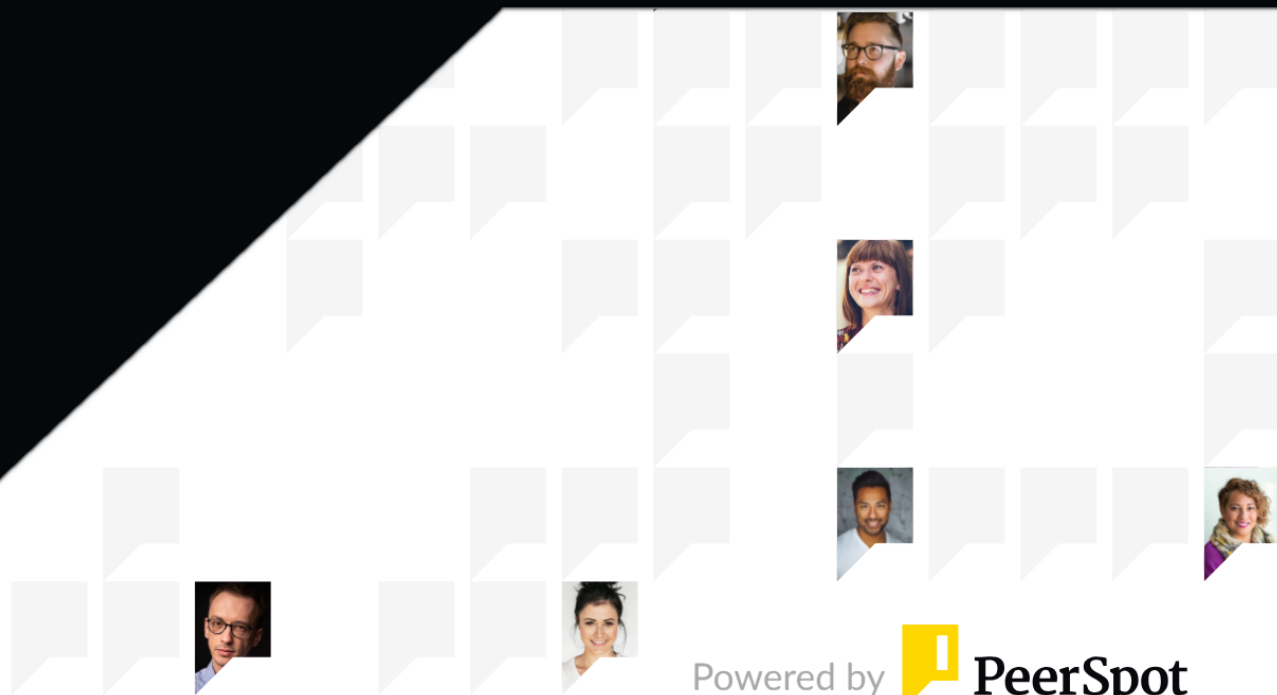


aws marketplace

Jamf Pro

Reviews, tips, and advice from real users



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Product Recap



Jamf Pro

Jamf Pro Recap

Jamf Pro empowers businesses with management capabilities for Apple devices, offering features like zero-touch deployment and integration with Apple Business Manager to enhance IT operations.

Geared towards professional environments, Jamf Pro supports management of devices like MacBooks and iPhones. Businesses benefit from its strong inventory capabilities, self-service features, and automated device management. Users manage deployments, configurations, and updates while integrating seamlessly with Apple Business Manager. The platform's remote management, along with its support for day-one Apple updates and API customization, enhances operational efficiency, although improvements are desired in areas such as automated patch management and UI simplification.

What are the key features of Jamf Pro?

- **Asset and Patch Management:** Offers tracking and management of devices and software updates.
- **Zero-Touch Deployment:** Allows automated device configuration without manual intervention.
- **Self Service:** Empowers users by providing them access to apps and configuration profiles.
- **Integration with Apple Business Manager:** Seamless synchronization with Apple's enterprise features.
- **Customizable via APIs and Scripting:** Enhances operational processes through advanced customization options.

