HCLTech | Supercharging Progress™

Enabling end-to-end device management for Apple products

Across retail, healthcare and education industries

Table of Contents

Overview

Businesses can be categorized into industries according to their main functions and activities, which helps clarify their operations. Each industry has unique requirements for operation and service provision, making it crucial to have compatible hardware and software to manage and secure them. End-to-end device management and security are crucial for industries facing challenges like the rapid growth of endpoint devices, diverse device types and evolving cyber threats. Industries are addressing these issues by implementing comprehensive security frameworks, leveraging managed device services and adopting advanced management practices to ensure robust protection and operational efficiency.

HCLTech is dedicated to understanding these industry-specific differences to ensure tailored solutions for their challenges. We have a dedicated end-end device management and security offering for industries. It is purpose-built for Apple devices powered by Jamf, customized for industries and personalized to every user. HCLTech and Jamf have partnered to deliver the best-in-class experience to users with Apple devices. It is about bringing device management, user identity, endpoint and network protection together – all under one umbrella.

This brochure outlines our dedicated end-end device management and security offering as a service for Retail, Healthcare and Education. Along with the mentioned industries, our solution is also suitable for other industries deploying Apple devices.

Our offering with Jamf for Retail

In a retail industry landscape, throughout the value chain, there are various applications to stay on top of, associated with point of sale, catalog, accounting, inventory management, employee scheduling and more. You can update them all with a single click and manage them from one location with our HCLTech offering powered by Jamf. Retail teams desire mobility-centric solutions tailored to their specific needs and aim to engage and streamline their workforce with minimal disruption, allowing them to concentrate on enhancing the customer experience. Below are some of the key use cases:

Lost mode support:

With hectic storefronts and shift changes, devices change hands a lot and may go missing. Lost Mode offers you security from a central location. Log in, put your device in a locked state, track it down and simply enter the password to get back to work.

POS management:

Retailers can use iPads as stationary POS registers, and Jamf can manage the device and the application. These iPads can run specialized POS apps where staff can quickly access product information, check inventory availability and process transactions.

App management:

Jamf's tailored solutions enhance iPad and iPhone app management by providing security, efficiency, customization and scalability for any app on the device. For example, use devices to ensure retail employees have access to training apps.

Customer engagement:

Some retailers use iPads to enhance in-store customer engagement, such as for product browsing, self-checkout or loyalty program sign-ups. Jamf helps manage these devices, ensuring they are secure and providing a consistent user experience for customers.

Shared device support:

Configure iPad or iPhone for the right use case for shared use with the Jamf Setup application. Supply a list of roles (like manager, cashier or guest) and users can instantly transform the device's configuration with one tap – no IT interaction or login credentials required. Jamf Reset securely prepares a device for the next user. With Return to Service, store associates can erase and refresh an iOS or iPadOS device in the field without contacting IT. Devices will automatically connect to Wi-Fi and re-enroll into MDM, removing the need for users to go through Setup Assistant screens that previously could not be skipped.

Digital signage management:

Retailers can use Jamf to manage Apple TVs that display dynamic digital signage within stores. These signs can provide location-specific information, promotions and announcements and deliver targeted, real-time communication to enhance both employee engagement and customer experiences.

Inventory management:

Jamf helps retailers keep track of inventory by ensuring that devices are properly configured and apps are up to date. Retail staff can use iPads to scan barcodes, update stock levels and manage product information.

Kiosk management:

Easily manage Apple devices used for Smart Kiosk with Jamf, which displays the product catalog for an interactive customer experience.

Employee device management:

Jamf simplifies device management for retail employees, ensuring efficient operations and secure access to company resources.

Security and compliance:

Jamf ensures that devices are secure and compliant with company policies. It can enforce passcodes, encryption and other security measures.

Our offering with Jamf for Healthcare

Healthcare providers seek methods to offer quicker, more personalized care to their patients and enhance communication with their care teams. They require mobile healthcare solutions that simplify the management of patient and clinical-use technology. Our HCLTech offering powered by Jamf provides an effective solution for the same and below are some of the key use cases.

