



iMazing

CASE STUDY



Mechanical Dynamics & Analysis

CUSTOMER SINCE
2020

INDUSTRY
Mechanical Engineering

NO. OF DEVICES
300+

NO. OF USERS
6

PLATFORM
 

"I simply can't imagine us doing this project without iMazing."

Matt Shafer,
IT Director

About

Mechanical Dynamics & Analysis (MD&A) provides power generation companies around the globe with a full-service OEM alternative for services, parts, and repairs of generators, gas, steam and industrial turbines. For 40 years, the company's commitment to excellence has earned customer trust for all turbine-generator needs.

Migrating MDM without losing data

Late in 2020, MD&A IT Director Matt Shafer reached out for help regarding a time-sensitive and logistically difficult problem: the migration of 300+ iPhones from one MDM to another. A year later, DigiDNA team lead Gregorio Zanon sits down with Matt Shafer for a quick post-mortem of the project.

Gregorio: *Hi Matt. Could you briefly summarize the situation you were in before we started working together on your MDM migration project?*

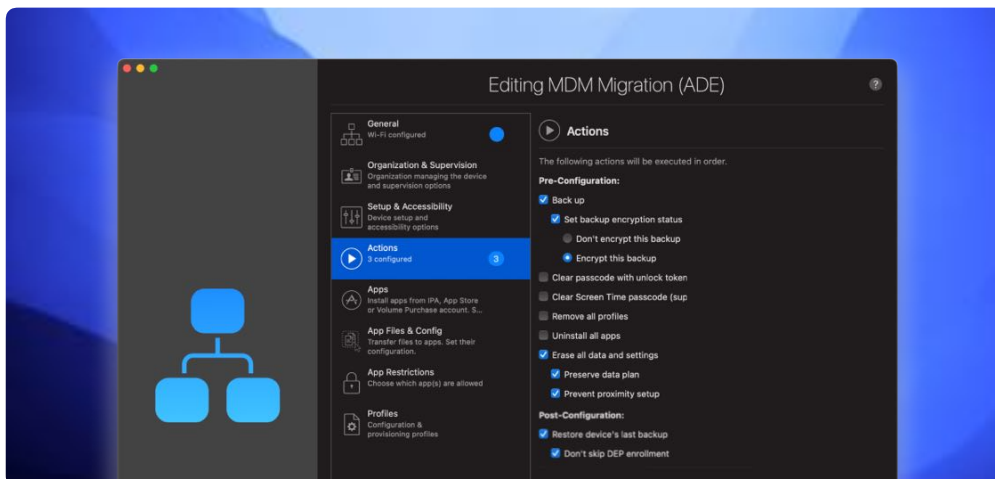
Matt: We were told by Apple that what we were trying to do, which is change MDM on DEP enrolled phones without losing data, was going to be a convoluted process: back up the phone, restore it to another phone, back up that phone, and then restore that backup back to the original device. And yes, we'd have to do that for all the 300 or so managed iPhones in our environment. So this MDM change, which is the right strategic move, involves a significant logistical hurdle. To the point where it starts to make more business sense to just wipe the devices and start over. But that option would have been hugely disruptive, since 200 of our staff are far-flung field engineers who really depend on those devices and on the data they hold.

Gregorio: **Indeed, restoring an iOS backup to the same device results in DEP enrollment being skipped, which renders MDM migration projects such as yours especially tricky. How did you hear about our solutions?**

Matt: We did a survey of third party options that were out there, and nobody was really able to crack the nut for us. I got in touch with DigiDNA to ask if iMazing could help facilitate the 'backup and restore via a second phone' process. During that conversation, you pointed out that 'Oh, sure! We can solve this problem for you.'

Gregorio: **Absolutely. We had just released iMazing Configurator, which helps admins automate backup, restore and configuration tasks. I offered to add a 'Don't Skip DEP Enrollment' option to iMazing Configurator's blueprint editor. This would enable largely automated MDM migration, whilst entirely removing the need to go through a secondary device.**

Matt: Yes, and I would add that my team didn't initially believe me when I told them what you guys could do. Understandably, since we'd been told flat out by Apple that it couldn't be done. That's when I brought my team in for our conversations. They were quite struck that you'd be able to solve this problem for us, which you did!



Gregorio: **Can you describe how you got started with the actual migration?**

Matt: We are an iOS shop but we're not a Mac shop. We followed your advice and acquired a Mac Mini along with a powered USB hub. That solution has allowed us to process devices in batches of five, resulting in very significant efficiency gains.

Gregorio: **I did advise purchasing a Mac since the full iMazing Configurator suite is macOS only at this stage. But iMazing Configurator blueprints can be exported and consumed by the Windows version of iMazing too – I remember you made use of that feature as well, correct?**

Matt: That's correct. When we did not have a Mac available, we were able to take that same blueprint and apply it with the Windows version of iMazing. Whenever we had to migrate the iPhone of an employee who was not physically in a branch, we could remote into their company-issued PC, send the blueprint over, and perform the migration.

Gregorio: ***It's great to hear that you've been putting iMazing through its paces. Today, MD&A's MDM migration project is pretty much done – can you give us a rough estimate of how much time and resources iMazing saved your company?***

Matt: We probably saved tens of thousands on this project by being able to perform this efficiently with very little staff, including remotely. I simply can't imagine us doing this project without iMazing.

Gregorio: ***I'm so glad to hear that. Moving forward, what role will iMazing play in your device management workflow?***

Matt: Now that I've seen what we can do with the product, we'll maintain the licensing and leave those Macs (we now have 5) strategically placed within the organization, so that when we have a phone reissue, or have to gather data for a litigation hold, or just have to do any iOS related task for somebody who's at a remote site, we won't have them ship their iPhone back to us at headquarters. We'll have them plug it to the Mac unit that acts as a little kiosk for their local site. We can then remote into the Mac and do what we need to do. It really saves a lot of time and improves efficiency.

Main Benefits

- 1 Solved an 'unsolvable' problem
- 2 Personalized and professional technical support
- 3 Solution could be deployed via Windows
- 4 Competitively priced