What benefits and ROI should be evaluated in Jamf Pro reviews?

- **Enhanced Productivity:** Streamlines IT operations for greater user efficiency.
- **Improved Security Compliance:** Ensures devices adhere to security protocols from deployment to updates.
- **User Empowerment:** Self-service tools increase user satisfaction and efficiency.
- **Remote Management:** Facilitates device management without physical presence, crucial for distributed workforces.

Jamf Pro is extensively utilized across educational institutions and enterprises managing device fleets. It offers comprehensive mobile device management for schools and businesses, ensuring consistency in deployment and adherence to security standards. This adaptability provides a tailored approach for environments needing structured Apple device management solutions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Jamf Pro is useful for making Mac devices compliant with organizational security requirements, as organizations can block unwanted features that might lead to data breaches, such as iPhone mirroring and screen sharing, ensuring devices remain compliant and secure.”



Mohd Javed Khan

Lead Senior Consultant at Truglobal



“For a dynamic MDM solution for macOS, I always recommend Jamf Pro.”



Digambar Ghosalkar

Subject Matter Expert at a financial services firm with 10,001+ employees



“The pricing is somewhat high, but they are very powerful in managing Mac.”



Amira Youssef

Server Administrator Coordinator at Cairo American College



“Jamf Pro has positively impacted my organization by being better for rolling out iPads and Macs; it would be the best in terms of rolling out the updates, apps, and even setting up a device.”



Mihir-Patel

System Analyst at Anchor Managed Solutions



“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

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

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“The best feature I appreciate about Jamf Pro is how easy it is to customize and explore all the devices.

“Automation is the best part of Jamf Pro for me; whenever I'm sending an update to the online interface, it is quick, and the Mac responds to it as soon as it gets it.

“Jamf Pro has positively impacted my organization by being better for rolling out iPads and Macs; it would be the best in terms of rolling out the updates, apps, and even setting up a device..”

Mihir-Patel

System Analyst at Anchor Managed Solutions

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“I'm working with Jamf products. I'm fifty-five and have been generally satisfied with Jamf Pro.

“The pricing is a bit high, but Jamf products are very powerful in managing Mac.

“Google Cloud Storage is completely free for us. All the Google apps are free for education.

“I've been dealing with Google Cloud Storage for more than ten years now..”

Amira Youssef

Server Administrator Coordinator at Cairo American College

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“I had AWS cloud configuration with Jamf Pro at Cognizant, but the organization prefers licensed-based SaaS operations instead of maintaining instances. In some banking sectors, if Jamf Pro completes its security audits and SOC audits, they also prefer cloud options. Ultimately, Jamf Pro runs its instance on AWS.

“Jamf Pro's inventory management contributes to lifecycle management and procurement decisions depending on the organization. Lifecycle management is straightforward with Jamf Pro, as it records all information. Admins can guide device training flows easily, integrating with ServiceNow for additional customization and updates through APIs.

“The main benefits I see from using Jamf Pro depend heavily on the admin's configuration and the organization. For a dynamic MDM solution for macOS, I always recommend Jamf Pro. Conversely, identities from other providers offer essential functions too. Organizations can manage macOS devices cost-effectively with Intune for basic needs..”

Digambar Ghosalkar

Subject Matter Expert at a financial services firm with 10,001+ employees

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“I am using the latest version of Jamf Pro.

“Jamf Self Service is utilized because once the Mac is enrolled into Jamf Pro, Self Service will always be available. This is a basic feature that everyone uses. If a Mac is enrolled in any organization into Jamf Pro, Self Service will be the first thing available on the Mac. The main purpose of keeping Self Service on the Mac is it functions similarly to an App Store used on iPhone and Mac that Apple provides. Self Service allows users to download and install only approved and authorized software that the organization makes available.

“Patch management is also a good tool. Apple has implemented this feature, but currently it is not working effectively. Scripts and packages can be customized based on the organization's needs and can be deployed from Jamf Pro. While the inbuilt feature of Jamf Pro is not feasible currently, management can be handled through Bash script or Python script from Jamf Pro itself with some customization.