Electronic Health Records access:

This EHR integration with Jamf Pro (Healthcare Listener) can receive messages from an EHR system (e.g., discharge, transfer) and automatically trigger management commands (e.g., remote wipe, remote lock) for iOS and iPadOS devices.

Training and education:

Use devices for staff training or continuing medical education, ensuring that healthcare professionals have access to the necessary resources and materials.

Automated bedside device management:

Automatically refresh devices between patients without intervention from IT using Jamf Healthcare Listener.

Mobile Assist:

Empower your frontline triage team and fix devices without contacting IT for help. MDM remote commands include automatically clearing device passcodes, setting unique wallpapers and restarting or erasing an iOS or iPadOS device.

HIPAA security compliance:

Jamf products can help you generate reports to demonstrate that deployed devices are compliant with security standards (e.g., healthcare regulations such as HIPPA). These reports help mitigate regulatory compliance risks while streamlining audits.

Remote bedside device management for parents and guardians:

Using the Jamf Parent app, parents can restrict and allow apps and device functionality on their children's devices. Transfers temporary control of bedside iPads on parent and guardian personal devices, which ensures patients with age or developmental needs have safe, controlled experiences with their issued-at-home devices or patient bedside devices.

Healthcare-specific application deployment:

Deploy healthcare-specific applications to devices, such as medication management or clinical decision support tools, ensuring they are up-to-date and accessible to staff. There is also an opportunity to work with integrated partners to achieve seamless workflows.
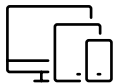
Shared device support:

Configure iPad or iPhone for the right use case for shared use with the Jamf Setup app. Supply a list of roles (like nurse or technician) and users can instantly transform the device's configuration with one tap. No IT interaction or login credentials are required. Jamf Reset securely prepares the device for the next user.

With Return to Service, hospital staff can erase and refresh an iOS or iPadOS device in the field without contacting IT. Devices will automatically connect to Wi-Fi and re-enroll into MDM, removing the need for users to go through Setup Assistant screens that previously could not be skipped.
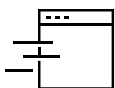
BYOD, 1:1 and shared devices:

Meet specific deployment scenario needs for all deployment models. Support shared device needs with the Jamf Single Login, Jamf Setup and Jamf Reset apps.
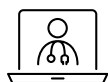

Telehealth video conference automation:

Simplify on-demand video encounters via iPad with a few simple taps. Allow providers, families and loved ones to easily receive invites and join meetings.

Patient engagement and education:

