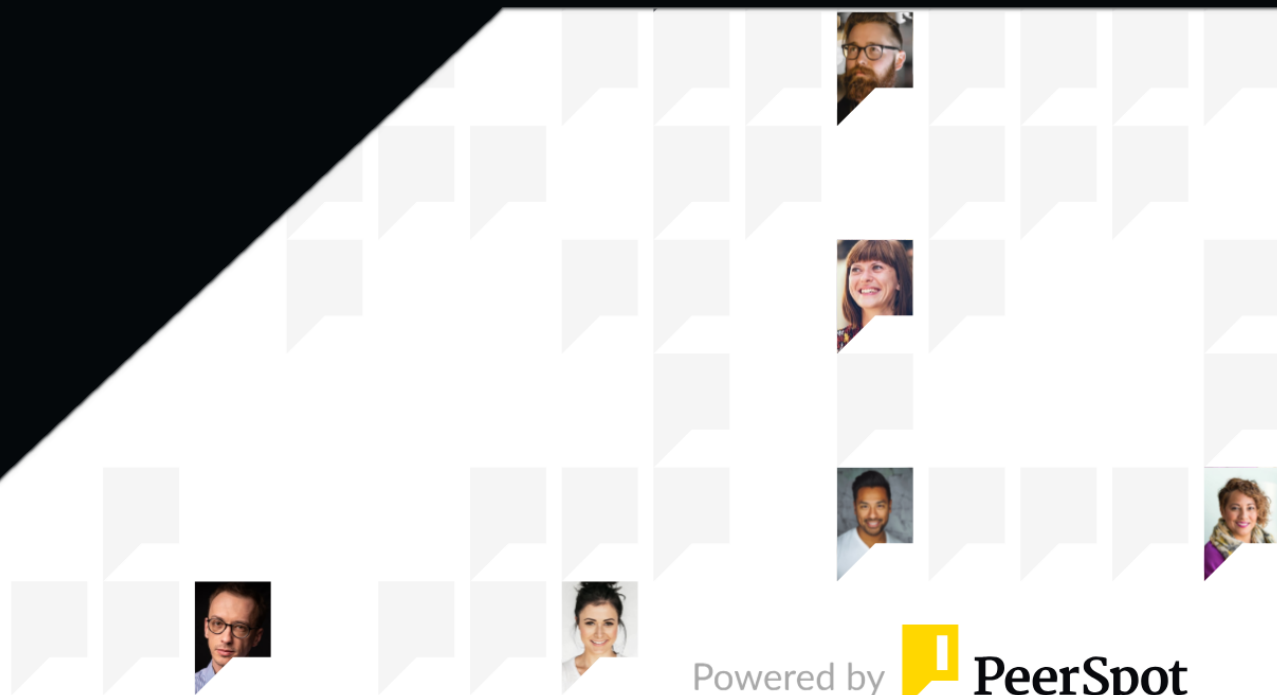




**Jamf Connect**

# Reviews, tips, and advice from real users



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# Product Recap



Jamf Connect

# Jamf Connect Recap

Jamf Connect simplifies deployment and user authentication by integrating seamlessly with Azure AD and Active Directory, providing centralized identity management and minimizing password-related issues.

Leveraging its capabilities such as single sign-on, multi-factor authentication, and password synchronization, Jamf Connect enhances security and user management efficiency. Users can easily manage accounts across multiple devices and IDP providers like Okta, benefiting from an intuitive interface that aids in password recovery and account provisioning. Comprehensive documentation supports streamlined usage. However, improvements are needed in licensing, setup process, pricing competitiveness, particularly in India, and documentation for offline MFA. Post-restart login issues and technical support challenges are noted.

## **What are the most important features of Jamf Connect?**

- **Seamless Integration:** Connects with Azure AD and Active Directory.
- **Single Sign-On:** Simplifies user authentication.
- **Multi-Factor Authentication:** Enhances security across devices.
- **Password Synchronization:** Syncs passwords between identity providers and local devices.
- **Support for Multiple IDP Providers:** Works with providers like Okta.
- **Intuitive Interface:** Facilitates easy password recovery and account provisioning.

## **What benefits and ROI should users expect?**

- **Increased Efficiency:** Reduces manual processes and boosts productivity.
- **Improved Security:** Enhanced security features minimize risks.
- **Streamlined IT Support:** Reduced IT support tickets due to simplified management.
- **Centralized Identity Management:** Simplifies user management and integration.

