



ACS International Schools

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Context

ACS International Schools (ACS) is a group of independent schools catering for local and international families. Founded in 1967, ACS International Schools educate over 3,700 students, aged 2 to 18, day and boarding, from more than 100 countries. The group comprises of four schools – three in Greater London and one in Doha, Qatar.

As Apple users for over 20 years, the Apple platform has always fit well with their curriculum. Now, they wanted some help in deploying Apple technology and maximising device value at the point of trade-in.

The challenge

ACS are long-time advocates of teaching and learning with Apple technology. They were well ahead of the curve in terms of operating a 1:1 iPad device strategy at each of their schools, alongside equipping every teacher with a MacBook and/or iPad. It's been a celebrated Apple device strategy for both teachers and students, but as the programme has grown, they wanted some help when it came to deploying the iPad devices to students and staff.

Engineering time during a typical school day is always at a premium, and so, over time, a process had developed whereby all aspects of deployment were happening out of term-time, during the summer break, when their IT team's time wasn't reserved for supporting students or other technology projects.



Three core goals were identified as part of the project:

1. Support in deploying each asset.
2. Help in storing the new devices.
3. Responsible disposal of packaging postdeployment.

ACS leveraged Academia's pre-deployment team to hit each of these goals.



Why didn't we do this sooner? Academia has supported the overall process. Devices are quickly prepared and our team can spend more time supporting our students and staff. It is a pleasure working with the team at Academia.



Rob Lopez, Senior Project Manager, ACS International Schools

The solution

ACS and Academia worked together to define which services would not only be the best fit for their IT team's requirements, but also for maximising their investment in Apple technology.

For a deployment of 1000 iPad devices, our in-house pre-deployment team ensured every device was ready to go straight out of the box, fully configured and charged for immediate use.

A positive economic impact More value recovered

Working with Academia, ACS has felt the extended commercial advantages of a partner that's able to oversee the entire device lifecycle including ReviveIT, our in-house IT Asset Disposal (ITAD) service.

The ReviveIT team offers the best-in-market trade-in values to ACS, which help to make their budgets work harder thanks to credit for outgoing devices. Apple technology has a very high residual value. A combination of build, quality, durability and usability means Apple devices maintain a high residual value even after 3 years of use.

Having good quality device cases has also helped ACS uplift recovery values from devices at retirement. The cases have protected the iPad devices and MacBook Airs from both unexpected damage and general wear and tear, meaning they are more valuable in the second-user market.

Invaluable savings of both time and money

Not only is the process faster, but it's also now much more consistent. ACS have valued the little touches that have come from outsourcing, such as the asset tag being applied in the same place on every device.

The (many) benefits Teamwork

ACS IT staff can now continue to focus on supporting stakeholders while Academia helps with device set-up and configuration activities.

Year-round deployments

Outsourcing pre-deployment processes to Academia opened up opportunities for ACS to proactively deploy devices year-round during term time with minimum disruption.

Retiring devices is easier

ACS have been consistent users of ReviveIT, with many device collections having taken place over the years. Rob Lopez, Senior Project Manager, ACS, describes Academia's ITAD service as "professional, straightforward and easy to organise." In working with the same team that provides their pre-deployment services, they've now found that the disposal process has been simplified even further.

Better user experience

According to Lopez, both students and staff have noted that the process of getting their devices is more organised, efficient and consistent thanks to Academia's support.

Deploying devices

ACS and Academia worked together to decide which of our pre-deployment services would help their IT team the most. Following this initial discovery process, going forward ACS will be able to choose which services they need on a project-by-project basis.

We defined the following services as being the new standard procedure for ACS' Apple deployments:

- » unboxing devices;
- » leveraging Apple's Device Enrolment Programme (DEP) to automate enrolment and configuration;
- » asset tagging each device;
- » affixing a sticker with the user's name;
- » putting each device into a protective case;
- » downloading user profile and required apps;
- » responsible disposal of packaging;
- » cables and adapters are delivered in batches;
- » Academia collates and supplies the details of all assets, including serial and asset numbers;
- » devices are delivered ready to hand out.

The unexpected benefits

- The positive impact has led ACS to rethink and challenge their own status quo, shifting their views on how and when they refresh and deploy new devices.
- The IT team has more time to focus on day-to-day actions.
- Large deployments can be planned all in one go, instead of being staggered.

What's next for ACS?

ACS' new seamless refresh procedure is now part of their standard deployment process and they plan to use Academia's pre-deployment team for all future large-scale deployments. Lopez said, "We have chosen to use Academia's pre-deployment service more often than first anticipated, as we've found it extremely beneficial."



Get in touch with the team today to discuss how Apple technology is transforming teaching and learning and the support that is available from Academia.

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