

Administrators Speak Out About Managing the Mac in a Windows Infrastructure.

A survey sponsored by the founding members of the Enterprise Desktop Alliance



Enterprise Desktop
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Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled *Enterprise Desktop Alliance (EDA) Mac/Windows Integration Survey*. The results analysis includes answers from all respondents who took the survey in the 50 day period from Tuesday, November 11, 2008 to Wednesday, December 31, 2008. 314 completed responses were received to the survey during this time.

Based on the overall survey responses, the majority of organizations (74%) intend to keep their Macs and buy more in the future with only 2% of respondents indicating that they intend to reduce their investment in Macs moving forward.

Organizations are purchasing Macs either because end users are requesting them to (27%) or to maintain or increase productivity, especially in specific application areas such as creative services (24%). The growth in the purchase and presence of Macs in the organization is also attributed (14%) to a lower Total Cost of Ownership (TCO).

Integration and management parity with PCs is important to the majority of IT administrators with 90.8% responding affirmatively to that question in the survey. 86% see room for improvement in the current management capabilities for Macs in the enterprise.

The top three issues of importance to the respondents are:

1. Active Directory Integration (58%)
2. Client Management inventory, patches and compliance (53%)
3. File Sharing across operating systems (42%)

Survey Methodology

An online survey was created and hosted. 11,000 individuals in the EDA database were invited to participate. The survey link was also posted at 3 key informational websites (MacWindows.com; AFP548.com and Macenterprise.org). The survey was available online for 50 days. 357 individuals completed the survey – 314 of the respondents represent businesses, governments, colleges and K12 school districts. The balance, 43 respondents were resellers/system integrators and were excluded from the summary of results found below.

The survey question types included multiple choice; multiple option; and Yes/No qualifying questions.

Survey Notes

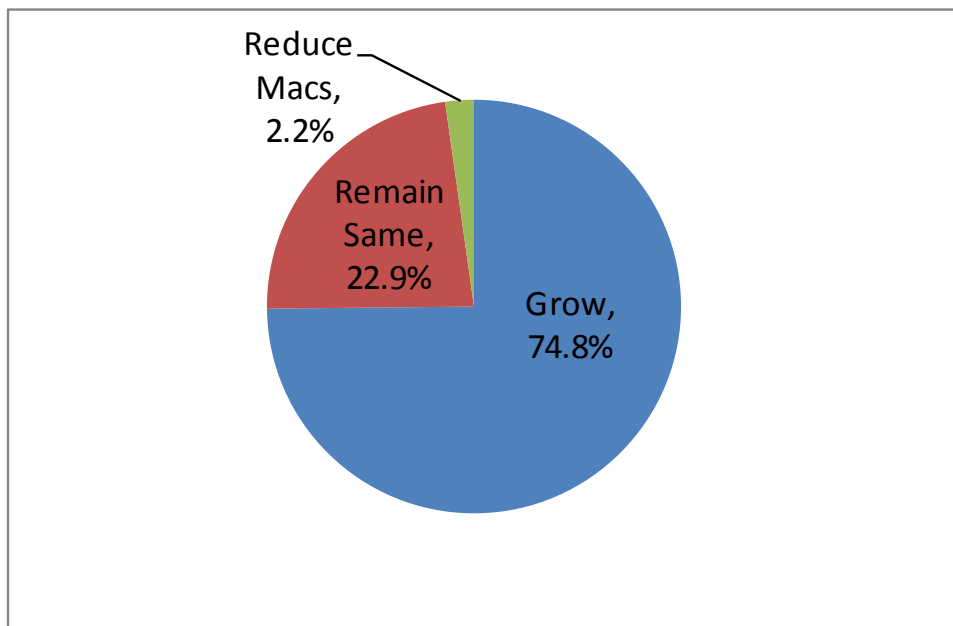
Unless otherwise noted, the question was answered by all 314 respondents

Some questions allowed the respondents to select as many items as were relevant to their situation. In those cases, the answers total more than 100%.

Survey Results & Analysis

What are your current plans for the number of Macs in your business?

