

Trillium Lakelands Empowers Faculty and Students with AirWatch-managed Devices

The Client

Formed in 1998, Canada-based Trillium Lakelands District School Board (TLDSB) is dedicated to the success of students in the municipalities of the City of Kawartha Lakes, Haliburton County and the District Municipality of Muskoka. Students are supported at elementary, secondary and adult education levels.

Today, TLDSB covers approximately 11,500-square-kilometers and 17,000 students. The Trillium Lakelands District School Board has 41 elementary schools, seven secondary schools and six alternative education and training centers. It also offers a well-attended online learning program accessed worldwide through its Virtual Learning Centre.

The Challenge

In 2011, TLDSB sought a solution to provision and manage its growing fleet of iPads, iPods and iPhones. Devices requiring access to school resources went through a tedious and complicated configuration procedure. "Board-owned Apple devices had to be manually provisioned by hand for connection authentication to the school board's wireless network," explained Dwayne Raglin, network operations manager, Trillium Lakelands District School Board. Digital certificates are used for individual device authentication to the wireless network, meaning TLDSB IT staff had to set up each device in person. It became a time-consuming process for IT staff to ensure school-owned devices had appropriate permissions and access.

The Solution

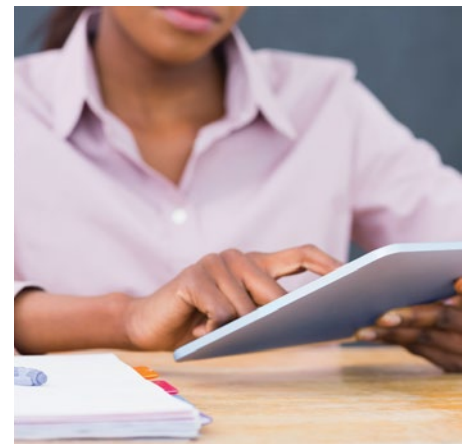
TLDSB researched enterprise mobility management (EMM) providers to find a streamlined solution for device configuration. After comparing several other EMM providers, Raglin and his team selected AirWatch[®] by VMware[®] as their provider of choice. "AirWatch offered a greater feature set and a superior administrative interface," he said.

AirWatch has increased the efficiency of the device provisioning process, which allows Raglin and his team to quickly deploy settings and digital



Solution Overview

- Client: Trillium Lakelands District School Board
- Industry: Education, K12
- Geography: Canada
- Solutions: MDM
- Infrastructure Integrations: Active Directory
- Devices: 1,000 – 5,000



certificates over-the-air to school-owned devices. “We no longer have a lengthy and complex provisioning process for the devices, which allows our IT staff to focus on other aspects of their jobs,” Raglin explained. By remotely pushing configuration profiles, TLDSB can provision multiple devices at once. In addition, AirWatch integration with Active Directory allows TLDSB to deploy user-specific permissions to devices, ensuring faculty and students receive appropriate access to educational resources when using school-owned devices.

TLDSB teachers now have the ability to check email, manage school contacts and organize joint calendars with other faculty directly on board-owned iPads, while students use the devices to complete assignments in the classroom. As part of its mobility initiative, TLDSB has begun to purchase Mac computers and AppleTVs for classroom use, which are also managed and secured by AirWatch. Apple TVs in the classroom allow teachers to share lessons and students to share schoolwork with the class.

According to Raglin, AirWatch gained support quickly among faculty and students. “AirWatch was perceived as the preferred management tool for our growing mobile installation, and it has been well received,” Raglin said. Although some employees were initially hesitant about device tracking, Raglin explained that location services were only used to locate lost or stolen devices.

Up Next

Now equipped with AirWatch, TLDSB intends to pursue BYOD capabilities for its schools. “Our next steps include exploring BYOD for our faculty and students to enable them to register their own devices for the school year without requiring a daily login through a Web portal,” Raglin said. “AirWatch allows us to be vendor agnostic, giving us the ability to support almost any device a faculty member or student may want to use on our network.”

“AirWatch has allowed us to take a vendor agnostic approach to devices in our mobile space. It has increased our deployment efficiency by five times.”

– Dwayne Raglin
Network Operations Manager,
Trillium Lakelands District
School Board

