

Supporting a Digital Transformation of Apple Services at UCA



Background

About UCA

The University for the Creative Arts (UCA), believes that creativity makes global communities more vibrant, more innovative, more human, which is why, for 160 years, the university has been a passionate advocate for creative education and research.

Academia and UCA have a strong relationship and have been working together for a number of years on Apple hardware and services projects.

Academia was selected for this project in particular because of the skills, credibility, professionalism and experience on delivering Jamf-managed services.

UCA has seen a big reduction in support requests since working with Academia.

Snapshot of solution

Academia provided UCA with a fully managed Apple device service together with a digital transformation project including:

- Apple fully managed service underpinned by Jamf MDM
- Centralised management
- Automation
- Improved security
- Hybrid cloud infrastructure
- Identity management
- Support
- Professional services

Academia's experienced staff provided the necessary market knowledge, technical capabilities and project management resources to ensure such a large-scale transformation was feasible and successful. Academia's approach to such a large-scale digital transformation provided a greater level of confidence within the university.

The Challenge

UCA successfully deployed Apple devices and pioneered the integration of Apple devices into a Microsoft Windows environment, driving towards central end-point management of all Apple devices.

They had two technology challenges:

1. Technology

UCA deployed a variety of Apple technologies that were commonly used to manage, deploy and integrate Apple devices into their Windows Active Directory environment, including Apple remote desktop, Open Directory, Directory Services Integration, NetBoot, Net Install and Apple configurator, all provided on the Mac OSX server platform.

They needed to modernise their current tech stack and approach taking into consideration the following:

- Zero-touch deployment
- Mobile device management (MDM)
- Hybrid infrastructure, virtualisation cloud adoption
- Application & remote management
- Self-service

2. Recruitment

The recruitment and retention of highly skilled, knowledgeable staff in Apple enterprise management is a challenge due to competition, skills shortage and limited FTE.

Therefore, they needed to address:

- What changes are needed to UCA's current staffing and operating model
- How to scale to meet demand





The Solution – **Discovery**

Academia was engaged to understand the current challenges and identify potential solutions which could form a managed service.

A joint working group was set up to discover:

1. User needs and expectations

Research and gathering data to understand the needs, pain points and expectations of the admins and users.

2. The technology challenge

Defining clearly the impact on students, staff and the overall university.

3. Project scope

Build a range of potential solutions that address the challenges and prioritise them based on feasibility and impact.

4. Staffing models

Explore options to best support UCA requirements and the advantages of a managed service offering model.

The Solution – Apple & Jamf

Following the Discovery stage, it was clear that large-scale digital transformation was required to move UCA from its current state to a newer and more modern environment.

To manage the Apple devices, Jamf was selected as it addressed the core needs around zero-touch-deployment, MDM, remote management and selfservice. It has several features and capabilities, including:

Scalability

Security

Integration

Automation

Deployment

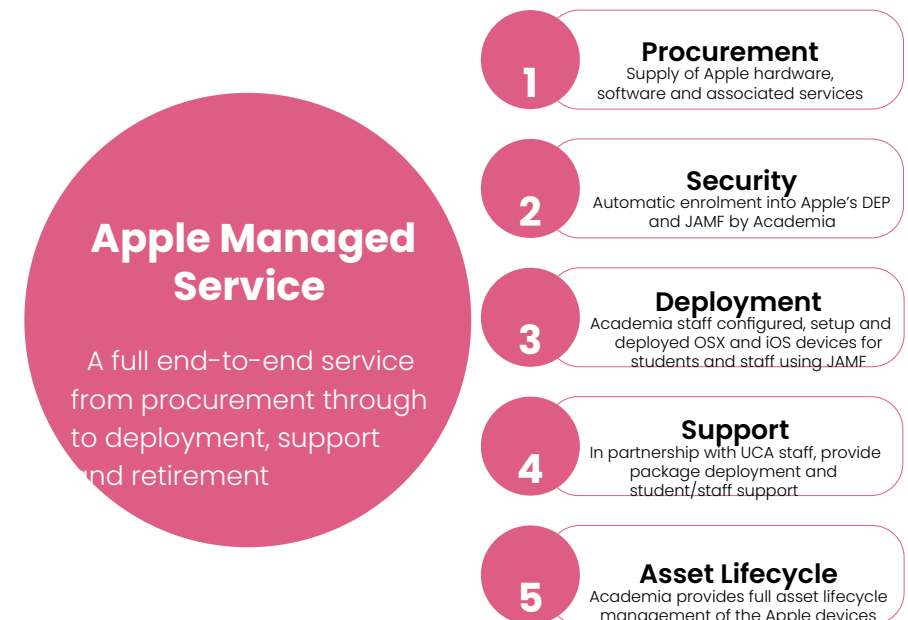
“ The resources provided by Academia were instrumental in enabling UCA to continue business as usual whilst undertaking such a large digital transformation of our Apple services.