Organizations in different sectors use Jamf Connect to synchronize user passwords between local devices and identity providers like Azure, streamlining password management and account integration. By supporting single sign-on and multifactor authentication, it optimizes Mac authentication and enhances cloud-based connections, leading to fewer IT support tickets and increased productivity.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Jamf Connect integrates with multi-factor authentication from any IDP and facilitates initial device enrollment, ensuring that when a new user sets up the device, they sign in with their IDP username and password, which then creates the profile on the device.”



**Robert Ojok**

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

- ✓ “For those kinds of users, it is an awesome solution because it syncs their password across the devices they are using, which was not the case previously.”



**MahenderNegi**

Advisor & Ned at CloudBankin

- ✓ “Jamf Connect has quite a nice interface, and the password synchronization and SSO elements are particularly good.”



**Verified user**

Technical Account Manager at a computer software company with 11-50 employees

- ✓ “It has definitely reduced the IT support burden, as 31% of Mac tickets are password-related, costing an average of 70 or 80 dollars for just one ticket, and that has been drastically reduced with the automation of these tasks through Jamf Connect.”



**Verified user**

Sr cloud engineer at a tech vendor with 201-500 employees

- ✓ “Jamf Connect is very simple for us to use, and it is oriented towards productivity.”



**Mohit Dumbani**

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

- ✓ “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 Senior Consultant at Truglobal

## 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 features of Jamf Connect that I have found most valuable so far include the ability to sync the password with the Active Directory or Azure, and we can provide an option for users to connect to the self-service or get admin rights for a couple of minutes, around half an hour. Those are the two key features which are very awesome and they are working well in the person project..”

**MahenderNegi**

Advisor & Ned at CloudBankin

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“The ability to have a single password for the local device and the same password for the IDP is part of our security requirements. Jamf Connect integrates with multi-factor authentication from any IDP and facilitates initial device enrollment. It ensures that when a new user sets up the device, they sign in with their IDP username and password, which then creates the profile on the device. Furthermore, Jamf Connect is now integrated into Jamf Self Service Plus, providing a single dashboard for user password management and allowing users to sync and change their passwords. Additionally, Jamf Connect enhances security by offering two-factor authentication and permitting users to manage or seek help through support features directly within the app..”

**Robert Ojok**

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

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“Jamf Connect has quite a nice interface, and the password synchronization and SSO elements are particularly good.

The provisioning feature is really helpful because of the single password to sign on, which allows easier account management for new users coming from a Microsoft environment to a Mac. If you were not using Jamf Connect, you would typically have a separate local account password.

The metrics we use to evaluate effectiveness in handling user authentication or access management include fewer reports of issues when accessing devices or signing in, so I would imagine it has been an improvement in that area..”

**Verified user**

[Read full review](#) 

Technical Account Manager at a computer software company with 11-50 employees

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“I am already using Jamf Pro and Jamf Connect together.

“We fetch reports very easily, which helps us for audit purposes. We use the reporting function extensively.

“We use multi-factor authentication in Jamf Connect.

“We provision users via Jamf Connect only.

“I am satisfied with the reporting part of Jamf Connect..”

**Mohit Dumbani**

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

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“In my opinion, password synchronization is the best feature Jamf Connect offers.

“Password synchronization makes my life easier because we do not have the headache of maintaining a separate password for our office Okta and for Mac. Whatever password we have given for Okta, the same password can be used on my Mac. This helps a lot since we are not bound to create two passwords or remember multiple passwords, as just one password can be used for both Okta and macOS.

“Jamf Connect has positively impacted my organization because most of the employees are using Mac, including all the developers, cloud engineers, and the cloud support team, who are using Mac in their day-to-day life. This means the IT team does not need to create accounts for everyone, making Jamf Connect very useful since 80% of our organization employees are using Mac.

“It has definitely reduced the IT support burden. I can say that 31% of Mac tickets are password-related, costing an average of 70 or 80 dollars for just one ticket, and that has been drastically reduced with the automation of these tasks through Jamf Connect. IT members do not need to perform password resets, and it has also enhanced our security in our organization, which was further improved by eliminating Active Directory binding after we got Jamf Connect in our organization..”

