

Implementation Consultation

JumpCloud Professional Services

Overview

Our **Implementation Consultation** offering includes guidance and best practices for implementing and configuring the following foundational JumpCloud directory platform components: identity management, full device management, and access management with single sign-on (SSO). If you're currently using other third-party directories, mobile device management (MDM) tools, or identity and access management (IAM) tools, the JumpCloud Professional Services team will help get you on the best path possible to migrate into the JumpCloud platform as fully as you want. We will also guide you through preparation for the rollout of the JumpCloud platform to your user base.

Engagement

Discovery and Design

In this phase, we will work to:

- Identify and understand project objectives and timelines
- Perform a deep analysis of your organization's systems to uncover any roadblocks
- Understand your environment's resources, architecture, and vendors
- Develop a strategy for migrating away from third-party vendors
- Design an integration and onboarding plan to meet your key objectives

Foundations of a Directory

In this phase, we will configure all foundational aspects of the JumpCloud platform to prepare for a seamless integration into your IT environment. We will help you:

- Configure your organizational profile within the JumpCloud platform
- Enforce strong, secure password settings
- Connect your preexisting directories with JumpCloud (e.g., GWS or M365)

Manage Identities	<p>In this phase, we will populate existing employees' accounts and identities in the JumpCloud console and get you started using modern and secure best practices from day one. We will help you:</p> <ul style="list-style-type: none">● Design user groups in JumpCloud based on your company's needs● Create and activate new users in JumpCloud● Produce a guided plan for migrating off of third-party IAM tools/directories● Establish best practices using JumpCloud's lifecycle management capabilities
Manage Devices	<p>Once your employees' identities have been moved over and secured within JumpCloud, the next step is to enroll, secure, and manage existing devices through JumpCloud's MDM and enterprise mobility management (EMM) capabilities. We help you with this by:</p> <ul style="list-style-type: none">● Implementing an effective device enrollment and configuration strategy● Establishing best practices for enrolling/migrating devices into JumpCloud● Creating step-by-step methods for integrating users and devices efficiently● Providing a consultation on best practices for migrating off of third-party MDM tools● Securing your device fleet with security policies, multi-factor authentication (MFA), and device-level configurations● Showing you how to manage approved software and applications on your company's managed devices
Manage Resources	<p>This phase focuses on securing web applications for employees through the use of a consolidated and secure portal that leverages modern SSO protocols. We will help you with this by:</p> <ul style="list-style-type: none">● Working to gain a complete understanding of your SSO and access management goals● Following change control best practices to ensure effective communication to end users and other internal stakeholders● Developing a configuration and rollout plan for all of your SSO applications● Migrating off of any third-party SSO providers without disrupting workflows● Providing end user enablement using JumpCloud's SSO capabilities

Production
Readiness

In this final phase, we will help you configure any additional resources and features required prior to production rollout. We'll also help you finalize an effective rollout strategy for your new JumpCloud environment. We'll do this by:

- Discussing any potential add-ons within the JumpCloud platform (e.g., RADIUS, LDAP, conditional access) that will add value to your organization
- Managing and reporting on crucial events within your newly built JumpCloud environment
- Discussing any final action items that need to be addressed within your rollout plan
- Teaching you how to open support tickets, leverage self-help resources, submit feature requests, and acquire additional assistance in the future

Delivery Breakdown

Note: All hours represented below are simply recommendations for time allocation. Depending on the product package and plan you purchase, you may change these allocations to fit your needs. The Implementation Consultant will work with you on where to spend time most effectively for your environment.

Essentials (10 hours)	Premier (18 hours)
<p>This plan is meant to cover the fundamental basics and essential operations to get JumpCloud integrated within your organization. This package focuses on the most important and foundational services within the platform and how you can get your assets, resources, and users properly configured.</p>	<p>This plan is meant to cover all of the fundamentals of the platform, including deeper dives and assistance with the more complex configurations. At the conclusion of this package, you will receive a JumpCloud Admin Runbook that is a valuable resource for your team while they're managing the different services and assets within JumpCloud.</p>
<ul style="list-style-type: none">• Discovery, Design, and Foundations: 1 hour• Identity Management: 1 hour• Device Management: 4 hours• Access and Resource Management: 3 hours• Production Readiness: 1 hour	<ul style="list-style-type: none">• Discovery, Design, and Foundations: 1 hour• Identity Management: 2 hours• Device Management: 7 hours• Access and Resource Management: 6 hours• Production Readiness: 2 hours

*Custom packages are also available.

Outcomes

By utilizing this service with our Professional Services team, you can expect the following outcomes and objectives to be achieved by the end of your contract:

- ✓ All users are secure and activated within JumpCloud.
- ✓ Devices are secured with JumpCloud’s agent and MDM/EMM capabilities.
- ✓ Users have a singular, secure set of credentials for all mission-critical resources.
- ✓ The organization is configured to use best practices when securing resources.
- ✓ Mission-critical applications are secured leveraging JumpCloud’s SSO capabilities.
- ✓ Deep data analytics and event reporting are available to you and your leadership teams.
- ✓ You and your IT team are equipped with everything you need to know to be JumpCloud experts!

Deliverables

In Scope	<ul style="list-style-type: none">• Onboarding plan• Regular, live design and implementation consulting sessions• Best practices guidance and sample configurations• Guidance on how to leverage all self-help resources
Out of Scope	<ul style="list-style-type: none">• Custom scripting• Administration over the JumpCloud instance• Consulting outside the number of weeks allowed per the implementation package

JumpCloud® helps IT teams **Make Work Happen®** by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has a global user base of more than 200,000 organizations, with more than 5,000 paying customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.



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