It’s fair to say that without Academia, the digital transformation of our Apple services would not have come to life.

James Tempest | University for the Creative Arts

By adopting the Jamf platform and expanding the services received by Academia to undertake the transformation needed, UCA were able to move the university towards a full managed end-to-end Apple service.

The following operating model has now been successfully deployed:



The Solution – Modernisation

- **Private Cloud Infrastructure** – Academia's private cloud service provides UCA with a cloud-hosted and managed Jamf solution which integrates into UCA's on-premise infrastructure, offering a server infrastructure which provides more agility, scalability and accessibility both on and off campus. This service also provides UCA with all the cloud benefits and enables UCA to take a security and cost-focused approach. UCA thus has full control of their information and data.

The Solution – Support

- **Onsite Support** – Academia provides two highly skilled, knowledgeable and capable IT support staff, who are based on-site at UCA. These engineers are employed by Academia and are supported by their 2nd and 3rd line support services. The engineers work closely with UCA's IT team.

The Solution – Services

- **Professional Services:** UCA partnered with Academia's technical solution consultants and project managers to work hand-in-hand with UCA's IT support staff to deploy the Jamf platform and adoption of Academia infrastructure and support services.

By partnering with Academia, UCA were able to gain access to a wealth of knowledge, experience and expertise. They provided not just the resources but also hardware, software and other personnel to support the digital transformation of their Apple Services.

In summary, Academia's experienced staff provided the necessary market knowledge, technical capabilities and project management resources to ensure such a large-scale transformation was feasible and successful. Academia's approach to such a large-scale digital transformation provided a greater level of confidence within the university.



The Impact

The Jamf platform, coupled with the managed service offering by Academia, has transformed how Apple services are delivered at UCA. Ultimately, it enhances the student experience by making it easier and more secure for students to access university resources on campus. Students can confidently now use UCA MacBooks and iPads to enhance their learning whilst experiencing a seamless online experience between Apple and Windows devices.

Jamf has enhanced staff productivity by streamlining device management, providing security peace of mind and simplifying application deployment, allowing staff to focus on their own activities instead of needing to constantly administrate their device and manage it themselves. Having a self-service capability delivered by the Jamf platform, coupled with a managed service to keep it updated, has revolutionised how applications are delivered to staff, increasing accessibility and mobility.

The impact of a Jamf solution supported by an Academia-managed service has completely transformed how IT manages, administrates, deploys and supports Apple devices at UCA. Jamf and Academia have opened doors which previously were thought impossible or too complex. Just some of the benefits realised are:

- **Centralised management:** Reducing the complexity of managing a large and diverse range of devices.
- **Automation:** Automated device setup and enrolment has been fully integrated with the procurement process and Apple's Device Enrolment Program (DEP) which enabled the enrolling of new devices onto the university's network, reducing the time and effort required to set up each device.
- **Improved Security:** Enabling support staff to concentrate on addressing potential vulnerabilities, ensuring that all devices are secured and in compliance with the university's standards.
- **Hybrid Cloud Infrastructure:** This has enabled UCA to leverage in-house virtualisation software to run local Jamf deployment and software services.

- **Identity Management:** Jamf Connect has solved the issue of password synchronisation.

- **Support:** Academia's support services have removed the traditional headaches associated with application hosting, management and support. Academia support staff working hand-in-hand with UCA IT staff.

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Global Reach

UCA realised that by fully deploying Jamf and using Jamf Connect to its full potential, it would have the capability to deploy remote studios of Apple devices globally – that could be fully managed, monitored and supported without the need for large amounts of traditional network infrastructure support.

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