simple and efficient method for distributing those apps from a central location throughout your organization.

**In-house and App Store apps:** Whatever the type of app, we can give them credit for helping iOS devices become valuable assets in the enterprise. With the Casper Suite, app distribution is simple, efficient and enables IT administrators to keep an inventory of the installed apps across their network.

**Global Service Exchange (GSX):** With large-scale iOS deployments, manually maintaining warranty and purchasing information can be a massive undertaking. The JSS integrates seamlessly with Apple's GSX service to automatically gather this information for all of your managed iOS devices, saving you tedious and time-consuming data entry work.



## eBook Distribution Method

Requires Apple ID

	Publish in Self Service	iTunes sync	Directly from iBookstore	Hosted from in-house location
In-house eBooks (iBook/ePub/PDF)	YES	YES	N/A	YES
eBooks from iBookstore - paid (iBook/ePub)	YES	NO*	YES	N/A
eBooks from iBookstore - free (iBook/ePub)	YES	NO*	YES	N/A
eBooks from iBookstore - VPP (iBook/ePub)	YES	NO*	YES	N/A

With the Casper Suite

Without the Casper Suite

\* The iBookstore EULA does not permit the syncing of a single iBookstore eBook to multiple end users using a shared Apple ID.

**eBook Distribution:** The Casper Suite supports the three major types of eBooks: iBook, ePub, and PDF. As the use of eBooks increases in many organizations, manually installing them would be a time-consuming task for IT administrators. With the Casper Suite, administrators can publish approved eBooks for end users to download on their own; continuing to provide assistance, without exhausting IT resources.

**eBook Distribution Methods:** The Casper Suite provides multiple distribution methods for different types of digital content (see eBook Distribution Method grid). Distributing eBooks throughout your organization is simple, efficient, and doesn't consume your IT department's valuable time.

**Volume Purchase Program (VPP):** The Volume Purchase Program allows organizations to purchase eBooks in bulk and distribute them from a central location. Using the Casper Suite, IT administrators are able to distribute VPP codes so end users can redeem them when they download an eBook from the iBookstore.

**In-house and iBookstore eBooks:** With Apple's iBooks Author tool, organizations can now create their own eBooks and distribute them efficiently across school districts. Whether an eBook is created in-house or purchased from the iBookstore, the Casper Suite helps IT departments ensure eBooks are available on-demand, to those who need them.



For a full list of the iOS management features available in the Casper Suite, view our [Feature Checklists](#) document in our PDF library.



#### Casper Suite

The complete, best-of-breed, web-based client and mobile device management solution that automates the most common IT functions.



#### Imaging Suite

The package-based imaging standard that takes the pain out of the management and deployment of images.



#### Recon Suite

The best-of-breed, web-based, cross-platform inventory solution for those who need to know what's on their network.



#### Composer

The package-building utility that makes simple snapshot and drag-and-drop package creation quick and easy.

By listening to colleagues, customers and thought leaders in the industry, JAMF Software has grown into the world leader in Mac OS X and iOS management. From our offices in Minneapolis, Minnesota; Eau Claire, Wisconsin; Cupertino, California; and New York, New York, we build innovative solutions and have a support and services team dedicated to helping you manage your Macs and iOS devices.

Go to [www.jamfsoftware.com](http://www.jamfsoftware.com) for more information about the products in the JAMF Software family.

### More Information

We offer several resources to learn more about JAMF Software products. First, our [Video Library](#) contains a number of videos showing our product in action. Next, our [PDF Library](#) contains case studies, product documentation, feature checklists and more to aid you in your investigation.

Finally, we offer weekly live demonstrations of our solutions. Casper Suite for OS X demos occur every Monday at 2:00 pm Central Time. Casper Suite for iOS demos occur every Tuesday at 2:00 Central Time. Demos are excluded on certain holidays. To register for these demos, please visit [www.jamfsoftware.com/demo](http://www.jamfsoftware.com/demo).

