

Leading University Speeds up IT Processes and Increases Value to Students with AirWatch

Indiana University of Pennsylvania (IUP) is a leading public, research university. Founded in 1875, IUP is valued at more than \$61 million today and has 13,775 undergraduate and graduate students enrolled as of 2015. The university aims to remain one of the top 100 public universities in the U.S. as ranked by U.S. News and World Report, and a top public four-year schools in Pennsylvania for return on investment as assessed by Affordable Colleges Online by offering an engaging, challenging and enriching education experience, up to doctorate degrees.



INDIANA UNIVERSITY
OF PENNSYLVANIA

Business Challenge

Like any university, IUP had no choice in allowing mobile devices to be used on campus. Students, executives and other employees brought their own mobile devices to the classroom or office and created the demand for mobility.

“The concept of BYOD is baked into higher education,” said IUP CIO Bill Balint. “We saw that some sort of mobile device management (MDM) tool was going to be an absolute essential.”

Prior to purchasing an enterprise mobility management (EMM) solution, IUP managed mobile devices themselves, which slowed down day-to-day operations for IT and took up time in the users’ day.

Students and staff not only had to manually set up VPN access, Wi-Fi connections and email services themselves but also had to spend time searching for information like ports and servers to get it done. When they couldn’t do it, IT had to set up each device among thousands of students, 765 faculty members and 785 administration workers and staff.

IUP wanted to eliminate these manual, high-touch processes and needed uninhibited access to every mobile device to ensure everything worked. Users weren’t likely to bring their personal devices to IT, and IT didn’t have the time to search for these moving devices across a 374-acre campus and 65 buildings.

Solution Overview

- Client: Indiana University of Pennsylvania
- Industry: Higher Education
- Geography: North America
- Features: BYOD, MDM, MAM, MEM
- Devices: 15,000+



AirWatch Solution

IUP evaluated four other solutions, but ultimately, VMware AirWatch® best met their needs to span across multiple platforms, integrate their Active Directory, assign role-based access and simplify maintenance and support. IUP also liked the AirWatch company vision and saw more potential to evolve their BYOD program through robust capabilities and solutions like VMware AirWatch® Content Locker™, VMware AirWatch® Inbox™, the VMware AirWatch® Catalog™ and shared device management.

Now, IUP simply pushes out settings and apps to end users' devices through AirWatch. All students and staff have to do is download the AirWatch application and enter a user name and password. From there, IT remotely configures everything they need and is able to seamlessly update every device from a central console.

IUP uses AirWatch to connect students and employees to VPN and Wi-Fi networks, set up email on mobile devices for students and staff, make learning more interactive with mobile devices in the classroom and deploy their own homegrown mobile applications.

For example, IUP realized that one out of every six people were visiting their website on a mobile device. So they launched the IUP Mobile app in 2013, which lets students and staff view class schedules, interactive maps, directories, advisors, grades, campus news and more from wherever they are. With AirWatch, IUP is able to deploy the app to iOS and Android devices and quickly send improvements, personalized information and new content on an ongoing basis.

Business Results and Benefits

As an AirWatch customer, IUP has dramatically streamlined their MDM process, resulting in higher productivity for IT, faster response times to mobile users and more efficiency. Now that students and staff don't have to manually manage devices themselves, IT receives less help requests. Additionally, IT has radically reduced their project completion time for mobile initiatives.

"AirWatch has allowed us, with just a couple clicks in the console to push the apps, and it's really reduced that time from a couple days of prep work to where the faculty can take the tablet at the start of class and within two minutes they're up and ready to go," said IUP Technology Technician Bob Sowers.

As IUP works with AirWatch to implement new suggestions, the solution will increasingly custom-fit their unique business needs and use cases and deliver a higher ROI over time.



"If a faculty member wanted to use mobile devices in the classroom, there was a lot of prep time. With just a couple clicks in the console, AirWatch allows us to push apps, reducing that prep time from a couple days to minutes."

Bob Sowers
Technology Technician
IUP

