



Simplifying Mac management and enabling growth in a tech multinational



Redis makes apps faster by creating a data foundation for a real-time world. It is the driving force behind Open-Source Redis, the world's most loved in-memory database and commercial provider of Redis Enterprise, a real-time data platform.

Redis's IT team was trying to adopt a foundational component for managing their Mac fleet but soon realised they did not have enough time and resources to manage all devices by themselves. They were looking for a zero touch, fully integrated supplier to help them deliver a managed macOS service.

In this customer story, Chris Asing, vice president and head of IT, and Winston Chou, director of IT operations at Redis, will share how datajar.mobi helped the organisation scale up, reduce cost and save time with their new employee onboarding processes, patch management and reporting.



Redis Enterprise powers real-time services for more than 8,000 organisations globally



Using datajar.mobi for Apple device management



80 per cent of employees use Apple devices



Experienced Apple growth in excess of 100 per cent

Balance: \$51,670.22



Give us a brief introduction on your company.

Redis makes apps faster by creating a data foundation for a real-time world. It is the driving force behind Open-Source Redis, the world's most loved in-memory database and commercial provider of Redis Enterprise, a real-time data platform. Redis Enterprise powers real-time services for more than 8,000 organisations globally.

It builds upon the unmatched simplicity and speed of Open-Source Redis along with an enterprise-grade data platform that offers robustness of modern data models, management, automation, performance and resiliency to deploy and run modern applications at any scale from anywhere on the planet.

How is Apple technology used within the organisation?

Apple is our platform of choice, making up 80 per cent of our workstation fleet. We support employee choice, guided by our 'lead with Apple where you can' approach. This has been the driving force behind our adoption of Apple and its continuous growth within Redis.

Have you seen growth in the number of Apple devices you manage in the past few years?

Yes, we have had rapid growth. We have more than doubled our Apple device count in the past year, growing to more than 704 macOS, from the previous figure of around 300.

Please describe your IT environment.

Redis was founded in Israel but has expanded with offices in the USA and UK, as well as maintaining a presence in South Asia. With our workforce geographically distributed across the globe, hiring and onboarding employees remotely using cloud-based systems has been a key driver behind the design of our infrastructure.

Do you have a dedicated team of Apple device management specialists within your IT function?

We maintain a small but focused team of IT professionals who are tasked with supporting the business as it scales to an even bigger size.

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With datajar.mobi, the onboarding process takes less than half the time compared to our previous MDM provider. New starters are effective and productive from day one.

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Winston Chou, Director of IT Operations, Redis



We rely on dataJAR to be our Apple device management experts that support our in-house team through their technology and skills.

How were you managing your Apple estate before implementing datajar.mobi?

We were previously using VMware Workspace One managing and supporting a mixed fleet of devices.

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dataJAR's customer support team is of major benefit to us. Additionally, the Simplified Management dashboard allows for a good rollout view of the environment, providing powerful data with a user friendly interface.

Chris Asing, VP and Head of IT, Redis



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We created the world's
most loved database.

What were the main challenges you were trying to solve and what were you looking to achieve through a device management solution?

As our fleet kept increasing in size, we recognised we did not have the people or skills to always be in a position to respond or scale in time. We needed to improve our capacity and availability by introducing zero-touch deployment processes, but without needing to build this in-house.

We also wanted to be able to work with vendors that can dropship devices to our employees, cutting administrative costs and reducing the logistical steps, allowing our technical teams to focus on supporting our users with technology. Finally, we wanted to implement a solution that would reduce the need for manual administration as much as possible, which was a problem we had with our previous MDM vendor. We have found solutions to all the above challenges using datajar.mobi and working with the dataJAR team.

How did you first hear about datajar.mobi?

We came across a dataJAR presentation from JNUC 2018 by Ben Toms and James Ridsdale. They spoke about how dataJAR manages Jamf at scale and how they automated patch management with the Auto-Update framework in datajar.mobi.

How has implementing datajar.mobi changed your Apple device management processes?

The biggest benefit is how our deployment, management and patching process has been streamlined. For example, using Jamf Connect to provision accounts and keep passwords in sync has made a huge difference for our users. Auto-Update is also a significant time saver for us, as is the reporting - Winston's personal favourite.

How is datajar.mobi helping your in-house IT team?

There has been a noticeable improvement to our time resolution of tickets, for which the dataJAR team deserves praise - in particular, how responsive and knowledgeable the dataJAR engineers are. This was a big issue with our previous MDM vendor that we were not able to fix.

Another great benefit is the ease of config management with changes being simplified, efficient and effective. We liken dataJAR to a 6th player coming off the bench to fix things when needed. We have had consistent feedback from Mac users loving the onboarding experience. It is a highlight for them and they are effective and productive from day one.



Ready to find out more about dataJAR? We would love to hear from you.

[Chat with our experts](#)