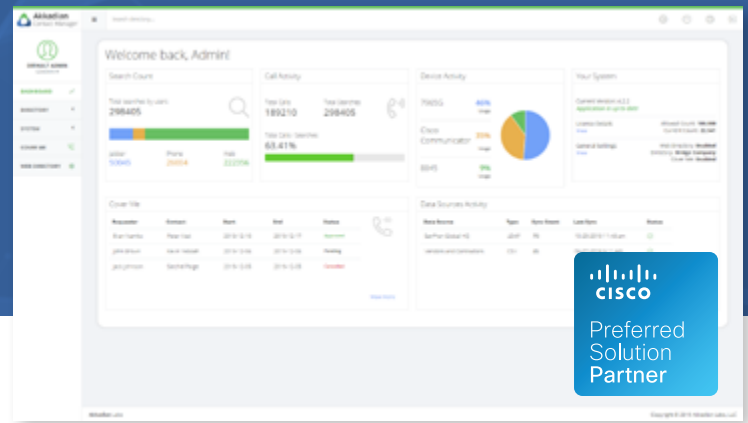


**CASE STUDY**
**Akkadian  
 Contact  
 Manager™**


# Connecting Employees Through Videoconferencing

**COMPANY**

Jamf creates Apple device management solutions for companies around the world.

**CHALLENGE**

Employees found it difficult to access their Webex Meetings rooms.

**SOLUTION**

A custom fix that helps employees find and dial into videoconferences.

**About our Client—Jamf**

IT management leader Jamf is dedicated to bringing Apple devices to businesses, government organizations, and educational institutions. To date, more than 15,000 organizations around the world have used Jamf to manage their Apple products. Jamf relies on Cisco videoconferencing to facilitate collaboration across its offices worldwide, with Webex Meetings acting as the backbone of their videoconferencing infrastructure.

**Challenge: A Dilemma in Videoconferencing Adoption**

Leaders at Jamf noticed a low use of videoconferencing, and soon learned that this was due to some user-experience challenges. Specifically, Jamf employees using video endpoints found it difficult to access their personal Webex Meetings rooms. "Dialing into the meeting rooms from the video endpoints seemed cumbersome and error-prone," says Luke Heier, Enterprise Services Administrator at Jamf. "As a result, the adoption rate of video conferencing wasn't as high as it could be."

**Solution: Contact Manager Makes it Easy to Connect**

Heier had learned about Akkadian Labs through a Cisco Live demonstration, and approached us with Jamf's adoption dilemma. Akkadian leveraged the power of its Contact Manager application, which simplifies directory

**Features at-a-Glance**

- Unified Directory
- Authentication Proxy
- Can act as a LDAP Source
- Administrator Dashboard
- Dial Rules
- Real Time Updates
- Customized Search Fields
- Photo Server Capabilities
- E164 Number Formatting
- Custom Branding
- Reporting

“ I can easily say that this **hands-down** has been my **best experience** with a software company.



**Luke Heier,**  
Enterprise Services Administrator

management for IT while providing an intuitive directory search interface. This makes it easy to locate and connect with contacts. “Akkadian Labs took a feature request from me and built it into Contact Manager,” Heier says.

Akkadian Labs developed a feature that allowed Heier to sync the Webex Meetings uniform resource identifiers (URIs) from an Active Directory field and make the field searchable and dialable from within the custom user-data-service (UDS) directory. This gave Jamf employees a simple method to find and dial into their Webex rooms. Getting it done was a smooth process, according to Heier: “It was great to work with the Akkadian team during development to make sure that my required functionality was incorporated into the product.”

### Results: With Obstacles Removed, Videoconferencing Increases

The results were crystal clear. “Considering the hundreds of videoconferencing calls placed, the Contact

Manager solution has saved countless minutes every single week for every single person that places a call,” Heier says. Consequently, adoption of Webex Meetings increased at Jamf—as did productivity.

With the Jamf global team on board and able to easily access Webex Meetings personal rooms, videoconferencing problems are a thing of the past. “Taking into consideration that Akkadian worked directly with me to solve specific problems and speed adoption of teleconferencing,” concludes Heier, “justifying the cost to our IT director was an easy sell.”

#### Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

### Customer Experience

Commenting on Akkadian’s responsiveness throughout the project, Heier was happy to report that, “Every aspect, from sales to after-sales support, has been great. Considering that I had an Akkadian Labs developer work directly with me on specific problems and feature requests, I can easily say that this hands-down has been my best experience with a software company.”

Want to learn more?  
**Schedule a Demo**

#### ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

**Technology is complex. We make it simple.**



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Contact Us to Learn More About Our Software Products

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