Use devices for patient education, communication or entertainment during hospital stays, managed securely through Jamf to protect patient privacy. With Jamf, you can help manage and distribute patient education materials, patient portals and engagement apps to improve patient outcomes. Patients can view their medical records, communicate with friends and family, read educational materials about their condition and call a nurse — all from an iPad that can be securely and remotely erased between patient visits.
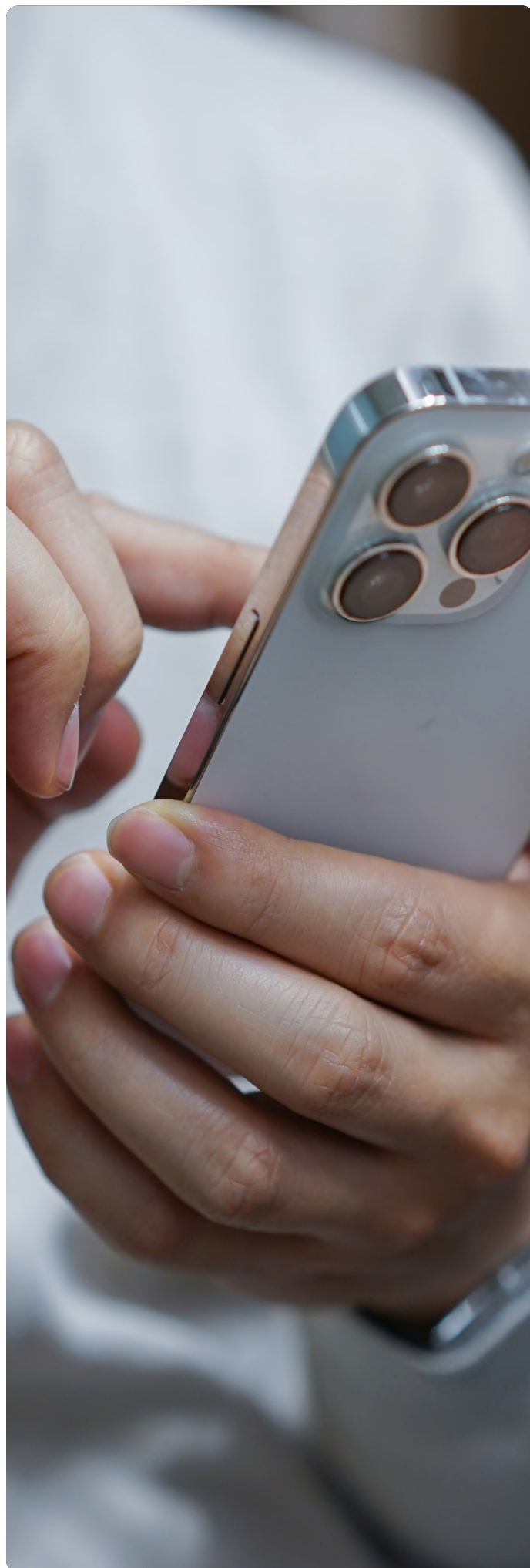
Our offering with Jamf for Education

Our HCLTech-Jamf solution enables educational institutions to connect with students, teachers and parents in innovative ways, fostering an interactive learning environment through the use of Apple devices.

Jamf School is the purpose-built mobile device management solution (MDM) for education. With its intuitive web-based interface, Jamf is very effective at deploying, conducting inventory and securing Mac, iPad and iOS for schools worldwide. Jamf School gives educators and schools the ability to deploy and manage Apple devices – the best learning technology – with ease, so you can focus on your mission of education.

Jamf School has 3 different key apps: Jamf Teacher, Jamf Parent and Jamf Student.

Jamf Teacher gives teachers the tools to manage their classes and keep students focused. Jamf Student gives students managed control over their own devices and communication tools to request help from their teacher when devices go home at the end of the day. Jamf Parent provides management tools to enable parents to manage what their children can access.

Jamf Teacher

The Jamf Teacher app is designed to meet the needs of school teachers. The app makes it possible to quickly and easily manage Apple devices.

Jamf Teacher complements Apple's own Apple Classroom app, so the advantages of both systems can be conveniently used together. Some benefits include native and web-app deployment directly to students, the ability to prepare classes and lessons in advance, the ability to directly manage students and the important ability to message students directly. Teachers can also restrict websites, apps, domains and functionalities as well as create ad hoc classrooms.
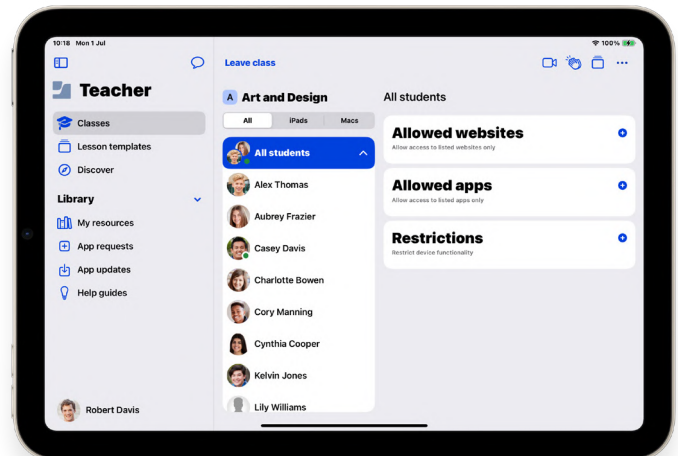
Features