“Inventory management is effective in Jamf Pro. I can manage inventory and create reports showing how many machines are managed and which operating system versions they are running. I can categorize machines by type, such as Intel machines, M1 machines, or M4 machines. The inventory management capabilities are excellent..”

Mohd Javed Khan

Lead Senior Consultant at Truglobal

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Other Solutions Considered

“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

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“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

Senior Infrastructure Engineer at Blue Cross Blue Shield of Illinois

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“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

Systems Engineer Iii Apple Devices (Jamf Engineering) at a retailer with 10,001+ employees

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“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

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

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“I am going to continue using Jamf Pro while learning InTune due to market requirements. InTune's main advantage is its lower price point. Organizations receive InTune access at no additional cost with their Office 365 enterprise licenses. Since many organizations use Microsoft Office or Microsoft Office 365 for Outlook and MS Office, InTune becomes part of their bundle package with minimal support required. This is the primary reason some companies are transitioning to InTune..”

Mohd Javed Khan

Lead Senior Consultant at Truglobal

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“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

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

[Read full review](#) 

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

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“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..”

Verified user

Systems Administrator at International School of Amsterdam

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“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

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“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

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

“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

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

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“Pushing out apps on the Mac and iPhone is my main use case for Jamf Pro.

“Based on a penetration test on a user's Mac, they would be requesting to either update or send them a link to the user's computer, and they can also download it from the App Store.

“That covers my main use case with Jamf Pro..”

Mihir-Patel

System Analyst at Anchor Managed Solutions

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“I don't use Jamf Connect, just Jamf Pro, Jamf Protect, Jamf School, and Jamf Stiff Internet.

“We are customers of Google and Amira. We are a Google school in the education sector.

“We used to have Exchange, but we replaced it with Google as our primary use case.

“They have AI tools like Gemini, and we're relying heavily on them..”

Amira Youssef

Server Administrator Coordinator at Cairo American College

[Read full review](#) 

“My main use cases for Jamf Pro involve it being the greatest MDM solution for Apple devices, whether iOS, macOS, or tvOS. I am specialized in macOS and understand how its structures and API calls can be used for customization within MDM. I write custom P lists using JSON schema for multi-stage configuration changes for the operating system, as well as zero-touch enrollment and control through scripting. With a decade of experience in macOS, that is my strong point.

“While I would not say I particularly favor Jamf Pro, I understand that the operating system's features and abilities greatly influence its effectiveness with MDM solutions. Jamf Pro was the first MDM solution to work with macOS in daemon form, continually checking in from the server to devices. Previously, communication only occurred via APNS, which limited management capabilities. The daemon setup allows for constant checking and configuration pushing, greatly benefiting large deployments and automation efforts. Many MDM solutions today still lack this capability.

“Regarding the self-service feature, I note that Jamf Pro recently released Self-Service Plus, integrated with compliance and identity control. Currently working with a banking organization, I prefer hands-on experience, but the described features seem top-notch and aligned with security solutions. It reflects their understanding of rapidly changing infrastructure..”

Digambar Ghosalkar

Subject Matter Expert at a financial services firm with 10,001+ employees

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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.

“I deployed Jamf Pro myself in my previous company from scratch on an on-prem server, and in my current company, I performed the configurations on the cloud from scratch..”

Mohd Javed Khan

Lead Senior Consultant at Truglobal

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“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

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

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“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

“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

Jamf Consultant at Team Computers

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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

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“I would rate their technical support a seven out of ten. They sometimes provide delayed responses, and occasionally the executive who connects is not technical enough. In these cases, I need to escalate to our customer success manager, who then reaches out to senior technical associates. The senior technical folks then connect with us to resolve the issue..”

Mohd Javed Khan

Lead Senior Consultant at Truglobal

[Read full review](#) 

“Sometimes the support is not available twenty-four hours, and it would be great to get support whenever needed. I always recommend having online meetings directly to resolve the issues, but sometimes I end up sending emails back and forth to resolve the issues, which is not the best scenario.

