One Console: CalvinCollege Protects and Updates Dozens of Devices with HEAT LANrev

ORGANIZATION

Name: Calvin College
Location: Grand Rapids, Michigan
Industry: Education

SOLUTION

HEAT LANrev

PROFILE

Calvin College is one of the largest Christian colleges in North America located on a 400-acre campus in Grand Rapids, Michigan. This liberal arts college offers 100 academic programs and has over 4,000 students and 600 faculty and staff.

BACKGROUND

Calvin College has a rapidly growing number of laptops and devices used by staff in labs, in classrooms, as well as dozens of iPads, used across the country on recruiting trips. They have 400 Macs desktop and laptops across campus, 26 iPads shared by recruiting, and admissions.

THE CHALLENGE

Like the majority of environments today, Calvin College IT is faced with tracking, securing and managing multiple devices in a rapidly changing and varied technology environment. The number of iPads owned and used by the college has grown 4x in the last year, with the devices being used for on-the-go presentations.

The challenge is how to keep track of services, keep the devices and data they contain secure, and keep a consistent list of applications on the iPads so borrowers aren't bothered with downloading apps during precious meeting time.

> "With the reality of Bring Your Own Device moving closer, we immediately thought of HEAT LANrev for a managed solution… From the dashboard, I can see in a second the status of any device on campus… [HEAT LANrev] works with my organizational mind."
>
> Lucas Moore, Desktop Systems Engineer, Calvin College

Human nature, too, prevents many desktops from being updated in a timely manner. "Before HEAT LANrev, staff would have the option of installing Apple updates, but that requires they click OK, which sometimes would never happen."

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THE SOLUTION

Calvin College chose HEAT LANrev to manage and protect its mobile devices and Mac desktop machines. Using HEAT LANrev, updates are distributed in the middle of the night, preventing interruptions during class. “If a machine is in a power-down state, HEAT LANrev can turn it on, distribute the updates, then power the machine back down and re-lock it for security. The whole process is easy to manage, and automated.”

For the shared iPads, HEAT LANrev for Mobile Devices pushes identical profiles to each one. “We push Quick Office, Pages, as well as our password policy to each machine, ensuring our standards are met. With the standard apps, users save time by not having to search for or download commonly-used applications.”

THE RESULTS

EFFICIENT
Efficiency is doing things right. The Intelligent Automation of HEAT LANrev’s policy-based management means that there is no need for technicians to touch the devices to make updates, or even to perform initial deployments of apps, configurations and content.

EFFECTIVE
Effectiveness is doing the right things. Policy-based management means that Calvin College can automatically target the right content to the right devices, at the right times. For example, updates can be scheduled during non-work hours, preventing class interruptions.

FUTURE-PROOF
Right now, Macs and iPads are Calvin College’s challenge. As Bring Your Own Device becomes a reality at Calvin College, LANrev’s muli-platform support for computers and mobile devices will make it easy for IT to adapt and manage.

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