Prepare lessons in advance:

The prepare lessons feature makes it easy to prepare lesson profiles containing apps and web pages and to provide them for students during class. This can be done "on the fly" or in advance. Lessons can be created and used as templates. Most importantly, the student can make full use of the device by accessing several apps at the same time. Apps can also be deployed directly to students.
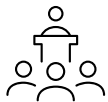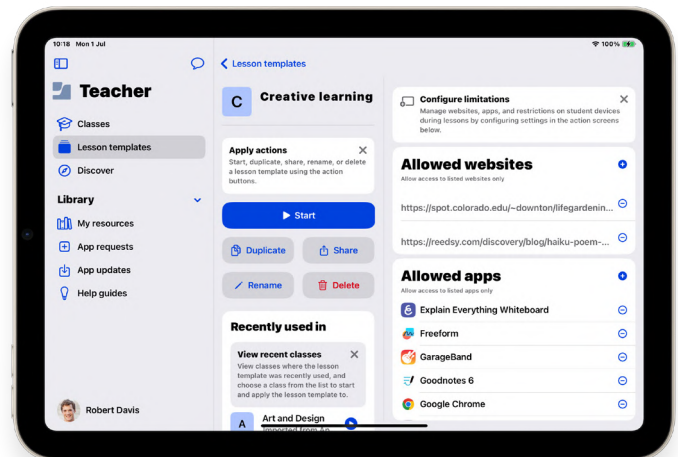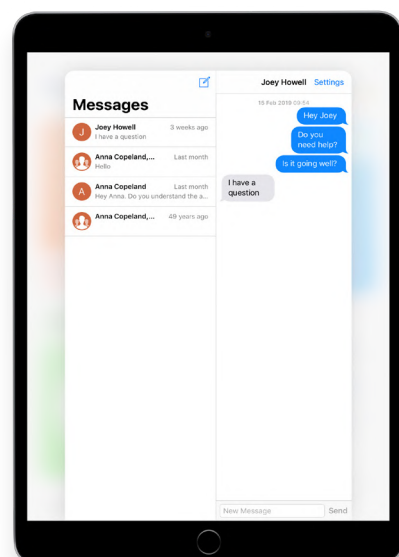
Control in the classroom:

The control in the classroom belongs to the student with Jamf Teacher. Classes can be pre-populated with Apple School Manager synchronization, or the teacher can create a group of students within a given class, if needed. They can control how long lessons are applied as well as manage restrictions.

Send messages to students, individuals or groups:

The Jamf Teacher app keeps students and teachers up to date. The messaging feature allows students to message the teacher directly during lessons and also allows teachers to communicate with individual students or with groups.

Teachers can deploy apps directly to student devices and set and clear restrictions on student devices. This prevents access and use of selected device functions. The teacher effectively manages notifications, camera functions or the use of web pages — limiting student distraction.

