

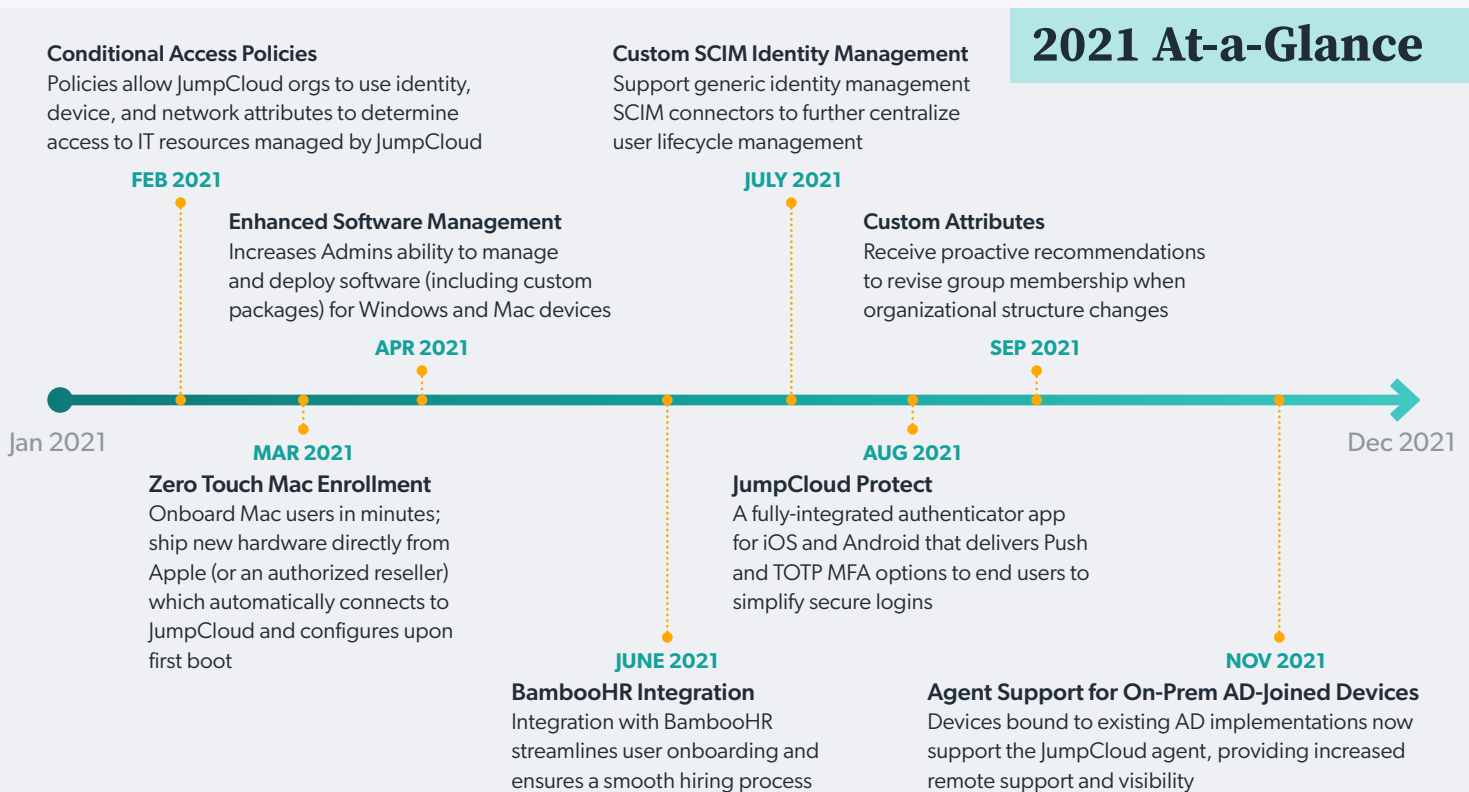
# JumpCloud Year in Review

## New Releases in 2021

Work from anywhere is the new normal and IT administrators that serve small and medium-sized enterprises (SMEs) have settled into changing roles within the new state of IT. Priorities have shifted to adding layered security for remote work, improving the end-user experience, and centralizing and simplifying device management.

JumpCloud® served those needs with a major expansion of its capabilities for identity and access management (IAM), with releases that focused on delivering MFA everywhere, making single sign-on (SSO) easier to adopt, creating practical ways to implement Zero Trust security and compliance enhancements, and an overall focus on making your directory the steel thread that weaves services together. A significant \$225M Series F investment validated the industry's confidence in JumpCloud's ability to execute and deliver the modern directory platform.

We appreciate your ongoing business and the confidence you've placed in us to consolidate, secure, and modernize your IT infrastructure. Here's the value we added in 2021 to features in our Platform, Identity, Access, Security/Compliance, and the broader product ecosystem.



