



Alectrona + expel

Getting it right the first time

Looking for elite-level Mac management, Expel trusts Alectrona to connect their rapidly scaling tech startup

Growth 40 → 600
Macs Managed

Unique needs of
Managed Security
Startup

Near 100%
Mac Employee
Choice



Expel initially relied on low cost, out-of-the-box tools to support the company's Macs & iPads, but quickly found it was not as scalable or sustainable for a rapidly growing organization. Alectrona helped Expel implement and customize Jamf Pro and automate workflows to dramatically increase Expel's business operations.

With a need for hundreds of Macs and dozens of iPads, it was imperative for Expel to partner with an expert in Apple device management to help them support rapid growth and expansion.

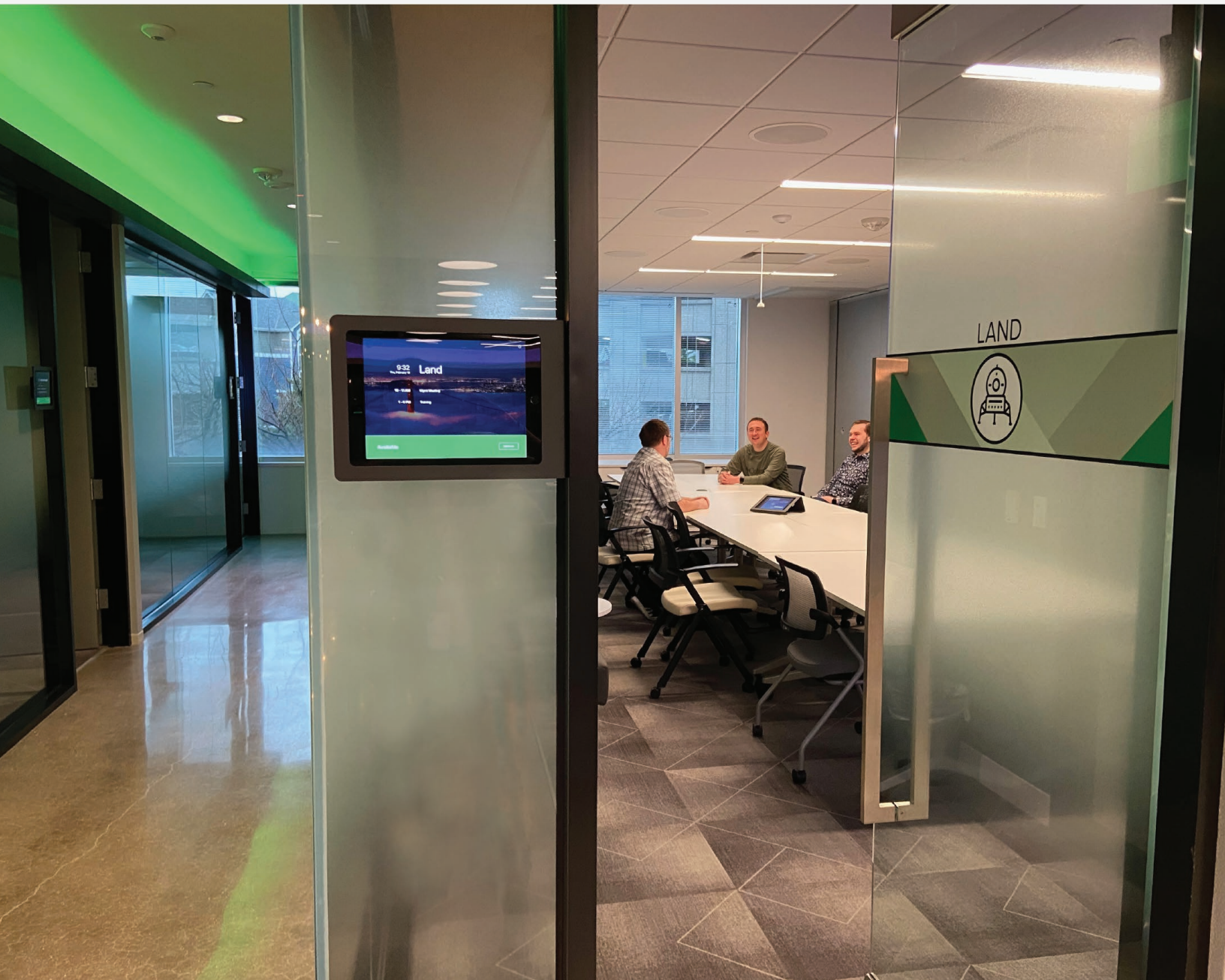
IT Challenges before Alectrona

- Lack of scalable IT infrastructure
- Need best-in-class user-centric IT model
- Require ability to rapidly solve IT issues including zero-touch device deployment

Expel, an organization that helps companies manage security, has seen tremendous growth since their launch in May 2016. As their IT infrastructure partner, Alectrona developed integrated solutions that has facilitated Expel's smooth growth to 600 employees.

"We could have expanded our internal IT team, but the cost and time to develop the level of expertise required made it a no-brainer to hire Alectrona."

Dave Stoicescu
Director, Information Technology
Expel





Problem

- Expel wanted to deliver a better end-user experience
- But, their internal IT team was limited in Mac management expertise

Solution

- Zero touch deployment with Automated Device Enrollment & DEPNotify for seamless installations
- Custom scripting workflows for important business and IT tasks
- Enable end users to solve IT issues themselves
- Custom Apple Store portal for device procurement
- Personalized Digital Signage & Conference Room identifier leveraging iOS devices

Impact

- Reduced two-hour manual device deployment process to 15 minutes, requiring zero intervention from in-house IT
- Scalable IT infrastructure and cloud services, allowing rapid business expansion as well as enabling devices (and users) to be seamlessly added/removed