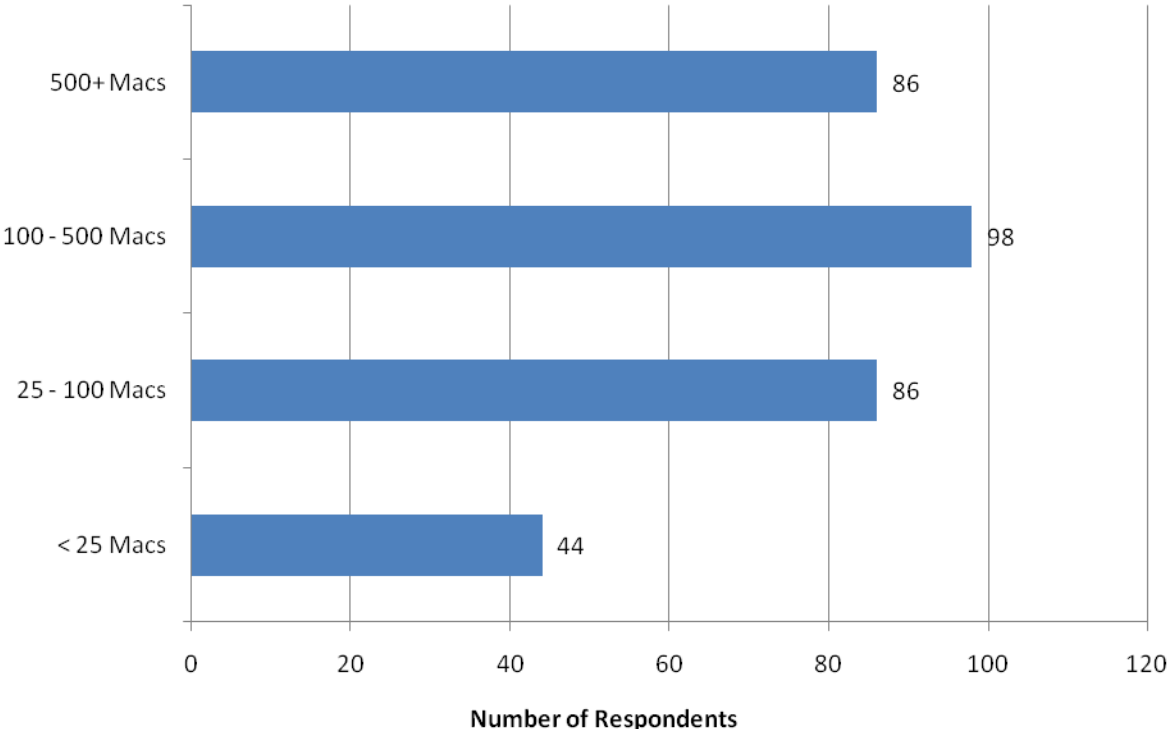
It seems clear that the trend within the enterprise is to continue to grow the number of Macs deployed throughout the organization.



How many Macs are currently deployed throughout your organization (please select one)?

58.6% of the respondents currently have 100 or more Macs deployed within their organization with 46.7% having more than 500 Macs currently deployed. This is consistent with trends noted by analysts and other recent published reports.

Number of Macs Currently Deployed Throughout the Organization



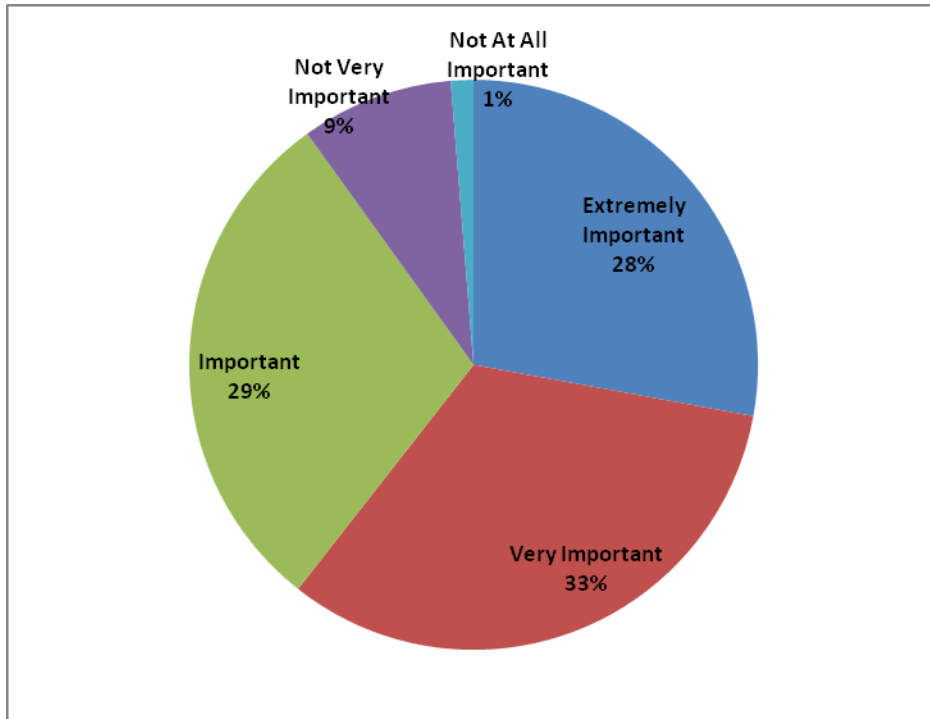
What are the major issues that you face integrating Macs into your Windows Server infrastructure? (please check all that apply):

