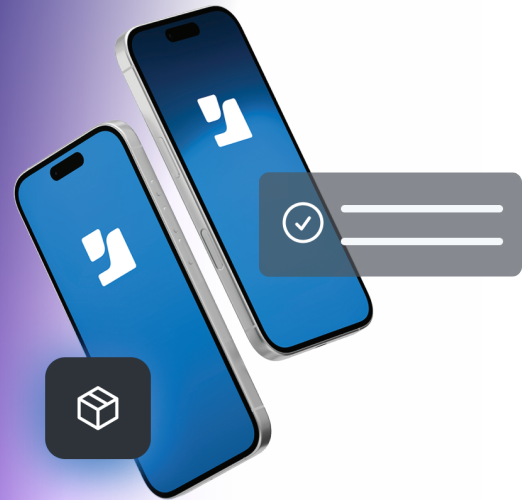




Workplace modernization through purposeful device deployments



Mobile innovations changing line of business operations

Organizations around the globe are innovating with mobile technologies to streamline operations across various business functions. When mobility is introduced, it dramatically transforms work by enabling users to be productive in more places than ever.

In a work context, mobility broadly incorporates the following:

- > **Devices** that are easily picked up and transported, like an iPhone or iPad, and support a variety of use cases and ownership models (e.g., 1:1, shared)
- > **End users** who perform tasks while on the go or work outside of the physical corporate campus
- > **Organizations** that are distributed and utilize technology to enhance the line of business operations or directly interface with customers and partners

In this white paper, we will focus on those mobility use cases that involve purpose-deployed devices. We will showcase industries embracing mobile innovation and discuss the challenges various organizations had to overcome to fully realize their digital transformation initiatives.

- Overview of the deskless workforce
- Optimize deskless device configurations
- Maximize your deskless workflows
- Incorporate deskless into your organization
- Jamf solutions that support the mobile, deskless workforce

Mobile technologies are employed across a wide spectrum of use cases as organizations look to modernize business operations and enhance customer interactions. As such, mobile devices are frequently incorporated into work environments in one of the following configurations:



Task oriented front line workers

- > **For a purpose:** as a device deployed with a specific intent, like an iPad that serves a very specific and dedicated function such as a retail point of sale (POS)



Anywhere work, focus on information

- > **For a person:** as a companion to a worker's primary computing device (i.e., an iPhone that is used alongside a MacBook with the intent of enhancing personal productivity)

Where do organizations start?

Organizations that empower their workers with modern technology face a common challenge:

“Now that we have these mobile devices, what do we do with them, and how do we get started?”

The challenges that can arise for organizations and digital transformation journey are not limited to this list but can be:

- Articulating deployment use cases (person vs. purpose)
- Enrolling devices so they can be properly configured and maintained over time
- Deploying line-of-business applications that support worker productivity
- Identifying users to manage and secure device access
- Configuring devices to meet regulatory and organizational standards
- Managing risk that can disrupt business
- Securely connecting authorized users on enrolled devices to critical business applications
- Automating tasks and remediating threats that arise
- Facing significant visibility gaps when protecting their mobile device fleet

Employees who use devices for a purpose

Most of the world's workers – 80%, or 2.7 billion people - don't sit at a desk. We're not talking about remote employees outside the office but those whose job functions are inherently mobile.

In healthcare, transportation, retail, education, manufacturing and field services industries, deskless workers spend their time on the go: working room to room, in a vehicle or large open spaces or outdoors. For these employees, mobile devices are often their only work platform. They must be optimized to help workers efficiently and effectively achieve their objectives. And when this mobile workforce interacts with technology, it's usually task-oriented and time-sensitive.

The deskless environment also faces unique challenges, like “hiding” the technology so workers can rapidly connect to the task-oriented tools they need while reducing the technology strain on the end user.

However, organizations need help to enable these roles with tools that streamline their work. And these employees often feel unsupported by the tech they use.

How do you better connect workers to their work?

Mobile devices available today are designed with consumers in mind, but organizations need to extend the functionality of mobile devices to their business needs. This can be accomplished with solutions that:

- Provision over the air and optimize for task efficiency, including shared-device models
- Manage device usage to assure security and reduce expense
- Simplify redundant IT-related processes
- Reduce technology strain on the end user
- Connect end users to applications and resources
- Offer workflow-specific integrations

More than 60% of deskless workers report a lack of satisfaction or feel the need to improve the tech they use.



