BRISBANE CATHOLIC EDUCATION EXCELS WITH DEVICE MANAGEMENT BY VMWARE

Brisbane Catholic Education
teaching • challenging • transforming

INDUSTRY
EDUCATION

LOCATION
BRISBANE, AUSTRALIA

KEY CHALLENGES
- Timely task of manually deploying and provisioning student devices for the 147 sites
- Lack of visibility over entire device stack, making management and security challenging
- Multiple staff and students requiring access on and off site

SOLUTION
Brisbane Catholic Education has partnered with VMware to deploy VMware's Workspace ONE solution for its ability to provision different device ecosystems and application stacks from a unified, cloud-powered console. The solution placed management, automation and security on a single software layer for BCE.

BUSINESS BENEFITS
- IT staff are able to securely set up and assign devices to new IDs within hours instead of weeks, irrespective of their OS or model
- Largely automated its provisioning and management of devices and application stacks, saving time for teachers, students and staff
- The visibility, control and security of Workspace ONE saved money due to discontinuing several costly incumbent solutions
- Automatically updates or reassigns devices to student or staff IDs throughout their academic years

Brisbane Catholic Education (BCE) oversees 147 schools and over 72,000 students across all education levels, managing the full-time administration and teaching staff in each school. With over 65,000 devices under management, the education body needed to streamline provisioning and management of its device and application stack if it wanted to retain operational efficiency and better align student outcomes with success in the future digital workspace.

The Challenge

BCE's IT teams were spending huge amounts of time manually deploying and provisioning devices to new students at the start of every school term. That process required staff to grapple with an extremely diverse range of devices including iPads, MacBooks and Windows PCs that ran different applications, configurations and operating systems. With no central device management platform in place, average deployment phases took weeks to complete and consumed unsustainable amounts of labour and resources.

"There were weeks where we did nothing else but manually deploy thousands of devices across all 147 of our sites. We had to allowlist individual IP addresses for Apple ID registration, upload virtual images onto our Windows and macOS devices, and negotiate limited bandwidth in manually registering each machine – the whole process could take more than 40 minutes per device, which really sapped our team's time and energy," says Paul Saltmarsh, Senior IT Officer, BCE. "And after that, we'd need to log into each device to manually install required applications and folders. We needed a more cost-effective, sustainable and scalable provisioning method that wouldn't burn out our IT teams."

This level of digital complexity continued even in the classroom. "More than ten minutes of each lesson would be spent logging students in, with issues like missing applications or device issues often disrupting classes. These micro-distractions, coupled with frequent shifts between device and OS types across the course of their learning, really affected students' focus and their enthusiasm to learn," says Vikesh Anand, IT Manager, St. Dypmna's Catholic Primary School, BCE.

The lack of visibility over their entire device stack also impeded BCE's aims of nurturing an 'always-on' learning mindset within their secondary students. "We wanted our older students to bring their devices back home, to help both with schoolwork and to nurture a sense of ownership within them," says Tony Bear, IT Business Manager, Chisholm Catholic College. "But to successfully do so, we required a management system that allowed us to virtually set user permissions, whilst also allowing students with the freedom to navigate through the web whilst knowing they would be supported by our team if and when needed."

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VMWARE FOOTPRINT
• VMware Workspace ONE with
  Windows 10 Modern Management

The Solution:

BCE selected VMware's Workspace ONE solution for its ability to provision
different device ecosystems and application stacks from a unified, cloud-
powered console. The solution placed management, automation and security
on a single software layer for BCE.

The Workspace ONE console allows our teams to securely set up and assign
devices to new IDs within hours instead of weeks, irrespective of their OS or
model – a huge leap in efficiency and cost-effectiveness," says Saltmarsh. "We
don't even touch the devices anymore: they're ready to go out-of-the-box, with
folders and applications relevant to a student's level automatically spinning up
once they log into their Workspace ONE Intelligent Hub. This allows any student
– new or old – to focus their attention on learning in their digital environment
rather than the technicalities of their device."

"Workspace ONE integrates leading industry programs, such as Apple's Device
Enrolment as part of Apple School Manager on iOS and macOS or Out of Box
Enrollment (OOBE) on Windows 10 for modern onboarding – which enables
comprehensive administration of Apple and Windows devices – besides
proprietary mobile ecosystems like Android and iOS," says Andrew Fox,
Director, End User Experience, VMware ANZ. "This solution has allowed all
corporate customers to simplify everything from on-boarding to governance of
complex device and appliance ecosystems."

With Workspace ONE, device sign-ins, replacements and reassignments have
largely been automated. Workspace ONE Intelligent Hub has given students a
standardised, intuitive layout from which to easily access education applications
or collaborative tools like Microsoft OneDrive – one that remains the same
throughout their entire schooling journey.

Outcome

Since implementing the Workspace ONE solution, BCE has largely automated
its provisioning and management of devices and application stacks. After
minimal configuration, the solution now automatically updates or reassigns
devices to student or staff IDs as they progress through their academic years,
along with the relevant applications, coursework and software – often with little
input from IT teams.

"This level of automation is invaluable for me to single-handedly oversee
more than 800 devices used by our primary school students. Personally,
Workspace ONE has freed me to explore better ways to help our teachers to
use technology in their lessons," says Anand. "I can add an application that's
requested for lessons within seconds, or limit the app library for certain classes
to reduce distractions. And small changes, like standardising the layout for
Workspace ONE Hub, has even birthed co-teaching initiatives that sees older
students support their peers – fostering collaboration and feedback skills that's
essential for future ways of work."

The ability to seamlessly target and deploy applications or configurations for
selected devices or age groups has opened new avenues of possibilities for
BCE's educators. As one early example, the education body has successfully
trialled and executed 'zero-touch' deployments of digital examinations and
NAPLAN assessments throughout their secondary schools – without recalling
or reconfiguring a single device.

The comprehensive visibility, control and security of Workspace ONE has also convinced BCE to discontinue several costly incumbent solutions, freeing up significant amounts of budget. "We've found a comprehensive, scalable and cost-effective solution in Workspace ONE, which I believe will continue to support us in the long run." says Saltmarsh. "With VMware's solution, we can keep our IT teams across all our schools and campuses lean and agile, without compromising the performance and security that form the vital foundation of our sustained push for greater integration of technology and learning."

By providing greater visibility over all devices and applications, Workspace ONE has also given BCE a more confident security stance in their operations. "If any device is stolen or compromised, we can remotely wipe the device on Workspace ONE, ensuring compliance with data protection laws," says Saltmarsh. "This level of visibility and security also allows us to engage in meaningful conversations about usage and security of data with our students. We can get them to think about how they use their devices and how they can safeguard themselves – teaching them valuable best-practices that they can employ as they progress into the workforce."

"Technology is only one part of the education equation. The other, much harder half is the need to instil the necessary digital skills our students require to compete – and succeed – in their future careers," says Saltmarsh. "We want to give our educators and students a conducive and frictionless digital environment in which they can explore and build those digital skills. VMware and Workspace ONE have laid incredibly stable foundations for that environment and given us a platform to really raise our students' quality and relevance of education."