



Mobile Device Management Migrations Frequently Asked Questions

⚡ What is Mobile Device Management (MDM)?

MDM is an industry term referring to the administration of devices such as computers, laptops, tablets, etc. Electric manages your devices through MDM software carefully selected to proactively resolve device-level issues, secure your data, and enable the administration of critical Operating System (OS) patches, upgrades, and policies.

Electric's preferred MDM software is **Jamf Pro** for Apple Macbooks and **Kaseya** for Windows PCs. [Learn more about MDM >](#)

⚡ What if I already have an MDM solution?

We have thoroughly vetted and selected industry-leading MDM solutions to provide quality MDM services and ensure a seamless integration between our services and Electric product offerings.

To ensure a streamlined customer experience, we ask that clients migrate to Electric's chosen solutions and work closely with you to facilitate your MDM solutions migration.

⚡ What does migrating to Electric's MDM solutions do for me?

Our ability to manage your devices and give you visibility into your IT environment through Turbine, Electric's proprietary platform, is highly dependent on the usage of our chosen MDM software.

Electric's MDM solutions provide benefits such as:

- Turbine integration for a holistic view into device inventory, overall IT health, security risks, and more
- Optimal device configurations and recurring security and software policies, patches, and upgrades
- Device-level IT reporting data to ensure company-wide device standardization and device health

- On-demand access to 80+ Service Desk agents professionally trained in Jamf Pro and Kaseya to deliver quality, fast, and effective real-time IT support

⚡ **What happens as part of an MDM migration?**

It's important to us that we facilitate MDM migrations as much as possible. We work with you to:

1. Review your existing MDM solution; including users, devices, configurations, etc.
2. Migrate critical policies, configurations, and profiles to Electric's MDM solution
3. If migrating apple devices to Electric's MDM solution for Macs (Jamf Pro), we configure Apple's Device Enrollment Program (DEP) to your new Jamf Pro instance
4. Test end user unenrollment and re-enrollment processes
5. Unenroll and remove the profile of end users from existing MDM solution
6. Re-enroll end users in Electric's MDM solutions

⚡ **How long will an MDM migration take?**

MDM migrations typically take between **two to four weeks**. Please be advised that timelines may be impacted and are subject to change based on your number of users, policies, and Electric supported devices.

⚡ **What happens if I choose not to migrate to Electric's MDM solution?**

Due to the **severe limitations** on our ability to provide key services, product benefits, and streamlined customer experiences, Electric does not guarantee we will provide IT support for customers that cannot migrate to our recommended MDM solutions at this time.

You may qualify for an exception depending on your IT environment. Please consult with your Electric Representative to learn if you qualify for an exception.

⚡ **I'm ready to begin the MDM migration. What's next?**

A dedicated Electric Project Manager will be assigned to coordinate your MDM migration and will be in touch when it's time to get started. Once you become a client, we'll need access to your company's MDM software before we begin the MDM migration process. Your Implementation Specialist will be in touch to ensure we have necessary access.

Have questions? We're here to help.
Contact your Electric Representative for more information.