## Platform

The **Admin Console** was improved to surface important alerts and tasks with fewer clicks, and refined for added simplicity, time savings, and continual improvement. The platform makes you more productive during your day-to-day administrative tasks.

### + Group update alerts for attribute changes

Every administrator is kept in the know when **changes** that can affect access to IT assets are made, increasing awareness and visibility into access control.

### + BambooHR integration for onboarding

**Integration with BambooHR** streamlines user onboarding and ensures a smooth hiring process.

### + Admin Portal homepage refresh

JumpCloud delivered a dashboard view of statuses and tasks/issues that require attention. This made it easy to get “at-a-glance” visibility into the top issues that affect end user productivity and security.

### + User UX tweaks

**Alerts** make it possible to be more responsive while supporting your users, and the overall look and feel of the platform is customizable to fit your **branding** and corporate identity.

## Identity

Managing user identities has become more seamless and secure with automated exchanges of user information between identity domains (**SCIM**), integrations with productivity platforms, and the assurance (and convenience) of push MFA everywhere.

### + JumpCloud Protect™

**JumpCloud Protect** launched across all platforms with the convenience (one-touch and frictionless) and security of push MFA and TOTP. JumpCloud orgs don't have to worry about paying for or integrating yet another security platform.

JumpCloud Protect is a fully integrated authenticator app that layers on top of:

- User portal and Admin portal login
- Apps using SSO with both Identify Provider (IdP) and Service Provider (SP) Initiated flows supported
- Windows, Mac and Linux devices login
- SSH sessions (Terminal)
- RADIUS (e.g. VPN) login
- Password management (change and forgot password workflows)

### + Custom SCIM identity management

You can now integrate your JumpCloud account with a generic **identity management SCIM connector** for centralized user lifecycle management with immediate user attribute management.

### + Import existing users from Microsoft 365 and Google Workspace + federated identity

Many SMEs already have users established within their productivity platforms. JumpCloud orgs can now manage **Microsoft 365** and **Google Workspace** users via JumpCloud's administrative portal using the same credentials and even create new users that federate back into those systems.

## Access

The JumpCloud platform reduces the complexity of access control by making SSO easier to adopt, delivering more convenience and security for accounts and users as they work remotely.

### + Easily configure RADIUS reply attributes

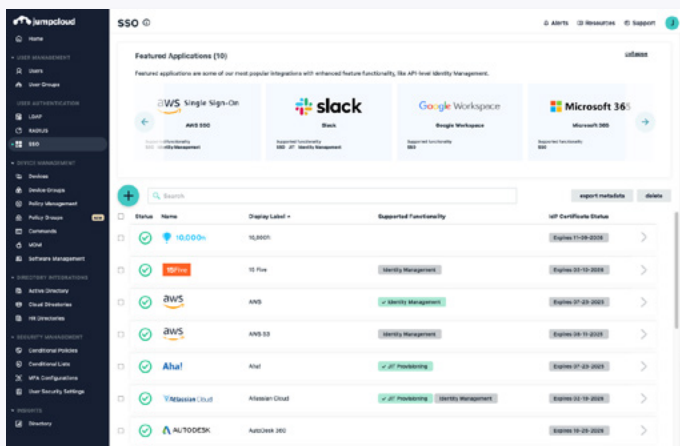
JumpCloud already delivered RADIUS without the hassle of building, maintaining, and monitoring physical servers. The console now makes it possible to use functions in the PowerShell module to configure **RADIUS Reply Attributes** such as VLAN tagging for user groups. This creates logically separate “networks” to block all undesirable traffic.

### + SSO connectors

Adding a service provider has become a point-and-click process instead of an exercise in coding, testing, and QA. SSO being too difficult to implement is a common refrain and JumpCloud provides a continually **growing catalog of connectors** to simplify its adoption.

### + Centrally manage AWS SSO groups and users

Manage **identities and access control for AWS** users while reducing administrative overhead and increase security using JumpCloud’s platform.



SSO is centralized and easy to manage.

## Device

Every OS is a first-class citizen with JumpCloud. Capabilities such as **MDM** (mobile device management) and **Windows** application deployment — with support for a wide variety of hardware and popular Linux distributions — provides a single platform for cross-OS device management.

### + Expanded agent support for:

- AWS ARM64 with Amazon Linux 2
- ARM64 with Ubuntu 18.04
- Fedora 34 (x86\_64)
- Ubuntu ARM64 update

### + Apple MDM bulk app installations

JumpCloud is an official MDM provider for Apple, which enables you to efficiently **manage applications on devices**, including third-party and preconfigured custom app packages, which not only saves valuable time, but also conserves licenses to control software costs.

