jumpcloud™

Why Use JumpCloud's Professional Services for Hands-On-Keyboards (HOK) Implementation?

→ Do you want your implementation done for you by a JumpCloud expert?

→ Do you want the configuration of your JumpCloud resources and objects completed by an expert?

→ Do you want to maintain a light staffing load?

JumpCloud's Hands-On-Keyboard (HOK) Implementation Service can help.

About JumpCloud's Hands-On-Keyboard Implementation Service

Hands-On-Keyboard (HOK) Implementation Service provides hands-on assistance with the implementation of JumpCloud's Platform in your technical environment(s).

The **Professional Service Engineers (PSEs)** will provide world-class project management skills and technical assistance. The PSE will do the work on your behalf to get JumpCloud implemented within your organization.

Advantages

- **Your Implementation will be done right** by professionals with deep technical expertise in Cloud Directory, SSO, MDM, MFA.

- **Faster Project Completion Time:** We've done this before. Therefore we can streamline the entire process, saving you time.

- **Lighter Staffing Load:** The Professional Service Engineers (PSEs) will do the work on your behalf to get JumpCloud implemented within your organization.

- **Project Fully Implemented:** Professional Service Engineers (PSEs) share a customized project plan and do the work to onboard and configure your JumpCloud environment.

- **Third-Party Configuration:** Our Professional Service Engineers (PSEs) can assist you with configuring third-party resources within JumpCloud.
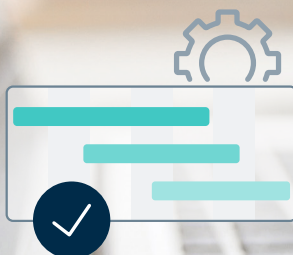
In Scope

– Configuration assistance with JumpCloud or third party resources.

- SAML Apps (SCIM, JIT)
- RADIUS Networking Devices
- LDAP Resources like a NAS
- ADI, GWS, M365 Directory Syncs

– Configuration of JumpCloud resources and objects.

- Create User & Device Groups
- Import Users
- Create Policies & Policy Groups
- Conditional Access Policies
- Create Software Management Apps through VPP

Out of Scope

Professional Service Engineers do not perform or provide the following services:

– Installing Device Agents on client devices.

– Customizing Scripts, APIs, or Command-level integrations.

– Custom Software deployment, packaging, or scripting (i.e. Chef, Puppet, Ansible, AutoPKG, Munki, custom scripts, etc).

– Configuring 3rd party application configurations outside of SAML/SSO, LDAP, or RADIUS needs (ie. Google Domains, M365 or AzureAD settings, AD GPOs, SIEM tool configurations, etc).

– Building custom integrations leveraging third party APIs outside of JumpCloud's API set.

– Scripts that include removal or deletion of any data on either devices or within the JumpCloud platform.

Learn More →