

CLIENT MANAGEMENT CHECKLIST

Corporate adoption of tablets and smartphones poses new challenges for IT admins in the quest to offer enterprise management capabilities. New machine deployment, software updates, new software distribution and issue resolution all play a part in successful client management.

But implementing your client management strategy doesn't need to be heavy-handed with your end users. Using a light touch for system administration ensures that you'll be managing simply and your users love you completely.

Use the checklist below to overcome common Apple-ization challenges by covering all your bases while at the same time providing a downright cheery experience for your user base.

SELECT YOUR TOOLS:

- System management** – Provide a non-invasive administration. Inventory and asset control is the goal here. Don't try to forcibly change users' behaviors or interrupt their workflow. How you engage with them and the choices you provide will lay the foundation for technology as a service.
- Synchronous storage** – Simplify collaboration for specific files. Users enjoy the convenience of a "files on demand" experience, and you get to replace FTP, emailing, SMB/AFP/NFS etc., thereby reducing cost over a traditional file server. And, it adds mobility to your enterprise in a more secure way than DIY.
- Automated backup/restore** – Secure data with reliable backup of all designated company files to a cloud or external disk. Flexible cloud storage options and easy deployment are key and ensure you're always covered. Restores are easy enough to be done by end users. In addition, migrations from one device to the next are simplified and further reduce file-services cost.
- Self-service** – Help your end users by letting them help themselves. Remember, they are increasingly tech-savvy. Bundle up app deployments; deploy training, announcements or documentation in one place. Make it easy, and keep them coming back for more.
- User access** – Make the user an admin. They have local home directories, but they can save files to the cloud for use on any device that's Web-enabled. They can see their files from any of these devices or conduct restores independently, saving valuable IT time and resources.



Apple-ization of the Enterprise

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