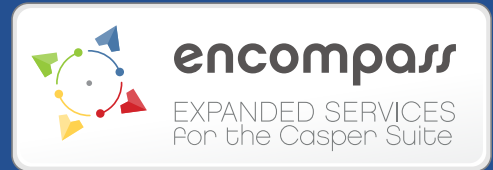




JAMF SOFTWARE
EXPANDED
SERVICES

ENCOMPASS PROGRAM

This program is designed for customers who are looking to maximize their investment in the Casper Suite. Whether you are heavily regulated, audited, or are seeking a process maturity on the Apple platform, becoming an Encompass Program customer extends basic services to help you meet your goals.



Encompass Program Service Offerings

Creation of a Casper Suite Architecture Diagram within 45 days of becoming an Encompass customer

Creation of workflow documentation for client environment, including:

- Support process workflows
- Standard Operating Environment (image creation)

Technical Account Manager (TAM)

- Single point of contact for all technical questions
- Quarterly onsite meetings to review Casper Suite product roadmap, and update architecture and workflow documentation

Monthly notifications from TAM, including:

- Defect reports
- Knowledge Base articles
- Summary of open/closed cases
- Upcoming event schedules

Purchased A La Carte services receive priority scheduling

Client portal access

Time-zone local support*

Decreased response time for support incidents**

- 2-hour response time
- 48-hour resolution time

The Encompass Program can be purchased in 6- or 12-month installments, or billed monthly

* Expanded support hours/time-zone local support to cover Monday through Friday, excluding holidays defined in the Annual Support Agreement, from 7 A.M. to 7 P.M. in client's local time zone. Time-zone local support currently available for customers based in North America.

** A support incident is a single reproducible issue that focuses on one aspect of the Casper Suite and can be identified by isolating specific symptoms. If an incident can be broken down into subordinate issues, each issue will be handled as a separate incident. A reproducible incident is any problem that can be re-created on JAMF Software systems. An incident may include multiple contacts, including emails, phone communication, and any other transfer of information necessary to reproduce the problem at JAMF Software. Any issue that is determined to be caused by a software bug or error in documentation will not be considered an incident.

EXPANDED SERVICES A LA CARTE MENU

ONSITE SERVICES

JumpStart

All sales of the Casper Suite are accompanied by a technical setup and training engagement to ensure that your management needs are met within the first week of using the Casper Suite. Each JumpStart covers key tasks as they apply to your environment, so you can start solving problems as soon as possible!

OS X JumpStart Services

Two-day OS X JumpStart

This mandatory, two-day, onsite visit introduces the Casper Suite to your environment and gets everything up and running smoothly.

- Install the JAMF Software Server on one or multiple servers
- Create LDAP connections to existing directory services
- Inventory a subset of your computers
- Create packages
- Image computers

Two-day JumpStart Refresher

If you're making significant changes to your environment, or you simply need another onsite visit to sharpen your skills, our two-day JumpStart Refresher service is available for your specific needs.

- Refresh your skills for working within the JSS
- Train new team members
- Establish best practices
- Set up clusters or multiple instances of your JSS

iOS JumpStart Services

One- or two-day iOS JumpStart

The iOS Jumpstart is customized for your organization's experience, technical capabilities and resource capacity. The JumpStart covers key tasks as they apply to your unique environment of iOS devices.

- Installation/building a framework
- Inventory and enrollment
- Configuration
- Security Management
- Distribution
- Support and wrap-up

* Remote iOS JumpStart services are also available. Refer to the Remote Services section of this document for information

Training Service Day

Set your own pace and your own agenda in this one-day, onsite training customized for your specific needs in your unique environment.

- Hands-on feature training
- Customized refresher training

Image Building

JAMF Software will build images for your operating system - including updates to the operating system through the date of installation - and up to five standard application titles of your choice while following the security and compliance standards of your organization.

One Operating System Package

Up to five standard application packages of your choice.

Options include:

- Microsoft Office
- Adobe Creative Suite
- iWork
- iLife
- Creation of user environment packages

* This A La Carte service requires some onsite presence. Travel and expenses may be added to base costs.

Release Management

JAMF Software will remotely manage the deployment of packages for Casper Suite clients. A few examples of a release management project would include OS security updates, printer deployment, directory bindings and enforcement of policies.

