# Why Partner with JumpCloud's Professional Services for Hands-On-Keyboard (HOK) Implementation?

- Don't have time to hire additional staff, but need a JumpCloud expert to expedite an implementation on your behalf?
- Need a trusted partner to take on additional projects to save you time and money?
- Do you want to maintain a light staffing load, but still maximize your ability to onboard clients?

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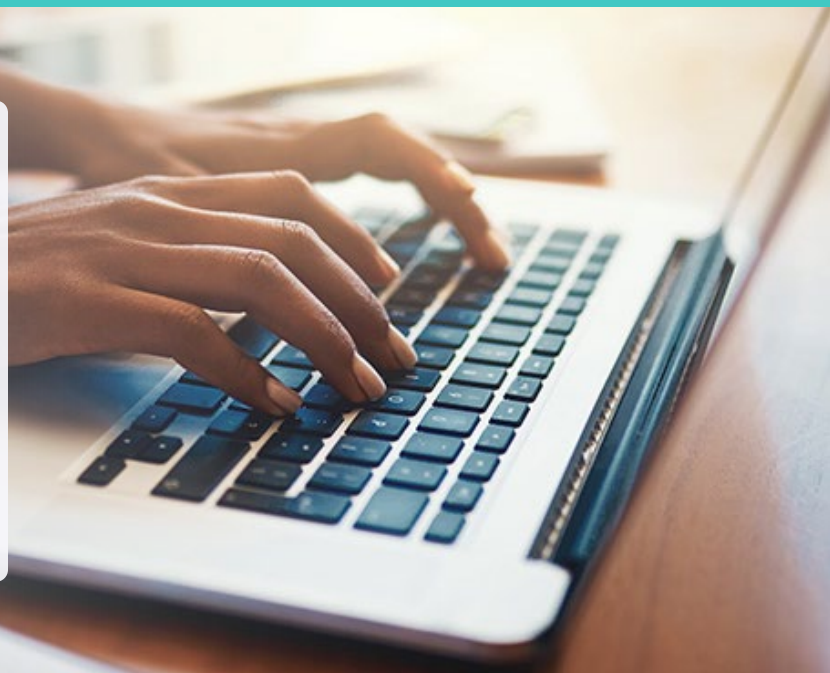
About JumpCloud's Hands-On-Keyboard Implementation Service

The **Hands-On-Keyboard Implementation Service** provides hands-on assistance with the implementation of JumpCloud's platform in your clients' environments. Our Professional Service Engineers (PSEs) will provide world-class project management skills and technical assistance. The PSE will do the work on your behalf to implement JumpCloud within your clients' organizations.

Advantages

- **Accurate client implementations**: Our PSEs have 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 and your client time.
- **Lighter staffing load**: Our PSEs will do the work on your behalf to implement JumpCloud within your client's organization.
- **Project fully implemented**: PSEs share a customized project plan and do the work to onboard and configure the JumpCloud environment.
- **Third-party configuration**: Our PSEs can assist 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 sync
- Configuration of JumpCloud resources and objects
  - Create user & device groups
  - Import users
  - Create policies and 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:

- Install device agents on client devices
- Customize scripts, APIs, or command-level integrations
- Custom software deployment, packaging, or scripting (i.e., Chef, Puppet, Ansible, AutoPkg, Munki, custom scripts, etc.)
- Configure third-party application configurations outside of SAML/SSO, LDAP, or RADIUS needs (i.e., Google Domains, M365 or Azure AD settings, AD GPOs, SIEM tool configurations, etc.)
- Build 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

JumpCloud® helps IT teams **Make Work Happen**® by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has a global user base of more than 200,000 organizations, with more than 5,000 paying customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud has raised over $400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.

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