Mobile devices for individuals and teams

Let's look at a deskless use case with a large multinational manufacturer. This organization wanted to develop, test and refine a distributed shared-device solution for its manufacturing facilities, delivering digital training and productivity applications. The journey started with their users – the deskless worker – and the device experience that would provide the most buy-in: iPads. But iPads were only one part of the answer. The team needed to connect the worker to the work – the applications workers use in day-to-day settings – that reside on the iPad. This required implementing technologies that enable one device to be customized to each user's needs via a simple device provisioning workflow. The result is that an employee can pick up any device on the manufacturing floor and immediately access the resources they need without requiring network credentials. The digital solutions, empowered the employee, improved their job experience and increased the operational efficiencies of the manufacturing floor.

Optimize deskless device configurations

While organizations may want to provide mobile devices to help deskless use cases be more efficient and simplify workflows, they also must figure out how best to implement, manage and secure these tools to perform more optimally in deskless scenarios.

Deskless, mobile-first workers require purpose-built tools that move with them throughout the day —and sometimes change hands multiple times— while remaining secure.

Organizations need to find technologies that extend those devices to the enterprise that reduce IT complexity, automate redundant processes and simplify workflows to create a more productive workforce – from IT and operations teams to end users.

Typical device management needs in deskless environments include:

- Automating management and security tasks.
- Provisioning devices over the air.
- Ensuring productivity apps work with each new operating system (OS) update
- Connecting authorized users to productivity apps

Deploying applications at scale and in critical lines of business require this functionality to be centralized and repeatable; such applications include POS, clinical communications tools and pre-flight checklists.

Needs specific to these use cases include:

- **Shared device use:** clinical communication devices in a hospital, shift workers on a manufacturing floor
- **Customized device provisioning to role-specific configurations:** the ability to understand a device's state and distinguish it from others in the fleet
- **Workflows to verify device compliance for regulated industries:** retail store devices support the correct version of iOS or iPadOS and POS app
- **Meeting industry-specific security requirements:** PCI DSS in retail, HIPAA in healthcare ([learn more about this in our security frameworks white paper](#))
- **Content filtering and data capping:** control types of data accessed, manage cellular data consumption
- **Ability to operate in environments with connectivity issues:** minimize disruption to application connections
- **Integration with other platforms, tools and workflows:** help connect employees to all their work resources

The desired outcome is seamless IT administration and simple technology interactions that make for more productive workers.

Maximize your deskless workflows

From an employee perspective, technology should help make life easier, not more complicated.

Instead of feeling overwhelmed with adapting to new technology, employees want to see the benefits of their tools, especially when they have to learn to use them on the fly and often with minimal training or practice.

The good news is that the right technology, with effective support, security and management, can reduce the complexity of an employee's work and even increase their job satisfaction and connection to their workplace.

Ideally, business solutions for deskless workers: are ready to use right out of the box; hide the technology; rapidly connect workers to task-oriented tools; digitize current processes, automate processes and create more efficient workflows.

Mobile technology can also help accomplish broader business goals, including:

- Meeting regulatory compliance and security standards
- Training and development of employees
- Staying up to date and competitive in the market
- Replacing spreadsheets and manual processes for inventory management and logistics
- Establishing closer connections with more immediate communication between the company and leadership

Better bottom-line growth

Organizations that have the highest degree of digital connectivity and empowerment—that involves **75%** of their frontline workers—saw more than **20%** growth.

Deloitte: Closing the technology gap for frontline workers

Importance of managing and securing devices from the same tech stack

Jamf makes it possible to extend the consumer-simple Apple experience to the workplace by:

- Providing a consistent deployment experience
- Actionable insights
- Consistent policy controls
- Consistent integration with third-parties
- Greater operational efficiencies and return on your investment

Organizations can achieve greater operational efficiency when organizations manage and secure Apple devices from the same technology stack – regardless of device, use case or work setting.

Incorporate deskless into your organization...

...And innovate how you connect workers to their work.