In the survey the following list was offered as multi-select answer options to the question posed above. The average respondent selected 3 issues. “Other” was also included as a category and a blank field was provided for respondents to identify specific issues that were not specified on the survey. The issues cited in the “Other” category are detailed in Appendix ‘A’ of this report.

Response	Count	Percent
Active Directory integration	181	57.6%
Client management (inventory, patches, compliance)	166	52.9%
File Sharing problems between Operating Systems	132	42.0%
Configuration consistency	119	37.9%
Application compatibility	86	27.4%
Non-standard management utilities for the Mac	82	26.1%
Security	61	19.4%
Everything works fine	45	14.3%
Data recovery	39	12.4%
Other (please specify)	62	20.4%

How important is integration and management parity between Macs and PCs to your organization?

90% of the respondents stated that it is important to have integration and management parity between Macs and PCs. Details of what that integration means were borne out in the responses to individual integration and the management issues that they identified elsewhere in the survey.



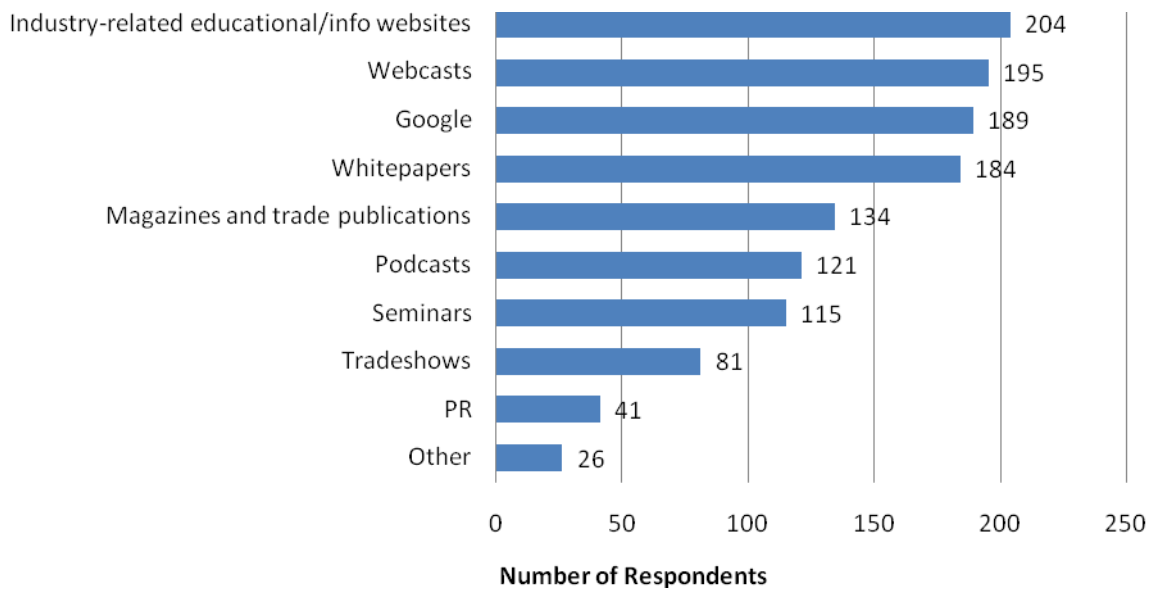
My organization’s Mac strategy is driven by (please select all that apply):

The respondents had a variety of reasons for selecting the Mac. It seems apparent that employee preference and productivity are key drivers behind the Mac strategy at many organizations. Total Cost of Ownership also appears to be important. Some of the replies typed in the “Other” option listed multiple reasons for purchasing Macs. Please refer to “Appendix A” for detailed information about “Other” responses.

Response	Count	Percent
Employee preference	85	27.2%
Productivity	77	24.7%
Lower total cost of ownership	44	14.1%
Don’t have a Mac strategy – handle as the need arises	36	11.5%
Virtualization	7	2.2%
Alternative for MS Vista	5	1.6%
Mac switch to Intel	5	1.6%
iPhone	0	0.0%
Other (please specify)	53	17.0%

How do you prefer to learn about/research new solutions or technology opportunities (please select all that apply)?

