

Cal Poly Enhances Campus Life with Mobile Technology and mPOS Secured by AirWatch

The Challenge

Globally, academic institutions are adopting mobile devices for all aspects of learning and student life. The proliferation of tablets and smartphones naturally leads to increased technological interest and innovations on campus. Mobile technology helps positively shape student life from downloading eBooks to paying via mobile point of sale (mPOS) at sporting events. Meal plans, bookstores and student shopping can also serve students more efficiently with mobile technology. California Polytechnic State University (Cal Poly) in San Luis Obispo is one such campus that benefits from mobile technology, not only in academics, but also in student life. The Cal Poly Corporation (CPC) provides the university with campus dining, catering, a university store and much more. To keep up with the changing technological demands of students at the university, CPC saw an opportunity to embrace mobility in their daily operations. CPC uses tablets for mPOS and management productivity. A Mobile Device Management (MDM) solution needed to be implemented to keep the corporation's devices secure and to help ensure PCI compliance. CPC also needed a Mobile Application Management (MAM) solution to streamline sales reporting and mobile purchases.

The Client

Cal Poly Corporation was formed in the early 1900s to support Cal Poly University dining services, university store and dairy facility. Additionally, the corporation also provides books, welcoming services and tours, and manages the student payment card system. Brian Schacherer, senior programmer, CPC, and his management team recently decided to introduce mobility to CPC operations to increase productivity and workflow. The management team uses tablets for email, calendar and contacts. Additionally, tablets are used for mPOS at the food trucks and sporting events. Schacherer knew that he needed an MDM solution to manage the tablets, and chose to adopt AirWatch®, meeting his MDM, MAM and mPOS needs.

CAL POLY CORPORATION

Solution Overview

- Customer: California Polytechnic State University
- Industry: Higher Education
- Geography: North America
- Features: MDM, MAM, BYOD, mPOS
- Devices: 1-500



The Solution

Employees of CPC use tablets for mPOS and line-busting. For stadium food sales and food trucks located on campus, it is critical to have mPOS devices to run credit cards and enable quick payments for customers. With AirWatch MAM, sales reporting apps are also installed on the devices for oversight at various restaurants on campus. "With AirWatch we can limit functions on a device solely to mPOS," says Schacherer. "This keeps our retail sales team focused on the job at hand." Eventually, mPOS will be used in bookstores for line-busting, making the check-out process much faster for students who need to get to class.

CPC chose AirWatch for the robust mPOS capabilities and cloud deployment availability. "AirWatch had all the features we needed plus some that other vendors weren't offering," explains Schacherer. "We needed the MAM security on apps that update pricing at our registers as well, and AirWatch provided that to our devices." Most of the tablets are corporate-owned, but CPC does have a couple of managers using employee-owned devices through the BYOD program. The GPS locator on devices has helped Schacherer find lost tablets, which has been immensely helpful. "Pushing out applications is so easy," explains Schacherer. "Every time I sign someone up, I load their profile, and they receive all the apps that I have designated for the employee."

The mPOS management creates huge efficiencies in the organization. "It cuts down on the lines, and operates in the field where we otherwise would not be able to accept credit cards," says Schacherer. "Without AirWatch, we would have no way to capture these additional profits." With PCI compliance and mobile security from AirWatch, CPC knows the transactions are monitored and protected.

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– Brian Schacherer
Senior Programmer
Cal Poly Corporation

