

CASE STUDY: CAS SEVERN PROVIDES MOBILE DEVICE MANAGEMENT SOLUTION TO UNIVERSITY



Higher
Education

THE SITUATION

What started out as a virtualization project led to a much needed endpoint management project for one university. A growing higher education institution in the northeastern United States was making significant improvements to its infrastructure in efforts to streamline processes and reduce IT costs. As part of this initiative CAS Severn designed and implemented a virtualization solution for the school's IT systems. This solution included a comprehensive networking

infrastructure comprised of VMware, storage, and network switching and servers. Simultaneously, CAS Severn identified that the university was lacking an endpoint management solution for its new program where students receive laptops and other mobile devices as part of their enrollment package. As the school's trusted technology provider, CAS Severn was able to recommend a mobile device management solution for the program.

"When a client comes to CAS Severn with their initial needs, we make a point to understand their entire IT environment and strive to develop a big strategy picture," said Kim Zimmerman, Account Executive for CAS Severn. "As in this case, CAS Severn solved their initial need, and then helped with another challenge that was identified earlier in the process."

THE CHALLENGE

The school's IT department was rolling out a mobile device program for students. They were in the early stages of assigning laptops and tablets to students for their coursework and needed a way

CLIENT

Large higher education institution located in the northeastern United States

INDUSTRY

Higher Education

CHALLENGES

- Rolling out new mobile device program for students
- Needed to ensure security and software updates were distributed to devices in timely manner
- Needed simple way to monitor and manage all devices

SOLUTION

- IBM BigFix
- IBM MaaS360 Mobile Device Management

RESULTS

- School is experiencing cost savings due to automated patch management
- School has full visibility of status of all devices
- Streamlined process for updating devices



Our team is highly skilled in endpoint management solutions and we understand how necessary it has become. All endpoints must be managed effectively in order to protect the client's infrastructure and maintain uniform patching across an IT environment.



– Kim Zimmerman,
Account Executive, CAS Severn



CAS Severn

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to manage the endpoints. They also needed help establishing a process for patching the mobile devices to meet the needs of its mobile device network. Updating the devices with new software versions and ensuring device security were top concerns.

Why is endpoint management so important? An endpoint management solution should find, fix and secure endpoints using patches. A patch management program establishes an environment that is secure against known vulnerabilities in operating systems and application software. Viruses, worms and malicious code target known vulnerabilities on unpatched systems, resulting in system failure, downtime, data breach and expense. The timeliness of patch implementation is also critical. Hackers are racing to infiltrate your system before you install the patch. Similarly, a mobility management solution gives educational facilities a real-time view of all of their devices.

THE SOLUTION

CAS Severn's extensive experience with device management resulted in a solution comprised of IBM BigFix, formerly IBM Endpoint Manager, and IBM MaaS360 Mobile Device Management. Both components provide the IT department the functionality and automation they need and is transparent to the end users.

IBM BigFix technology provides comprehensive and continuous patch management, including:

- Automatic patch management for up to hundreds of thousands of endpoints for multiple operating systems and applications – regardless of location, connection type or status.
- Application of the correct patches to the correct endpoints.

- Greater visibility into patch compliance with flexible, real-time monitoring and reporting.
- Near real-time visibility and control from a single management dashboard.
- Proactive reduction of security risk by streamlining remediation cycles from weeks to hours.

IBM MaaS360 Mobile Device Management is an enterprise solution that secures and manages mobile devices, apps and content. From a single dashboard, the client has visibility into all of its devices, including latest updates, security status and scheduled maintenance. It is a trusted enterprise mobility management solution that makes working in a mobile world simple and safe. IBM MaaS360 includes comprehensive, integrated mobile security for applications, content, email and devices, without compromising the user experience, data security or privacy.

THE RESULTS

The higher education institution's mobile device program is thriving and the school has the peace of mind that the devices are safe and secure. The IBM BigFix endpoint management solution is a cost effective tool for managing the school's growing mobile device program. With automated endpoint management, patches are distributed on schedule. All devices are updated in a timely manner to ensure protection from security breaches. The school's IT department utilizes the IBM MaaS360 dashboard for real-time device status and receives incident alerts immediately. In sum, the school's mobility program is a success for the IT department as well as the students.