“We are doing great with technical support and performance..”

Amira Youssef

Server Administrator Coordinator at Cairo American College

[Read full review](#) 

“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

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

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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

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“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 purchased Jamf Pro from a reseller in South Africa.

“For Google Cloud Storage life cycle management rules for data retention management, I would give it a nine.

“We want Gemini Pro for school free of charge, and we don't want to pay for it.

“I would rate this review a nine overall..”

Amira Youssef

Server Administrator Coordinator at Cairo American College

[Read full review](#) 

“Jamf Pro is used to manage all Apple devices, including Apple laptops, iPhones, iPads, and Apple TVs. All devices can be managed centrally from Jamf Pro for software updates, patching, and customizations. Restrictions on Mac devices, such as file sharing, Bluetooth blocking, or any feature customization can be managed from Jamf Pro as a [Mobile Device Management](#) tool.

“Jamf Pro is useful for making Mac devices compliant with organizational security requirements. Organizations can block unwanted features that might lead to data breaches. For example, iPhone mirroring, which Apple recently included in Mac OS, along with internal features such as screen sharing, can be blocked. Jamf Pro's Compliance feature ensures Mac devices remain compliant and prevent data breaches.

“On-premise deployment is more challenging to manage because it involves internal servers, configurations, and security requirements that must meet organizational needs. Cloud deployment is easier because the setup and servers are pre-configured by Jamf Pro. While I manage internal configurations and settings for Mac devices, on-premise setup requires managing server installation, configurations, repositories, company databases, connections, and ports.

“I rate Jamf Pro 9 out of 10..”

Mohd Javed Khan

Lead Senior Consultant at Truglobal

[Read full review](#) 

“My benefits from Jamf Pro's integration with [Azure AD](#) and G Suite for identity management are somewhat limited. I can configure [SSO](#) and use Entra ID as an identity provider. The customization depends on organizational preferences. While [Azure AD](#) offers good solutions for [SSO](#) and OIDC configurations, it lacks the dynamism of solutions like Okta or [OneLogin](#), being static at a user management level. Jamf Pro manages security components effectively through smart groups, which can quickly update status and block non-compliant devices.

“I have not used Jamf Pro's reporting features in a long time. Jamf Pro is not an antivirus but effectively manages macOS devices, notably in detecting suspicious activities and compliance control when using [Jamf Protect](#). I recognize its effectiveness but lack recent hands-on experience.

“My advice for organizations considering Jamf Pro is that it varies by organization. Many struggle with fundamental features, particularly around security contexts. Collaboration between developers and security teams is vital for understanding product capabilities. Despite challenges, I believe it is an excellent, customizable solution for managing macOS devices. I would rate this review a 3 for customer service..”

Digambar Ghosalkar

Subject Matter Expert at a financial services firm with 10,001+ employees

[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

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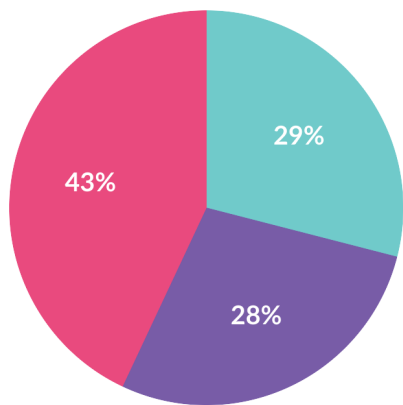
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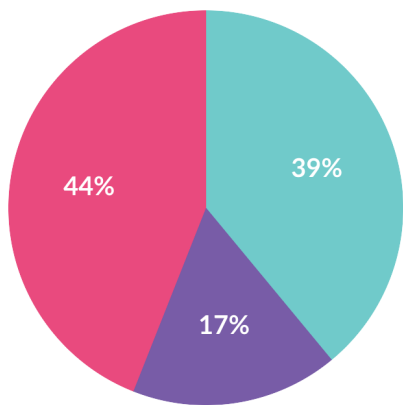


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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