JumpCloud Professional Services

Overview

Our **I▗▗▗▗à▗C▗▗▗à▗** offering includes guidance and best practices for implementing and configuring the following foundational JumpCloud directory platform components: identity management, full device management, and access management with single sign-on (SSO). If you're currently using other third-party directories, mobile device management (MDM) tools, or identity and access management (IAM) tools, the JumpCloud Professional Services team will help get you on the best path possible to migrate into the JumpCloud platform as fully as you want. We will also guide you through preparation for the rollout of the JumpCloud platform to your user base.

Engagement

D▗c▗▗ a▗D▗▗▗	In this phase, we will work to: • Identify and understand project objectives and timelines • Perform a deep analysis of your organization's systems to uncover any roadblocks • Understand your environment's resources, architecture, and vendors • Develop a strategy for migrating away from third-party vendors • Design an integration and onboarding plan to meet your key objectives
F▗à▗▗ a▗D▗c▗	In this phase, we will configure all foundational aspects of the JumpCloud platform to prepare for a seamless integration into your IT environment. We will help you: • Configure your organizational profile within the JumpCloud platform • Enforce strong, secure password settings • Connect your preexisting directories with JumpCloud (e.g., GWS or M365)

In this phase, we will populate existing employees' accounts and identities in the JumpCloud console and get you started using modern and secure best practices from day one. We will help you:

- Design user groups in JumpCloud based on your company's needs
- Create and activate new users in JumpCloud
- Produce a guided plan for migrating off of third-party IAM tools/directories
- Establish best practices using JumpCloud's lifecycle management capabilities

Once your employees' identities have been moved over and secured within JumpCloud, the next step is to enroll, secure, and manage existing devices through JumpCloud's MDM and enterprise mobility management (EMM) capabilities. We help you with this by:

- Implementing an effective device enrollment and configuration strategy
- Establishing best practices for enrolling/migrating devices into JumpCloud
- Creating step-by-step methods for integrating users and devices efficiently
- Providing a consultation on best practices for migrating off of third-party MDM tools
- Securing your device fleet with security policies, multi-factor authentication (MFA), and device-level configurations
- Showing you how to manage approved software and applications on your company's managed devices

This phase focuses on securing web applications for employees through the use of a consolidated and secure portal that leverages modern SSO protocols. We will help you with this by:

- Working to gain a complete understanding of your SSO and access management goals
- Following change control best practices to ensure effective communication to end users and other internal stakeholders
- Developing a configuration and rollout plan for all of your SSO applications
- Migrating off of any third-party SSO providers without disrupting workflows
- Providing end user enablement using JumpCloud's SSO capabilities

Outcomes

By utilizing this service with our Professional Services team, you can expect the following outcomes and objectives to be achieved by the end of your contract:

✔ All users are secure and activated within JumpCloud.

✔ Devices are secured with JumpCloud's agent and MDM/EMM capabilities.

✔ Users have a singular, secure set of credentials for all mission-critical resources.

✔ The organization is configured to use best practices when securing resources.

✔ Mission-critical applications are secured leveraging JumpCloud's SSO capabilities.

✔ Deep data analytics and event reporting are available to you and your leadership teams.

✔ You and your IT team are equipped with everything you need to know to be JumpCloud experts!

Deliverables

I Sc	Onboarding plan Regular, live design and implementation consulting sessions Best practices guidance and sample configurations Guidance on how to leverage all self-help resources
O Sc	Custom scripting Administration over the JumpCloud instance Consulting outside the number of weeks allowed per the implementation package

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