**Verified user**

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Sr cloud engineer at a tech vendor with 201-500 employees

# 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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“We decided to stay with Jamf based on it being the best tool for managing Apple Macs. For iOS devices, InTune could be financially sensible if your organization is embedded into Microsoft, potentially offering free licenses..”

**Robert Ojok**

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

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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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“When I personally got into Apple device management, Jamf Connect was the first tool that I actually started using because there was none other at the time. We have evaluated other solutions such as InTune, SOTI, and Kandji. Kandji comes closest as it provides a simplified way of managing Apple devices similar to Jamf..”

**Robert Ojok**

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

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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

“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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“My main use case for Jamf Connect is for single sign-on. For mobile devices, we use Jamf Connect to sync the IDP password with the local password of the device so that the user only ever has to have one password. Jamf Connect helps the user change their password for the IDP and to sync it with their local password..”

**Robert Ojok**

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

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“I am using Jamf Connect majorly for password synchronization. The idea behind Jamf Connect is to synchronize passwords between user accounts residing in my directory. This use case helps us to receive fewer tickets from users.

“Jamf Connect is very simple for us to use, and it is oriented towards productivity. We save time by eliminating a lot of tickets from end users. We also see more productivity from the IT department. Since the cases are reduced on the ticket side, they are more productive and efficient in designing other workflows. This benefits both IT and end users..”

**Mohit Dumbani**

[Read full review](#) 

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

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“Jamf Connect is used for logging in from the Mac to our Okta, or connecting to my organization network, which helps Mac connect with the office network without any VPN.

“Whenever we log in to our Mac, it is able to connect with my office network. Jamf Connect also enables password synchronization between my cloud account and my local machine, so whatever password is in my cloud, I can use on my Mac.

“Jamf Connect is a simple tool that is helping a lot of Mac users connect to their office credential network..”

**Verified user**

Sr cloud engineer at a tech vendor with 201-500 employees

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“Jamf Connect is valuable for new users who are Mac users but have never worked in an Active Directory domain or have independent Macs. Initially, there was skepticism about this feature, but after a couple of weeks, it proved to be a good tool because many users are using multiple devices. They are not bound to one device; sometimes they use one Mac, one Windows, one Mac, one Linux, one Windows. For those kinds of users, it is an awesome solution because it syncs their password across the devices they are using, which was not the case previously.

Regarding multi-factor authentication in Jamf Connect, we are already using that in one of the customers, and it is working fine. However, it depends on the MFA provider, not with Jamf Connect itself. Jamf Connect simply integrates with MFA, guiding it to which MFA it needs to connect, and it is there. MFA is kind of separate; it is not a part of Jamf Connect, but we can use MFA with Jamf Connect, and it is working fine.

My experience assessing Jamf Connect's integration with cloud identity providers like Okta and Azure AD has been seamless. We got the proper support from Okta, and we did it perfectly fine. Another integration we did with Azure is also fine, and we are looking for another one integrated with Google service..”

**MahenderNegi**

Advisor & Ned at CloudBankin

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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.

“The initial setup process for Jamf Connect requires first-time hand holding from the experts. Once the Jamf Connect expert explains the process, the knowledge transfer and everything is given properly, and then it is good to go from the IT perspective..”

**Mohit Dumbani**

[Read full review](#) 

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

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“The initial setup process for Jamf Connect is quite simple because it takes information from your IDP. As long as your IDP provides the correct data, it is straightforward. You can also brand it to your organization's requirements..”

**Robert Ojok**

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

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“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**

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

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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.**

GSS - IT Expert at Webhelp

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“I usually participate in the initial setup of Jamf Connect. My usual setup process for Jamf Connect involves first discussing with the client and the client technical team if it is available. We ask them how they want the end user to see the tool. We come up with two to three different configurations where certain features are available or not. In the basic one, we publish all the features of Jamf Connect and show them that this is the basic one. This is the one where a user can see limited features. If they are utilizing the self-service, we can include it, or we cannot include it. We also highlight an important part for some customers regarding how often it syncs the password or checks the password, every five minutes, fifteen minutes, or one hour. We bring these kinds of solutions to the front of the customer, showing them the real-time configurations, not a PowerPoint. We explain to them, and occasionally we take parts from different configurations and come up with a customized one for that customer, depending on their needs from an end-user and technical point of view, as well as their MFA solution..”