Jamf Parent

With Jamf Parent, parents can participate in their children's school work and easily manage their children's devices. Parents can control the device after the student leaves the classroom, empowering them with the confidence to set restrictions for home use of the device.
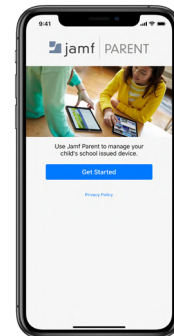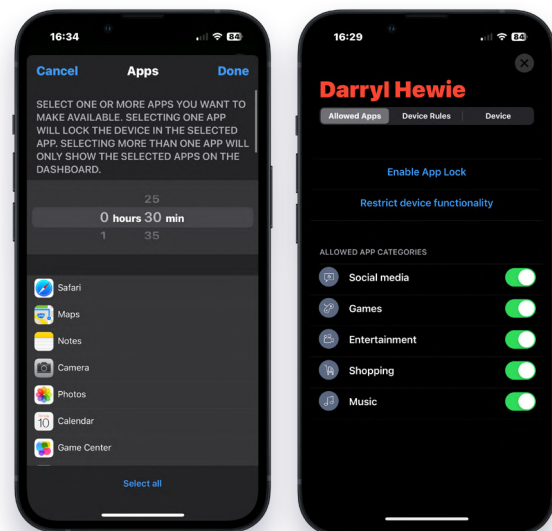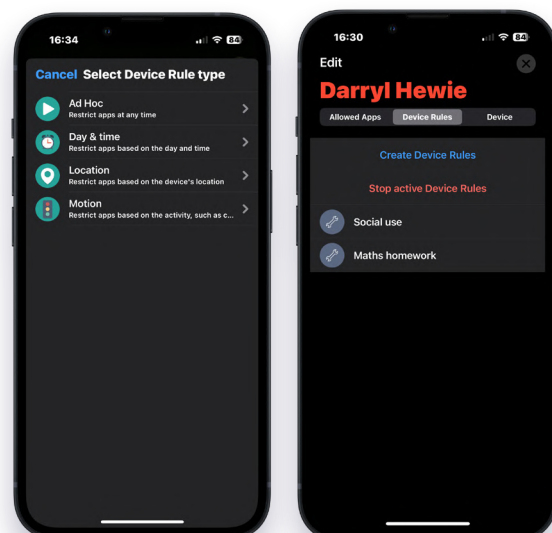

Features

Give parents the ability to limit apps and device functionality:

Jamf Parent uses the power of MDM to provide management controls for parents, giving them the ability to limit apps (e.g., disable apps like Phone and Facetime) and device functionality, manage restrictions on browsers (e.g., restrict access to Safari) and manage social media and messaging

Control based on location, motion, day and time:

Location notifications help parents locate the student and device. The app gives a notification about their child's arrival at school and their return home. It can restrict apps and notifications in traffic and restrict apps based on the device's location. It is also a trusted safety feature: Jamf Parent includes a motion-sensing feature that automatically turns off notifications when a child is cycling or walking — reducing distraction and increasing road safety.

Jamf Student

Jamf Student gives students restricted permissions over their own devices, allowing them to focus on their education without being distracted by unauthorized apps.

## Features

Empowers students with controlled technology to:
• Set up their own iPad
• Send messages to their teacher
• Install pre-approved apps, iBooks and documents
• Update apps, iOS and more

Jamf Safe Internet

Designed to help schools and colleges protect students from harmful content on the internet. Jamf Safe Internet enforces acceptable-use policies without sacrificing the unmatched learning experience, Apple devices provide. This combines best-in-class network threat prevention and a vast content-filtering database to block unsafe content and malicious malware and phishing attacks so that students can learn safely from anywhere. This is supported across platforms for Chrome and Windows.
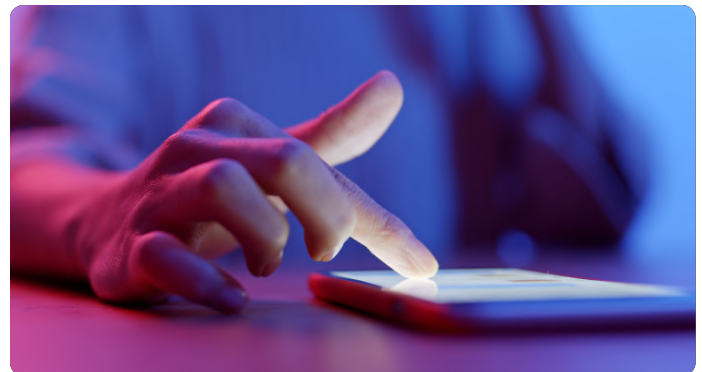
Conclusion

To summarize, the HCLTech Jamf partnership empowers organizations across sectors with seamless device management, robust security and streamlined workflows. From retail, healthcare and education to many other industry sectors, we ensure efficient operations while safeguarding sensitive data.

To learn more, please contact us at dwp@hcltech.com

HCLTech | Supercharging
Progress™

hcltech.com