When it comes to devices, users, data and workflows, each team within your organization has specific challenges. Devices must be optimized to help them achieve their objectives efficiently.



Security Teams

Empower security and legal teams to have detailed visibility and control over devices used in deskless scenarios

Line of Business Leaders

Provide Line of Business leaders with the capabilities needed to empower deskless workers without requiring decentralized device management and security

End Users

Deploy devices into a variety of deskless scenarios that improve productivity without adding administrative overhead for end users or line of business teams

IT Team

Help IT teams scale by incorporating deskless deployments into existing workflows

Operations Teams

Improve the day-to-day functions of the business. Develop and implement strategic plans to improve efficiency, productivity, and profitability

Like many software deployments, different teams are involved, including those who buy and implement the solution. Sometimes, those teams are the same; if they are different, they need individual consideration to ensure organizational success at every level.

Buyers are often responsible for managing and leading cross-functional teams in evaluating, recommending, developing and implementing hardware and infrastructure solutions to support the business.

Implementors are accountable for technology enablement, technology deployment and installation in new locations (like a restaurant or a manufacturing floor) and in-store technology support.

Jamf understands the needs and intersections of buyers and implementors in deskless technology deployments. Our expertise helps internal stakeholders understand the deployment, how technology interacts, and how to find the best solution for your organization.

Jamf for Mobile provides organizations with all the capabilities to unlock mobile's power at work - letting teams meet security and compliance requirements while improving the user experience.



Device Management

Zero-touch deployment automatically configures and customizes devices, empowering your team to work more efficiently and accelerating user productivity. Easily deploy, patch and customize apps on any Apple device.



Endpoint Compliance

Establish a secure baseline and validate that every mobile device complies with regulatory requirements. Monitor for vulnerable app versions, app risk level, out-of-date operating systems, plus block or hide unauthorized apps, and more.



Threat Detection and Response

Protect your organization's data with real-time detection and rapid response. Use Data Streams to send critical threat events, network traffic, device data and app insights directly to your SIEM, and use Threat Risk Signalling to swiftly remediate emerging mobile threats.



Web Protections

Protect users from online threats (like phishing) and enforce your organization's Acceptable Use Policies with advanced web protections. Manage cellular data consumption through Data Capping and control access to restricted content with Content Filtering, ensuring safe and compliant browsing across all apps and browsers.



Secure Application Access

Provide seamless access to critical applications at the moment of need, helping employees work effectively anywhere. Zero Trust Network Access ensures that only trusted users on sanctioned devices can access work applications.



Jamf +1's

Streamline and enhance your workflows with Jamf-built applications. Mobility teams can provision, customize and refresh devices for any user or use case – primarily for shared-devices. Purpose-driven workflows offer insights into device usage and deliver a tailored, native experience for frontline workers.



Key Industries

Jamf works with leading organizations in Healthcare, Retail, Manufacturing, Hard Hats and Aviation industries to deploy Apple across their use-cases.



Industry Experts, Services and Partners

Jamf's industry and mobility experts partner with your team to pinpoint the ideal solution for your needs. Our [Marketplace](#) partners enhance the power of Jamf with pre-built solutions, while Jamf Services accelerate your organization's adoption.

As mobile technology continues to transform industries, Jamf for Mobile supports innovation in how modern devices, are used by workers.

Jamf for Mobile enables employers to provide workers in mobile-first, task-based roles with simple, secure and customized experiences. Thanks to our purpose-built solution, the devices these teams choose can deliver enhanced worker experiences and optimize business outcomes.

The result:

- Retail clerks don't have to stand at a counter.
- Pilots don't need to carry a physical flight plan.
- Patients can engage with their entire care team from their beds.
- And so much more...

Benefits of using Jamf include:

- Delivering an Apple-first, Apple-best experience by building on native Apple frameworks.
- Performing over-the-air management and security tasks without interrupting end-user tasks.
- Streamlining administration by simplifying IT workflows and redundant processes.
- Supporting end-user needs for efficient, reliable tech that helps them do their job better.
- Delivering maximum performance and functionality as product capabilities evolve.
- Remains compatible with every new OS release.
- Finding the solution that best fits your needs with help from industry experts.



Ready to get more out of your mobile devices? Contact a mobility expert today.

Request Trial



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