### + Custom packages for Windows

**Windows software management** utilizes Chocolatey via JumpCloud commands to provide administrators with control over application (including custom packages) updates, installations, and software removal.

### + Zero-touch Mac enrollment

Admins can now **onboard Mac users** in just a matter of minutes using JumpCloud MDM, and even ship new hardware directly from Apple (or an authorized reseller) through the Apple Volume Purchasing Program (VPP) which automatically connects to JumpCloud and configures itself upon first boot.

## Security & Compliance

Over 400 respondents in our [State of IT survey](#) indicated that software vulnerabilities and access control were top-of-mind security concerns. We've gotten ahead of the curve by extending the JumpCloud platform to current and future service security and governance requirements through conditional access policies, patching, and other enhancements.

### + Conditional access policies + global policies

JumpCloud [simplifies Zero Trust security](#) by applying logical rules to access control through the use of conditional access policies. These policies allow JumpCloud orgs to use identity, device, and network attributes to determine access to IT resources managed by JumpCloud. In addition, geolocation can be used as another factor in granting (or denying) access.

For example, developers accessing AWS may be required to use MFA, while an employee who's both on the corporate network and using a managed device may have that requirement relaxed to access a particular resource. The platform permits flexible, but powerful, scenarios that would otherwise require additional service levels on other platforms.

### + Windows security commands

Control your fleet with [security commands](#) that perform essential actions such as system reboots or remote device lock for actions such as offboarding remote users.

### + Geofencing around apps

We may be comfortable when team members are working from home, but a team member who's [attempting to access systems from overseas](#) is a concern. This capability provides an additional Zero Trust condition to strengthen access control policies.

### + Windows patching governance

Easily establish a secure baseline by specifying a time limit on [patch installations](#) to keep ahead of threat actors that exploit zero-day vulnerabilities. We've also created a policy to defer user-driven Windows 11 upgrades until your organization is ready for it.

### + Manager attribute

Big things come in small packages and this [attribute](#) is no exception; receive proactive [recommendations to revise group membership](#) when your organizational structure changes.

### + Linux desktop security controls

Secure desktop configurations are important aspects of an [effective security strategy](#) and Linux systems are no exception. Legacy directories focus on a single operating system while modern IT must be equipped to support multiple OSs.



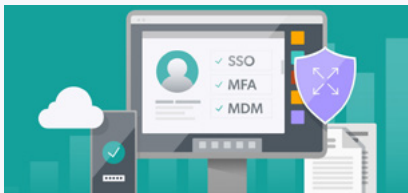
**The benefits of having pre-made, built-in security policies has been wonderful.**

— Nicholas D., IT Manager

# Growth & Accolades

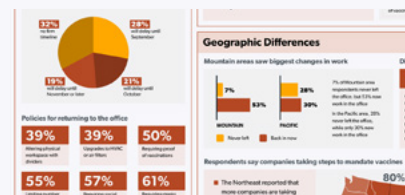
We rang in the year 2021 with the announcement of an **additional \$25 million to our Series E** financing, closing the oversubscribed growth round at \$100 million. Funds managed by BlackRock led the round, with additional investment from an affiliate of H.I.G. Growth Partners, OurCrowd, and participation from an existing investor, General Atlantic. Throughout the year this Series E was used to expand product development, marketing, and sales globally.

The ongoing presence of the COVID-19 pandemic throughout 2021 inspired our team to conduct four surveys analyzing how IT admins have adjusted to the “new normal” of remote and hybrid work. Despite another challenging year marked by security threats, shifts in workplace openings and closings, and the Great Resignation, IT teams remain thankful and confident in their ability to support their workforce and connect them to the resources they need to Make Work Happen®. Here are a few resources and important takeaways that came from these surveys:



## SME IT Trends Report

Our survey of 400 small and mid-sized organizations’ (SME) IT pros explains the three biggest security concerns for SME IT professionals, how remote work is impacting IT priorities and budget, and why more than half of SMEs are committed to Zero Trust security.



## 2021 Impact of COVID-19 on SMEs survey

Our survey of 500 decision-makers from SMEs in both the U.S. and the U.K. details the impact of the Delta variant of COVID-19 on SMEs, how SMEs are making adjustments to the workplace, and what the future of the SME workplace might look like.



## Halloween 2021 IT Admin Survey

Our survey of 509 U.S.-based and 503 U.K.-based IT professionals asked about IT Admin’s biggest fears and their scariest IT experiences over the past year.



## 2021 Holiday IT Admin Survey

Our survey of 509 U.S.-based and 503 U.K.-based IT professionals asked IT Admins what they were most thankful for in IT and what IT gifts they would most like this holiday season.

