

Case Study

Zero Touch Deployment for Apple Devices (iPhone/iPad) with Apple Business Manager & Intune MDM Integration

The Customer:

Allen HVAC*

Industry:

HVAC

Location:

Brandon, Manitoba

A trusted name in the industry, Allen HVAC* has been designing and manufacturing reliable heating and cooling products for 100+ years. The company focuses on creating genuine value for its customers through innovation, product performance and responsive support. Allen HVAC* and its subsidiaries build and sell HVAC systems under the Maytag®, Frigidaire®, Gibson® and Reznor® brands, among others.



Overview

Allen HVAC* is currently running on-premises AD environment with user identities synchronized to Azure Active Directory using Azure AD Connect (DirSync). They engaged Infrassist Technologies Pvt Ltd. to provide professional services in implementing Apple Business Manager Intune Integration. Also, with key device management & configurations targeting to an organization-wide group of iOS / iPad OS devices only.

As part of this engagement business owned iOS/iPad OS devices were provisioned to business-ready state – (enrolled under Intune automatically) using Apple Enrollment Token profile & validation of different Intune MDM policies, i.e., device configuration & application deployment, compliance & iOS / iPad OS update policies.

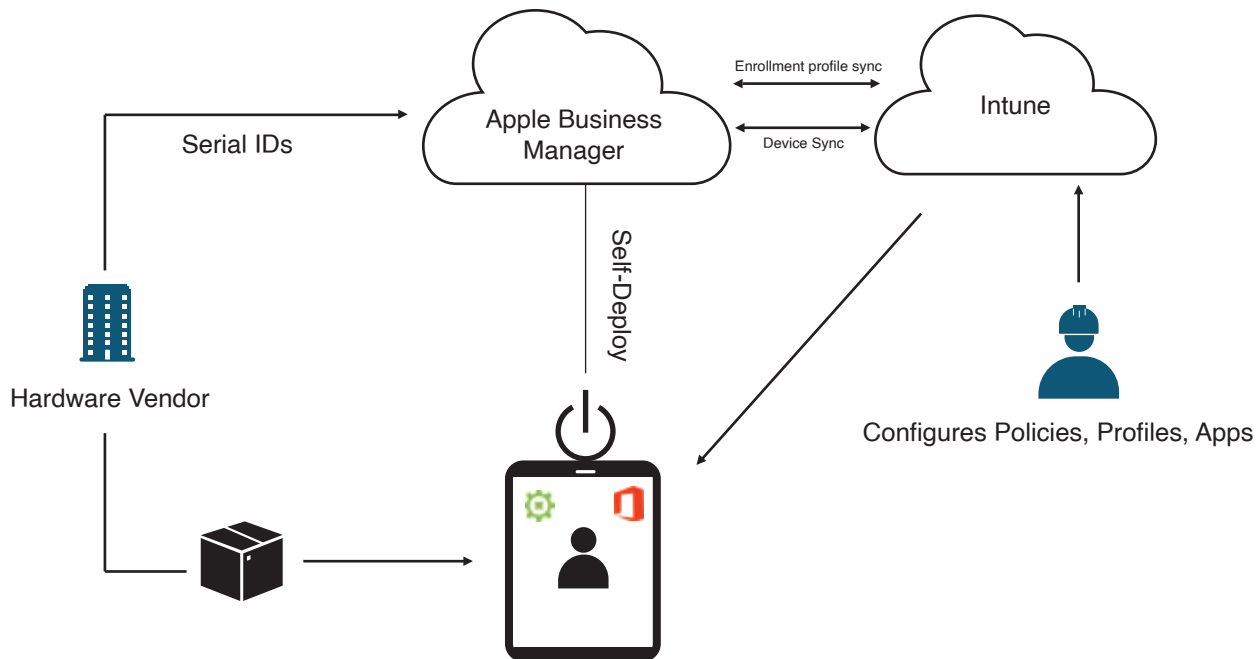
(*As we are white-labelled service providers, we cannot disclose the actual names of our customers. Hence all customer names that we use in our case studies are hypothetical- unless they give us the permission to use their names)

Technical Challenges

Apple iPhone OS/iPad OS devices were neither being procured directly from apple nor from an authorized reseller supporting Apple Automated Device Enrollment (ADE) program leading to no devices were onboarded under Apple Business Manager which is a must pre-requisite for zero touch deployment using ABM & Intune MDM Integration. An alternative workaround solution was provided to customer for manually onboarding Apple Devices (iOS/iPad OS) under Apple Business Manager using Apple Configurator 2 app on Mac OS.

Solution

All organization owned Apple Devices (iPhone/iPad OS) enrolled under Apple Business Manager were provisioned to business ready state by Intune MDM Integration as shown in below diagram.



- Ideally Apple device serial IDs are uploaded by Apple or an authorized reseller to an organization's Apple Business Manager account as shown below, particularly for this customer since devices aren't purchased directly from vendor or an authorized reseller supporting Apple Business Manager program, they were enrolled under Apple Business Manager manually using Apple configurator 2 app on macOS.
- There's an integration setup between Apple Business Manager (ABM) & Microsoft Intune MDM for synchronization of devices from ABM to Intune portal & enrollment profiles sync using established trust relationship.
- All required device management & App Policies are configured under Microsoft Intune MDM.
- Devices are directly shipped to users & upon first boot it receives enrollment & management profiles created under Intune using complete Out of Box (OOBE) experience.

Technologies used

Apple Business Manager

Apple Configurator 2 app on MacOS

Microsoft Endpoint Manger (MEM)

Intune MDM

Apple Automated Device Enrollment

Accomplishment

All corporate owned apple devices are provisioned, re-purposed & fully managed with zero touch out of box experience using Apple Business Manager & Intune MDM Integration.



About Infrassist

Empowering MSPs by leveraging technology and human talent to help them transform and scale their business. We act as a catalyst and provide next-generation services and processes with reliable, cost-effective, agile and scalable IT solutions. Assisting MSPs with solutions that are designed to meet the demands of today's always-connected, digital world.

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50+
Technology
Experts



75+
MSPs Served



2015
Year of Establishment



30000+
nodes



24x7x365
operations



27001:2013
Certified



3 Offices
India | Australia | UK