

ISSUES WITH THE CLOUD IN EDUCATION



YEAR:
2020

INDUSTRY:
Education

EMPLOYEES:
100+

About iuvo Technologies

iuvo Technologies is a Boston-based IT consulting company and managed services partner providing elegant, white-glove IT services and solutions to help businesses scale, increase efficiency and solve other business problems. Our core belief is technology should elevate your business results. Managed Services, IT Consulting, IT Strategy, Virtual CIO, DevOPS, Business Continuity, Cybersecurity and more are part of our offerings to make our clients successful.

Issue

The client was using an out-of-date Jamf for mobile device management which was causing a multitude of production problems including data going missing, certificates expiring which required re enrollment of every endpoint and very poor performance. In addition, none of this was cloud-based and required a lot of skill, upkeep and time that the client simply did not have.

Solution

iuvo Technologies began by analyzing the issues within the Jamf application. We uncovered that the database was extraordinarily large at 50GB. When we began cleaning it up, we found that the database was not properly clearing old log files which was ballooning its size. Of course, because this database was so inflated it also ran poorly and inefficiently. We cleaned up the data base and policies, reducing its size by 96%, and converted and upgraded to a version that was cloud compatible and once stabilized, we migrated the Jamf database to the cloud.

ISSUES WITH THE CLOUD IN EDUCATION

**NO
MANUAL
MAINTENANCE**

**4
SERVER
FOOTPRINT
REDUCTION**

**ACCURATE
POLICY
PUSHING AND
FILE RETRIVAL**

**AUTOMATIC
MDM SERVICES
FOR ALL
LAPTOPS**

After moving Jamf to the cloud, we revised how the client was deploying laptops. Previously, they were using USB sticks and reimaging and enrolling manually. We redefined the process to a digital-forward, automated method. At the end once they purchased a new laptop, they simply needed to turn the computer on, and the entire MDM enrollment, AD join, application installation, and general device configuration was fully automated.

Impact

Moving to the cloud proved extremely beneficial for the client. They no longer had to maintain their database or update Jamf manually, which gave them back significant man hours. They were able to reduce their onsite server footprint by 4 machines, a significant savings for them. In addition, now that the process lived in the cloud and not on an internal network, computers of remote employees could be accessed all of the time so that their policies and associated files could be pushed out reliably. Finally, these changes enabled newly purchased laptops to be automatically managed by their Mobile Device Management system. This gave the client peace of mind as they did not have to worry about rogue machines that don't comply with security policies. It also protected them in the event a computer was stolen as the computer would not be able to be used without their authentication.