

The new SimpleMDM app makes apple device management simple

2023-08-07 - Lara Proud - Comment (1) - Product (Admin)

Our new [SimpleMDM](#) app helps your Apple Admins more efficiently manage and support Apple devices from the Deskpro dashboard. Seamlessly link your users' devices to tickets and gain access to comprehensive device details, revolutionizing the way you handle mobile device management and support.



Key features of the SimpleMDM Integration:

- 1. Link devices to users and tickets:** With the SimpleMDM integration, Deskpro agents can effortlessly link Apple mobile devices to their respective users and associated tickets. Letting agents access the information from SimpleMDM about the user's device directly while interacting with them.
- 2. View detailed device information:** Agents can view device data from Deskpro reducing the need to switch between platforms. The integration allows agents to access up-to-date information from SimpleMDM, from device model and OS version to security settings, streamlining troubleshooting and support processes.

Deskpro's SimpleMDM integration will help you streamline mobile device management and support, and reduce unnecessary complexities and time-consuming processes.