Respondents expressed their preference to conduct online research via Google and content-specific websites. Many rely on corporate sponsored/published webinars and whitepapers to gain insight into new solutions and technologies available. To see the detail “Other” responses, please refer to “Appendix A” of this report.



Conclusion

IT Managers want to increase the integration of the Mac into the Windows environment. They can name several areas where that integration affects their organization. Though they expect to continue to acquire more Macs because of user demand, productivity and application requirements, and reduced cost of ownership, they acknowledge that the administrative capabilities in their organization can be improved.

About the Enterprise Desktop Alliance

The Enterprise Mac for IT Management

Enterprise Desktop Alliance solutions enable IT departments to deploy, integrate and manage Macs throughout their organization by applying the same standard Windows-based management tools to support Macs as they do Windows. By leveraging a centralized, uniform, management platform, administrators can deliver identical services and exercise the same controls for both Macs and Windows. An administrator can deliver the same standards of service, maintain uniform client configuration, enforce the same security controls, make the same share points and print queues available, deliver the same disaster recovery, and enforce the same compliance policies for both the Mac and Windows systems. And those same capabilities can be applied to the virtual version of Windows that runs on the Mac. By enabling the management of the Mac from Windows, the Enterprise Desktop Alliance helps administrators increase control and cut costs by:

- Reducing training overhead
- Minimizing helpdesk calls
- Closing compliance vulnerabilities
- Eliminating parallel management platforms and duplicate infrastructure
- Lowering all the related costs that have kept Macs from broader adoption.

Using the Enterprise Desktop Alliance solutions, IT management will gain benefits throughout their organization by:

- Increasing security - Macs will now be under the standard controls/policies of the organization.
- Reducing costs through centralized administration
- Improving compliance through integrated Windows Mac identity and client management, backup and file services
- Decreasing helpdesk calls
- Expediting cross-platform file and print sharing

- Streamlining Mac access to Windows only applications
- Enhancing Mac user productivity by providing access to standard Windows-based desktop applications
- Provide single sign on to cut helpdesk calls and increase compliance
- Improving end user experience by relieving user of "self-management" responsibility
- Leveraging established administrative skills across platforms
- Maximizing existing investment in network/hardware infrastructure
- Ensuring that applications are at the same revision level regardless of platform

Enterprise Desktop Alliance solutions eliminate:

- Redundant administrative functions
- Duplicate hardware infrastructure
- Redundant backup systems
- Unnecessary helpdesk calls to correct user-initiated configuration changes
- Unauthorized, unlicensed, user-deployed software

For the Mac User

We let Macs be Macs - The Mac user enjoys the full Mac experience with no compromise. With the integration of the Mac into the Windows managed environment, the Mac user is unaware that they are using Windows infrastructure. In fact Enterprise Desktop Alliance improves the users' experience by increasing system performance, providing single sign on, delivering transparent update and patch management, and letting users retrieve lost files or their entire system without administrator intervention. We extend the capabilities of the Mac through system virtualization, allowing the Mac to streamline access to Windows-only applications and productivity tools. IT professionals acquire the same management control of the virtual Windows system as the underlying Mac OS.

Enterprise Desktop Alliance solutions make it easier for Mac and Windows users to share files. By providing identical views of files on the same Windows server for both platforms, users avoid revision control problems so they can collaborate effortlessly. Users, regardless of platform can be at the same revision level of Microsoft Office software, ensuring easy file exchange and further enhancing cross platform collaboration.

Whether using a Mac or Windows on a Mac access privileges and audit trail are all controlled by Microsoft Active Directory providing the users with a consistent network experience, without surprises or confusion.

Cost-effective Mac Integration

For file and print access, identity management, client management, disaster recovery, backup, and virtualization, the Enterprise Desktop Alliance ensures that administrators can extend their current control to the Mac. The Mac user reaps the benefits of tight integration and the organization saves in operational overhead while increasing security and user productivity. The Enterprise Desktop Alliance represents essential solutions that make it easy to deploy, integrate and manage Macs in a Windows-based management environment.

The Enterprise Desktop Alliance (Enterprise Desktop Alliance) is collaboration among enterprise class software developers to make it easy to deploy, integrate and manage Macs in a sophisticated Windows-managed IT environment. By leveraging the capabilities that Enterprise Desktop Alliance solutions offer, an enterprise can easily achieve the same level of control, security, policy compliance, data protection and services that they exercise across Windows platforms. The cross-platform solutions available address:

- Enterprise Data Protection – Atempo
- Identity & Access Management – Centrify
- File & Print Services – Group Logic
- Systems Lifecycle Management – LANrev
- Virtualization – Parallels.