**800+**Reviews  
on G2 Crowd

**The flexibility to manage, scale, and protect our corporate fleet from any location... has helped our organization grow without any limitations throughout the Global Pandemic and forward.**

— Cameron C., Systems Administrator - IT Security Ops

In September we announced a **\$159 million Series F** investment. Sapphire Ventures led the round with new investors participating, including Owl Rock, Whale Rock Capital, Sands Capital and Endeavor Catalyst, along with existing investors. In October, JumpCloud announced **another \$66 million in strategic investment** from partners including Atlassian Ventures, CrowdStrike Falcon Fund, and NTT Docomo Ventures Inc. to close the Series F funding round at \$225 million, with a company valuation at nearly \$2.63 billion.

## Launched in 2012

Since our establishment, we've partnered with Sapphire Ventures, General Atlantic, Sands Capital, Atlassian and CrowdStrike among others to have raised over \$400 million in funding.

We support over 150,000 organizations, with more than 5,000 paying customers across more than 160 countries in six continents.

**180+**Reviews  
on Capterra

**I really love that this software allows us to take control over a wide variety of computers, provides a central IDP for LDAP and Radius and allows us to provision computers and users with ease.**

— Tyler T., Director of IT



# Getting More Out of JumpCloud

Our research indicates that many JumpCloud administrators could be getting more value out of additional features already included in their plans, with the possibility of reducing costs associated with other redundant vendors and services. Here's how to get the most out of JumpCloud.

## Personalized Guidance & Support



A quick email to [accounts@jumpcloud.com](mailto:accounts@jumpcloud.com) is the single best way to get personalized advice on how to optimize JumpCloud usage for your unique environment. Your Customer Success Manager is here to enhance your experience — they can help you learn about different features and configurations and make sure you get the support resources you need.

Feeling stuck? Submit a support ticket to [support@jumpcloud.com](mailto:support@jumpcloud.com) and we'll respond by the next business day, or right away for high-impact issues.



For organizations with at least 25 users, **Premium Support** is available for priority access to our support team, with 24x7x365 availability via phone and chat in addition to standard email support, plus quicker response time SLAs. And Premium Support isn't just for support tickets — it's also for help with the new features JumpCloud is releasing on a regular basis. We're happy to be your sounding board for how to best leverage the constant new functionality being released.



We welcome **new feature requests** within the Admin Portal. Just click Submit an Idea and let us know what you'd like to see and how it would help your organization.



Remember: You can always sandbox features in a **JumpCloud Free** environment! Just create a new JumpCloud instance with up to 10 users and 10 systems and explore every feature in JumpCloud risk free.



We're a little obsessive when it comes to documentation, and we think that's how it should be. Search clear, easy-to-read instructions for practically any JumpCloud-related task in our **Knowledge Base**.



**From the onset, we have had great customer support throughout. The customer success teams and engineering teams have all been responsive, and it is clear that they care about the voice of the customer.**

— Lance F., Head of Information Security

## JumpCloud University



**JumpCloud University** is our new education hub designed to help admins of all experience levels and learning preferences master JumpCloud.



Learn time-saving techniques with interactive self-paced courses, quick video tutorials, on-demand webinars, guided simulations, flip cards, quizzes to test your knowledge, and more. It's also a great way to train new members of your IT team.



**Skills badges** provide new milestones to gain accreditation and recognition as an expert on your path toward becoming JumpCloud certified at JumpCloud University.

## Connect With Us & Fellow IT Pros



Our team of technical experts hosts **The IT Hour** every Friday. The IT Hour hosted by JumpCloud is a community program focused on the life of IT Administrators. With the ever changing IT landscape, having community and professional networking opportunities is very valuable.



Listen in as Support Engineer Ryan Bacon interviews technologists across a variety of companies and industries on **Where's The Any Key?**, the podcast where guests share their experiences and career stories, debunk common misconceptions about IT, and give listeners a window into IT ops at their organizations. Let us know if you'd like to be interviewed for an episode!



Come chat with us in the **JumpCloud Lounge** public Slack workspace! It's a great place to ask questions, compare solutions, and connect with peers in IT from around the world.



JumpCloud is committed to being the destination for **high-quality IT content** that can help everyone, not only our customers, learn and perform better.

JumpCloud's mission is to **Make Work Happen**® by providing people secure access to the resources they need to do their jobs. The JumpCloud Directory Platform gives IT, security operations, and DevOps a single, cloud-based solution to control and manage employee identities, their devices, and apply Zero Trust principles. JumpCloud has a global user base of more than 100,000 organizations, with nearly 5,000 customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud® has raised over \$350M and is backed by world-class investors including Sapphire Ventures, General Atlantic, and Whale Rock, among others.



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