



Strengthening security and Apple device management in a media production company with datajar.mobi



ec2i is a technology first, creative media production company specialising in **multi-channel content creation**, optimisation and deployment and has been based in Southend on Sea, Essex for more than 20 years.

The company was looking to manage its Apple estate centrally, as hopping from one device to another to install, update and remove software was taking too long. Even a simple check on which version of macOS was installed was becoming a challenge. Security was a big concern too, as staff had to ensure Apple devices were secure and compliant.

In this customer story, Matt Jones, systems director at ec2i, shares his insight into the challenges this thriving media organisation was facing around the management, security and support of its Mac fleet and how these have been overcome by implementing a modern managed service for Apple.



20 years' production experience across multiple markets



30 years' experience with Apple technology



Using datajar.mobi for Apple device management



More than 50 Apple platforms, mainly using macOS Monterey and Ventura



Please give us a brief introduction on who you are and what your role is within the company?

I am the systems director of **ec2i**. We specialise in capturing, creating, managing and deploying engaging media content across multi-channel touch points, from **photography** to **colour retouching**, design through to seamless integrated **workflow solutions**.

Managing Director, Steve Fitzgerald, and I manage a dedicated team of developers and IT support; we oversee and maintain all systems and software within the business and I provide support for our sales team from a technical aspect when engaging with our current and prospective clients.

How is Apple technology used within the organisation?

Apple technology is used throughout the business, in fact more than 85 per cent of our devices are Apple. They are used within our **photography** studio, **colour/creative retouching** and design departments, plus all our developers and IT team use Apple kit.

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

The number of devices we manage has not grown as such. We regularly update our Apple devices but have not needed to increase the amount. Due to recent events and the challenges we have all had to face, we have had to work smarter and fully utilise all devices, in particular our Apple devices.

Please describe your IT environment.

ec2i headquarters is based in Southend-on-Sea in Essex, plus we have a disaster recovery site eight miles away in Shoeburyness, Essex. We have approximately 50 Apple devices, so it is a relatively small estate compared to some, mainly using macOS Monterey and macOS Ventura.

We do have a small number of Macs running a few older macOS systems for testing purposes, because not all of our clients use the most recent versions of the Mac available and we need to ensure all client-facing systems work seamlessly with a broad range of operating systems.

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Implementing datajar.mobi has ticked all the boxes I wanted to achieve with an MDM solution. When purchasing new devices, the enrolment and installation is quick and easy. Managing those devices is also simple to do, all carried out from a single pane of glass.

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There are many great benefits of engaging with dataJAR but if I had to highlight one, it would be the support provided by the engineers – it has always been first class. Their quick response to issues or requests is greatly appreciated and their efficiency and speed helps us to keep progressing forward as a company.

Matt Jones, Systems Director, ec2i



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Do you have a dedicated team of Apple device management specialists within your IT function? What is the size and structure of this team?

We have nine members in our IT team consisting of developers, DevOps engineers and IT support technicians. We all work with Apple, RHEL/Linux and Windows and I personally have more than 30 years' experience with Apple systems alone, right back to around 1994 with the release of the Power Macintosh 6100 running OS7.

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

Before the implementation of datajar.mobi, maintaining our Apple estate was a hands-on process. The task was becoming more and more time consuming and tedious, so a capable MDM solution was needed.

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

We wanted to be able to manage our Apple estate centrally, as hopping from one device to another to install, update and remove software was taking too long.

Even a simple check on the version of macOS installed was a real pain. Security was a big concern too, as we had to ensure all Apple devices were secure and compliant.

We either had to grow our IT team, which would be expensive and time consuming, or adopt an MDM solution that was cost effective and quick to implement.

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

I chose the fully managed service offered by dataJAR and am so pleased I did. The support provided by dataJAR is excellent and the time saved within our IT department has been a huge improvement to us, which allows the team to concentrate on other tasks.

One major, unexpected challenge we faced was the pandemic. Thankfully we implemented datajar.mobi in January 2020, so when the UK locked down in March and all our staff began working from home, the IT team could continue to manage our Apple devices with ease.

This continues today as, despite our return to the office, hybrid working is now more commonplace, so managing our Apple devices, wherever they are located, can be achieved simply and effectively.

Have you received feedback from your end users about their experience? Has there been a visible change to their everyday use of Apple devices?

We have not had a great deal of feedback at all from our end users, but this is a major positive. The IT team would only hear when there is a problem or something was needed.

All settings, applications etc. are now installed when the Apple device is enrolled and the applications installed are dependent on the department the device is enrolled in. If the end user requires an additional application, they simply go to 'Self Service' and, if they have the privileges to do so, they can install that application themselves. The time this feature has saved the IT team alone is invaluable.

Is there a particular feature or aspect to the service that you have been impressed by? How has that improved your service?

There are many great benefits to leveraging datajar.mobi, but if I had to highlight one it would be the support provided by the engineers – it has always been first class. Their quick response to issues and requests is greatly appreciated; their efficiency and speed helps us to keep progressing forward as a company.

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