For more information, visit www.enterprisedesktopalliance.com.

Appendix A

“Other” Responses to: “What are the major issues that you face integrating Macs into your Windows Server infrastructure?”

DFS
some server settings
No current windows server
integrating AD windows machines into OD
AD printing/charging through Pharos
We have worked through all these....
Don't use Windows Servers
ability to bind AD, LDAP, and Open Dir.
Updating of non-OS software i.e. MS Office
integrating PCs into an Open Directory
We don't have an AD/Windows Infrastructure
DFS support for Apple
We have a Mac Server Infrastructure
limited services due to ISA Proxy
printing to AD printers
Authentication with our Novell Servers
enterprise mass storage issues
Can't integrate totally in environment
No great problems, just little kink
Group policies
No windows server infrastructure
Multiple Kerberos Domains
Apple Infrastructure integrating PCs
Uneducated, ignorant Windows Admins
Exchange support
Netware eDirectory integration
Much inconsistency in the MSoffice suite
SMB/Kerberos Printing
Kerberized printing to windows print share
Deployment on the Windows machines
Windows-only Applications
Proxy compatibility
OD and AD integration
proxy

OS X 10.5.5's bind function fails.
deployment
Software compatibility with Intel Macs
The Keychain is terrible
I want AD to Look to OD for passwords
Open Directory Login via VPN
Image deployment
eDirectory integration
Kerberos Authentication for Printing
Adobe's lousy installs
Cisco VPN client should be shot
Sharing Windows Printers to Mac Clients
Auto mounting of network shares
Mail.app/iCal not suited for Exchange
Microsoft-centric mindset of management
Pushing desktop policies
Integrating AD into OpenLDAP
missing DFS support
our challenge is windows into Mac infrastructure
eDirectory integration
SMB issues with w2003server
Problems getting PCs into Mac infrastructure
SharePoint incompatibilities. Messenger
web app standards compliance (IE only)
Web systems that only runs on ActiveX/IE
OS X is not an Enterprise ready OS
Open Directory integration of Windows pc
Cross-platform calendaring
Terminal Emulation, Unified Messaging
Outlook calendaring
Kerberos fragility
We integrate WinXP machine into OpenDir
Better Email Clients for Exchange
Ignorance of the advantages of Macs
Integrating Windows into Mac Server structure
Portable home directories with AD

Other Responses to: “My organization’s Mac strategy is driven by”

Driven by instructional needs
inherited Mac infrastructure
Mac Development
Education
Workgroup based
ease of use for younger students
Age Based K-4 is Mac 5-6 mix, 7-12 PC
Productivity and
Ease of management and education
You are only allowing one selection
Mixture, form would not allow multiples
The ability to deploy dual boot Macs
Better Software and Hardware reliability
Product
Business need i.e. graphic design/video
Federal Government Policy
Creative workflow
Need Mac specific application
Moving away from MS, not just Vista
tradition - Apple based publishing firm
Education
Student coursework availability
We train mostly media software.
educational environment/application use
Compatibility with customers and vendors
the industry I work in - publishing
Academic needs
Diversity for educating students
boss believes more educationally sound
publishing environment
Easier to manage.
Tech choice, stability & management
Creative department drive Mac needs
Education (K-8 school)
Federal Standards

We're a Mac development shop
state initiative
always used Macs in a design/print
Integration with AD
server-based client manageability
Video-Focused TV Prod req FCP, FCS, CS4
Macs being standard in design & music
Apple 1:1 Program
Employee Preference & Productivity
degree programs that require Macs
Owner hates Windows
Site Preference/Need vs. Software req
Principal's directives (Mac first/only)
using Mac's for several years
Educational uses of Mac based clients
CEO
Macs being phased out
School district
Government mandate
Security
Creative workflow for print production
productivity, cost of ownership, viruses

Other Responses to: “How do you prefer to learn about/research new solutions or technology opportunities”

Staff of 15 certified apple technicians
Forums, Mailing Lists, User groups
Blogsphere
afp548.com!
forums
applecert.org
Blogs
sites/list serves - macenterprise afp548
testing technology
Mac Professionals I have worked with
email
Blogs
email lists
WWDC
email
Co-workers
Demo
self taught, apple-scripts.com
Blogs
Technical User Groups gatherings
blogs
Conferences, MacEnterprise Mailing List
Colleagues
Self-directed research
Apple training
Hands on
Web surfing
Talking to peers in other companies
mailing lists/ RSS feeds