



## Jamf Migrate device migration service.

### What is it?

Jamf Migrate is a solution that provides a smooth transition of macOS and iOS devices from a third-party MDM to Jamf Pro or Jamf School.

Once setup and configured, Jamf Migrate can be deployed to end-user devices and will guide the user through the process of migrating their device over to Jamf Pro.

Jamf Migrate is designed to bring devices over to Jamf Pro without the need of wiping the device, whilst also ensuring the continuity of device configuration, supervision and in the case of macOS, User-Approved MDM.

### Service Highlights:

- Moves devices from existing MDM to Jamf Pro.
- Covers full planning with guidance given ahead of migration.
- Workflows are designed to keep the migration time to a minimum.
- Ensures security as no MDM credentials are displayed on the end device.
- Takes just minutes per device to migrate.
- Follow up calls with customer success specialist included.

## Who will benefit from Jamf Migrate?

- Customers who already manage their macOS devices with Jamf but manage their iOS devices with another MDM.
- Customers looking to move both their macOS and iOS fleet over to Jamf Pro.
- Customers looking to move from Jamf Now to Jamf Pro.

## How does it work?

The service is based around an application called Jamf Migrate. This application is available for macOS and iOS and is deployed from the old MDM to the managed devices. Once on the devices a string of workflows handles the removal of the old MDM profile, the installation of the new Jamf Pro MDM profile and – in the case of macOS – any reauthorization of User Approved MDM. All this is done using clear and well laid out interfaces to keep the user updated and guide them through the limited steps they need to take.

The apps are designed in such a way that security is at the forefront of the process. Customers can be assured that the data in their old MDM remains secure as neither the macOS or iOS applications contain the credentials for the old MDM.

Unlike competitor solutions, Jamf does not just give the customer a basic application needing extra configuration. Our Professional Service Engineers guide administrators through the configuration of the application only turning on or off a carefully chosen set of features which can accommodate any eventuality in a migration.

## Requirements:

- For macOS: An existing MDM capable of deploying a package and custom configuration profiles.
- Supports macOS Big Sur and iOS 14 or higher
- For iOS: An existing MDM capable of deploying Managed App Configurations.

## Related Products:

- macOS and iOS Premium onboarding.



## FAQs

### **Q: Do I need to be onboarded to Jamf Pro in addition to the Jamf Migrate Service?**

A: Yes. Its important to have Jamf Pro setup in advance of migrating devices. This will ensure you understand your new MDM and it is ready to accept the new devices. Jamf Migrate only covers the movement of devices and not the whole setup of Jamf Pro.

### **Q: Can Jamf Professional Services help with onboarding me to Jamf Pro?**

A: Yes we can. Jamf offers a range of implementation services to set you up for managing macOS or iOS. Please ask your sales manager for information and a quote on these implementation services.

### **Q: When migrating my devices to Jamf Pro will we need to wipe them clean before migrating?**

A: Jamf Migrate makes it possible to migrate a device to Jamf Pro without erasing all contents and settings. However, in some cases, erasing the device may better suit your requirements.

### **Q: Our iOS devices are supervised, will we lose this when we migrate?**

A: No. If your devices are already supervised then this will not change after the migration.

### **Q: Our devices connect to our network using a Wi-Fi configuration from our old MDM. Will this affect the migration?**

A: No, Jamf Migrate can be set up to add a non MDM Wi-Fi network to the process so no device drops off the network when migrating. In addition, our team of Jamf experts can help you get certificate based wifi working in your environment. Just ask your sales manager to arranging a scoping call so we can learn more and advise you on the work needed.

### **Q: Most of our users work from home. Can the migration happen off our network?**

A: Sure. All the end users devices need is an Internet connection.