**MahenderNegi**

Advisor & Ned at CloudBankin

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# Customer Service and Support

“I rate the technical support of Jamf between nine to ten, apart from one incident. Regarding the incident I mentioned, I would classify it, but the issue rate them a seven..”

**MahenderNegi**

Advisor & Ned at CloudBankin

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“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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“There is a support feature within the actual web console where you can chat with technicians in Jamf. They have tier levels of support, and we are currently on the silver tier, which includes a dedicated engineer and a matrix for escalation. I am satisfied with the response time..”

**Robert Ojok**

Systems Engineer Iii Apple Devices (Jamf Engineering) at a retailer 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 Space, Inc.

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# Other Advice

“My advice to others looking into using Jamf Connect is definitely to go for it. Jamf Connect is a good tool if you are using Mac. I would rate this review a 10..”

## Verified user

Sr cloud engineer at a tech vendor with 201-500 employees

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“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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“I would recommend Jamf Connect and advise that if you are looking to manage Mac devices in an [Azure](#) environment, it is the perfect tool to help you do that. I would rate this review an eight overall..”

**Verified user**

Technical Account Manager at a computer software company with 11-50 employees

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“I would recommend Jamf Connect if you are interested in having less complexity in password management for users using mobile Apple Macs. It provides security and fully integrates with FileVault encryption, allowing you to encrypt the user profile from device setup. I give this product an overall rating of 9..”

**Robert Ojok**

Systems Engineer Iii Apple Devices (Jamf Engineering) at a retailer 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 Senior Consultant at Truglobal

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“After the pandemic, my customers prefer the deployment of Jamf Connect on the cloud. However, for distributions, we prefer that the point should be local depending on the site and the number of devices we manage. Everything is on the cloud, but distribution points could be local.

To be very honest, my experience has been that initially, it was a bit challenging for us as well, but after one integration, we understood everything, and after that, it is seamless for us. However, sometimes clients have different expectations, perhaps based on information they have found on the internet or from someone else. They are seeking that kind of option in Jamf Connect, but if it is not available, we cannot do anything. We explain to them politely that this is not a part of Jamf Connect. We cannot embed it because it is not developed by the vendor's team. We can work on the expectations they have, looking for free or open-source tools or priced ones, where our sales team comes into the picture. Depending on the environment and client requirements, things vary.

A potential challenge for new users of Jamf Connect during the deployment stage, as I have seen, is that initially they face many problems. After our first implementation, we created common questionnaires and steps and, with each version change of Jamf Connect, we prepare documents to float to new users. We inform them about upcoming changes they will notice on their devices, such as the screens they will see, their login credentials, and how often their passwords will change or sync. If their password is mismatched, they will encounter similar screens. After that, they generally understand well. We also provide that document and other technical materials to the service desk teams, so if one hundred users come from a pool of ten thousand, they know what to explain. In rare cases, they need to do troubleshooting because if it is a new configuration, issues are somewhat rare, but in the technical world, they can arise. We explain to the service desk team what they need to do in those scenarios. We have already implemented Jamf Connect in seven different clients without issues reaching us; our service desk team has fixed those issues..”

**MahenderNegi**  
Advisor & Ned at CloudBankin

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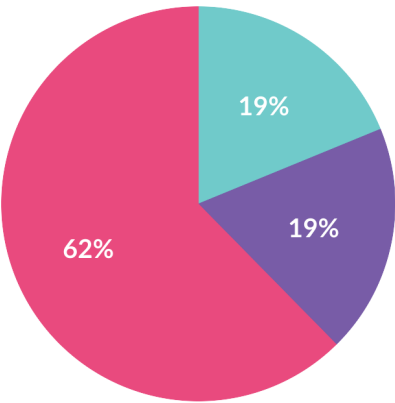
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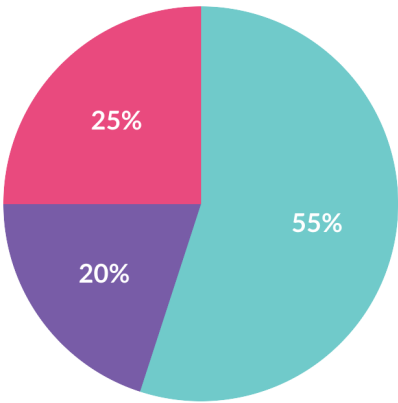


# Company Size

by reviewers



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Large Enterprise      Midsized Enterprise      Small Business

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