Each licensed software, package deployment or operating system update will be treated as a separate project

Reporting and documentation of deployment status will be provided at the conclusion of the the project

* This A La Carte service requires some onsite presence. Travel and expenses may be added to base costs.

REMOTE SERVICES

Remote iOS JumpStart

The Casper Suite for iOS is accompanied by a four-hour remote technical setup and training engagement customized for your organization's experience, technical capabilities and resource capacity. A JumpStart ensures that your management needs are met within the first week of using the Casper Suite. Each iOS JumpStart covers key tasks as they apply to your unique environment so you can start optimizing the benefits of the Casper Suite as quickly as possible!

Installation/building a framework

Enrollment

Inventory

Configuration

Distribution

Security Management

Support and wrap-up

* Onsite JumpStart services are also available. Refer to the Onsite Services section of this document for information.

Casper Suite Upgrade / Migration

Upgrade your JSS to the most recent version.

Review case history to address any open cases or relevant defects

Upgrade to latest version of the Casper Suite from any previous version

Verify server logs to make sure all components of the JSS are functioning properly

Create or verify policies to upgrade managed clients to the latest version

Assist in upgrading the Self Service application on managed clients

Assist in upgrading Casper Imaging on the Netboot server

Verify JSS automated maintenance tasks

Walk through JSS web interface to verify successful upgrade

Walk through new features

Verify upgraded Casper Suite applications are functioning properly

Go through defect fixes in release notes

Verify external components including Software Update and Netboot

Detailed report including what procedures took place and any follow up actions

* JAMF Software typically releases two product point upgrades per year. You can pre-purchase two credits to be redeemed for point upgrades, ensuring that your JSS will be upgraded as soon as possible when new versions are released.

JAMF Software Server Health Check

A JAMF Software technician will examine your installation and recommend best practices that you can implement to ensure that you are leveraging the features of the Casper Suite. The technician will provide a document of all proposed changes to the Casper Suite configuration in the following areas:

Server configuration

Inventory collection and reporting practices

Imaging workflows

Software Distribution and Patch Management

License and Usage Management collection and reporting

Settings Management

Custom Script Development

JAMF Software will develop a custom script to meet your specific needs and will help you to implement it within your JSS.

One custom developed script

Standalone script or preflight / postflight script

Shell, Perl, Python or AppleScript

Remote assisted implementation of the script

* All custom development requests are subject to acceptance by JAMF Software's Custom Development team. If you are unsure whether your request qualifies for this service, please call your JAMF Software Account Manager.

Custom Inventory Extension Attribute

JAMF Software will create a custom Extension Attribute to collect inventory information and will help you to implement it within your JSS.

One custom developed extension attribute

Mac or Windows extension attribute

Remote assisted implementation of the extension attribute

* All custom development requests are subject to acceptance by JAMF Software's Custom Development team. If you are unsure whether your request qualifies for this service, please call your JAMF Software Account Manager.

Package Building

Custom packages built for your needs. You tell us how you would like your packages configured and we will build them to your exact specifications.

One package, delivered as DMG or PKG

48-hour turnaround once JAMF Software receives the installation media

Fully updated application

* A package consists of a single application. If you would like us to build packages for more than one application, please multiply the price by the number of packages you desire.

Casper Suite Feature Training

Up to two hours of training on a specific feature of the Casper Suite. Choose the feature on which you would like to focus and we will train you to become more proficient.

In-depth review of the feature

Review of product documentation

Best practices for using the feature

Examples of the feature's use in real world environments

Custom Report Development

JAMF Software will develop a custom report to meet your specific needs and will help you to implement it within your JSS.

One custom-developed report

Remote assisted implementation of the report

* All custom development requests are subject to acceptance by JAMF Software's Custom Development team. If you are unsure whether your request qualifies for this service, please call your JAMF Software Account Manager.

CUSTOM SOLUTIONS

Inventory & Assessment

JAMF Software will collect information about all Mac and Windows devices on your network and provide you with a detailed report on the status of your workstations and mobile devices, including operating system versions, licensed software and software package status. Inventory and assessment is recommended if you would like to gain a better understanding of your hardware, software, peripherals and licensing details or while you are in the process of preparing workstations for client management.