- Users now able to configure devices, request security exceptions, install software, and even migrate to a new Mac using self-service tools without help from IT
- Devices remain secure through automated patching and software updates
- Automated alerts generated and sent to internal IT helpdesk - allowing for rapid response to any issues
- Near 100% Mac adoption, supporting employee satisfaction and reduced downtime

"Their team really knows the Apple ecosystem and they never take a sick day. Alectrona has both enabled our in-house team to do more than they could on their own, as well as free up much-needed time and resources to help with internal projects such as our office expansion. Alectrona enabled us to triple our original 40 person team, and we look forward to continuing to work with them as we grow."

Dave Stoicescu
 Director, Information Technology
 Expel

Technology Mix at Expel:

Macs, iPads, Windows PCs

Jamf Pro
 Jamf Connect
 Jamf Protect
 Google Workspace
 Microsoft 365
 Zoom
 Slack
 Adobe Creative Cloud
 Atlassian Jira
 SentinelOne
 Cisco
 IRONSCALES
 Druva
 Salesforce
 Workday
 Okta



Alectrona, member of the Apple Consultants Network, integrates Mac & iOS devices into enterprise and mid-market businesses, assisting in modernizing traditional IT towards a cloud-based user-centric model. Alectrona helps IT organizations solve problems integrating Macs with AD (either natively or via configuring Apple Enterprise Connect, Jamf Connect/NoMAD), providing seamless Kerberos authentication for in-house services, as well as working with more cloud-forward organizations to integrate SSO (Google, Okta, OneLogin, Azure), automate device setup (with help from Apple's Deployment Programs), and automating common manual IT processes such as user account management.

Alectrona Patch makes patch management easy for Apple IT administrators with zero packaging required. Alectrona custom workflows help provide a better user experience around software updates. Alectrona Patch ensures applications are properly updated across the enterprise.

Alectrona also helps IT teams develop user self-service solutions to traditional software deployment and patch management through automated tools and scripting mechanisms. Whether in-house or BYOD, Alectrona develops good practice security models and assists in balancing risk with end user experience.