

Kent School District Aces Mobile Device Management with Ivanti LANrev



Profile:

The fourth largest school district in Washington, with 28,000 students

Location:

Kent, Washington

Industry:

K-12 Education

Website:

www.kent.k12.wa.us

Solutions:

- Ivanti® LANrev

Benefits to Canadian Blood Services:

- Eliminated manual configuration of 600+ iPads and iPhones at 42 school sites at the start of each school year, with Kent School District saving up to an hour per device
- Easily configured, managed, and secured iOS devices
- Automated software distribution, patching, and system refreshes

Kent School District, located just south of Seattle, Washington, is committed to preparing its students for success in a globally connected world. Every student in middle school and high school has a laptop or tablet. The district extensively uses assistive technology to support the needs of special-education and struggling learners. Teachers and staff use laptops and iPhones or iPads to communicate and connect with each other and students' families.

Time-Consuming Duties

The IT team at Kent School District had tools to manage the tablets and smartphones used by teachers, staff, and kids, but much of the work was still manual. At the start of the school year, all iPads used for assistive learning had to be set up to support students' inclusive education plans. Hundreds of devices needed to be refreshed—one at a time.

"If we needed to make configuration or user changes to iPads and iPhones, a tech support specialist might have to drive to any one of our 42 school sites or administrative offices," says Zach Otto, technical support specialist at Kent School District. Plus, IT had a limited ability to track tablets and smartphones across the school sites, so it was hard to know when a device changed hands.

"We needed a fresh way to do things," says Otto.

Kent School District already used Ivanti LANrev to manage its Windows laptops and desktops, and it wanted to extend that convenience to its Apple devices. The district deployed the LANrev Enterprise Mobility Management (EMM) capabilities to manage and secure its mobile devices remotely.

Device Headaches Eliminated

The impact was immediate. "Before, we had one person running out to school sites to manually configure Macs, iPads, and iPhones. It was crazy," says Otto. "Now with

Ivanti LANrev, we can centrally push out all applications, and tell devices to call in for updates.”

LANrev’s EMM capabilities offer complete Apple iOS management, which saves significant time setting up new devices. “LANrev saves us 30 minutes to an hour per mobile device,” says Otto. “With 600 devices under management—and plans to add hundreds more—LANrev is essential.”

Support for the Apple Device Enrollment Program (DEP) makes it easier to keep devices updated. “We don’t get hard-locked with Apple IDs where we have to contact Apple and wait a week for a resolution,” says Otto.

With LANrev, IT can be confident that mobile devices are secure. The solution helps to enforce security policies, control access to the school network, and remediate noncompliant devices if they are rooted or jail-broken.

Mobile App Management Made Easy

A major priority for Kent School District was to streamline the purchase and management of mobile apps. Now with Ivanti LANrev, IT can deploy apps by policy and allow self-service as appropriate. With LANrev support for the Apple Volume Purchase Program (VPP), IT can fully manage volume app licenses and distribute or revoke licenses.

“We empower the technology department to purchase the required apps and then tell us what machines they will go to—which helps us to avoid having to install software by hand,” says Donna Paulson, manager of support services at Kent School District.

With the ability to better track software licenses, the district can make the most of the software it has already purchased. For instance, a school may have 60 licenses for an app, and now it can easily see which of those licenses are being actively used. “The ability to manage licensing with LANrev provides added value,” says Otto.

Keeping Track of Devices

Another challenge is that tablets and other mobile devices may change hands throughout the year, as different teachers use them for lessons, but sometimes, finding these devices proved to be a scavenger hunt.

Ivanti LANrev has given Kent School District the power to reduce its problem of unknown devices—and unknown moves. With a complete, detailed, and up-to-date inventory of all its Apple devices, IT can easily track all registered devices and see which student or teacher they were assigned to. “With Ivanti LANrev, we have a better handle on where devices are,” says Otto.

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— Zach Otto
Technical Support Specialist

That visibility helps the IT team keep devices up to date, too. “A lot of times I find out that the device was being actively used, but it just hadn’t checked in,” says Otto. “Sending a message will prompt the user to open the app and have it check in. It’s very simple now.”

Focus on Learning

Streamlining mobile device and app management supports the district’s goal of using technology to personalize learning, increase student engagement, and prepare students for success in a digital world. “LANrev frees up IT staff for more strategic work that supports student learning,” says Otto. Students and teachers always have up-to-date, secure mobile devices, so that they can keep the focus on learning.



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