

Solutions Architect

JumpCloud Professional Services

Overview

Our **Solutions Architect** offering provides customers with exclusive access to a dedicated technical expert that's capable of delivering a range of services tailored to meet your specific needs and requirements. This personalized support ensures that you receive effective solutions that help you on your road to success with JumpCloud.

Engagement

Discovery and Design	We're here to understand your organization's cloud-based identity, access, and device management initiatives as well as the goals associated with each. With your collaboration, our Solutions Architect will conduct a thorough analysis of your organizational system to note any potential challenges and identify opportunities that align with your goals.
Ongoing Best Practices and Implementation Guidance	<p>Stay ahead of the curve with continuous support and advice. Our service includes ongoing best practices and implementation guidance for all JumpCloud features. Embrace innovation confidently, knowing that our experts are here to assist you every step of the way.</p> <p>We'll help you develop strategies for migrating from third-party vendors, such as Okta and Active Directory (AD), to JumpCloud. You'll also receive hands-on-keyboard assistance for implementation, migration tasks, and tailored scripting for a customized experience.</p> <p>Learn more about how our team guides you through implementation.</p>
Health Checks	Our seasoned Solutions Architects provide consistent and thorough reviews of your environment and configuration, ensuring that your JumpCloud instance remains optimized, secure, and aligned with your organizational objectives. This meticulous examination ensures that your systems align with industry best practices, providing a robust foundation for your operations.

Analytics and Reporting Guidance	Gain insights that matter. Our Solutions Architects offer expert guidance on the most effective reports for day-to-day operations and stakeholder interests. Unlock the full potential of your data with tailored analytics solutions that empower informed decision-making.
Technical Partnership	Forge a dynamic technical partnership with our architects who will keep you in the loop about changes that impact your environment. This includes insights into the most optimal and effective uses of JumpCloud's platform. This regular communication ensures a seamless integration of new features and ongoing best practices.

Delivery Breakdown

Essentials (4 hours monthly)	Premier (8 hours monthly)
Weekly meetings	Semi-weekly meetings

*Custom packages are also available.

Deliverables

Out of Scope	<ul style="list-style-type: none">• Administration over the JumpCloud instance• Consulting outside the number of hours allowed per month based on the package
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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 been used by more than 200,000 organizations, including GoFundMe, Grab, ClassPass, 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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