New Machine Deployment

JAMF Software will deploy approved images to any number of workstations or machines and provide you with a detailed report on their status after deployment. Image building is considered a separate project and we would require an approved and tested image prior to deployment. Optionally, user data can also be backed up and transferred during deployment.

Operating System Migration

JAMF Software will perform an operating system migration on any number of workstations or machines and will provide you with a detailed report on their status after migration. We will image your workstations with approved and tested images, gather inventory information, create administrator accounts, configure directory services and restore user data.

Expanded Custom Development

JAMF Software will complete projects requiring in-depth custom development to meet your needs. Custom development projects will be billed at an hourly rate.

* All custom development requests are subject to acceptance by JAMF Software's Custom Development team. If you are unsure whether your request qualifies for this service, please call your JAMF Software Account Manager.

JAMF U

Certified Casper Administrator (CCA)

The CCA course is intended for current Casper Suite customers that are seeking advanced training. This three-day course is a hands-on series of exercises in which challenges are presented to system administrators to demonstrate proficiency through resolution.

Get the most out of your organization's investment in the Casper Suite

Increase your proficiency in all aspects of the Casper Suite

Gain understanding of complex concepts

Three uninterrupted days of lab-style interaction with the Casper Suite

Certified Mobile Administrator (CMA)

A certification course designed for Casper Suite administrators managing iOS devices, this two-day, hands-on certification course covers the many aspects of provisioning, deployment, and management required for an iOS deployment. The course is focused on building complete iOS workflows that account for the entire lifecycle of the devices in your organization.

Two uninterrupted days of lab-style interaction with the Casper Suite, Apple tools, and iOS devices

Review the benefits and considerations of various iOS deployment strategies

Discuss your environment and collaborate with other iOS administrators

Experiment and apply best-practice workflows in a non-production lab environment

Certified JSS Administrator (CJA)

A certification course designed specifically for enterprise server administrators, this three-day course covers the many aspects of installing, configuring, and maintaining the JAMF Software Server (JSS) in complex environments on OS X, Windows and Linux.

Two uninterrupted days of lab-style interaction with the JSS on OS X, Windows and Linux

Learn how to scale your JSS infrastructure as your organization grow

Discuss your environment and apply best-practice workflows in a hands-on environment

Meet and share your experiences with other JSS administrators

** This course is intended for server administrators and does not cover client management with the Casper Suite.

Onsite Training

Onsite training is a comprehensive training session conducted at your location. This training program is more comprehensive than Casper Suite Feature Training and is ideally suited to scenarios including training for best practices and workflows, training on new or changed features of the Casper Suite and focused training for additional staff.

Inventory training

Package building training

Imaging training

Remote deployment training

* This A La Carte service requires some onsite presence. Travel and expenses may be added to base costs.

Remote Feature Training

Up to two hours of training on a specific feature of the Casper Suite. Choose the feature on which you would like to focus and we will train you to become more proficient.

In-depth review of the feature

Review of product documentation

Best practices for using the feature

Examples of the feature's use in real world environments



Casper Suite

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



Imaging Suite

The new imaging standard for the management and deployment of images.



Recon Suite

Best-of-breed web-based, cross-platform inventory solution.



Composer

Simple snapshot and drag-and-drop package creation.

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. JAMF Software continues to develop software made to support Macs and iOS devices in an enterprise environment. From our offices in Minneapolis, Minnesota and Eau Claire, Wisconsin, we build innovative solutions, and have assembled a support and services team dedicated to helping you manage your Macs and iOS devices.

The Casper Suite is a full management platform for Mac OS X and iOS devices, providing a single, centralized framework to keep all of your Mac, iPad, iPhone, and iPod touch devices happy and healthy throughout their lifecycle. But we also recognize that smaller organizations may not need the robust breadth and depth of the full Casper Suite – Mac support is not one size fits all! JAMF Software provides other tools to help Mac administrators with their specific needs. **Composer** is a package-building utility that makes building PKG or DMG files quick and easy. **Recon Suite** provides an inventory solution for those who need to know what's on the network. For those who spend time provisioning Macs before releasing them to the end user, **Imaging Suite** is a package-based imaging solution that takes the pain out of imaging and ongoing image management. Go to www.jamfsoftware.com for more information about the other 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.

