

St. Edward's Mobilizes Students and Faculty with AirWatch Enterprise Mobility Management

The Client

St. Edward's University is recognized among the nation's best Catholic universities and colleges. Named one of "America's Best Colleges" by U.S. News and World Report, it stands distinctively as a top liberal arts university, with partner schools in eleven countries. The private Texas-based college is focused on utilizing the power of technology to enhance global learning; developing more educational partnerships and portal campuses worldwide; and cultivating a stronger international community.



The Challenge

In late 2012, the university's staff and faculty wanted options beyond the BlackBerry® devices they were provided. The Office of Information Technology responded to the request by exploring enterprise mobility management (EMM) solutions to centrally configure, monitor and secure the influx of mobile devices on campus and manage a bring your own device (BYOD) initiative for faculty-owned phones and tablets.

On the 'must have' list for St. Edward's: an EMM solution that would allow the school to remain device agnostic while maintaining a secured presence and central, role-based management capabilities to provide administration on a tiered level. "From an IT perspective, it's all about security — keeping our data secure and having our network traffic encrypted, through browsing, email and even text messages," said Jason Arellano, user services manager, St. Edward's University. "Our staff and campus police often work with sensitive information, so we must protect our devices. Partnering with an EMM provider was the next logical step in securely expanding our mobility program," he said.

The Solution

St. Edward's learned about AirWatch® by VMware® through CDW, a leading provider of integrated information technology solutions. "Initially, we were seeking a mobility solution that offered the same capabilities as BES, but also provided options for other platforms," explained Arellano, who evaluated a number of EMM providers before selecting AirWatch. "In addition to the

Solution Overview

- Client: St. Edward's University
- Industry: Higher Education
- Geography: North America
- Features: BYOD, MDM, MAM, MEM
- Devices: 100 – 500



long-term value of a multitenant solution, we were interested in AirWatch[®] Secure Content Locker™ for collaboration, the ease of use for administrators, and the option for a cloud-based model,” he said.

When the Office of Information Technology introduced AirWatch to St. Edward’s employees and students, Arellano and team did not experience push back about the new software. “We announced the implementation of AirWatch as a service enhancement to expand what we already had in place. We also highlighted that users would receive a school-owned iPhone[®] at no cost if they transitioned off of a BlackBerry,” said Arellano of the school’s adoption of AirWatch.

Using AirWatch, Arellano set a number of security policies, including one that now requires every user to have a password. After 10 failed login attempts, AirWatch will automatically erase all data from a managed phone or tablet. “Users are permitted access to email and the Web, and can download any applications they want, but all network traffic is encrypted to ensure greater security,” he explained. The ability to remotely lock, wipe and locate a device via the admin console has proved to be a valuable capability. “Just knowing that we can wipe or lock stolen or misplaced devices gives our clients a strong sense of security,” said Arellano. “Fortunately, we have not had many situations where we had to use this feature, but when it has occurred, AirWatch enabled us to recover the device.”

St. Edward's University has about 2,000 full-time employees, but only select staff members such as university police, who must be reached in the event of an emergency, university administrators, and some professors are equipped with smartphones. The Office of IT relies on AirWatch to manage 160 university-owned smartphones (a mix of Android™, Apple® and Windows® Phones) and 90 tablets. St. Edward’s owns more than 90 tablets, but many of them were purchased before implementing AirWatch, so Arellano adds them to the platform retroactively as they're discovered. “When users with tablets call us for support, we can check to see whether they're on our system. If they're not, we can easily add them,” he said.

St. Edward's also uses AirWatch[®] Mobile Application Management to easily manage apps purchased by various departments. For example, when a department buys 20 apps, Arellano can use AirWatch to automatically push the apps to 20 specific tablets. Arellano is gradually building a library of whitelisted apps that users will be able to download from the AirWatch[®] App Catalog. The IT team recently created an internal campus app that provides users with directory lookups, news alerts, social media feeds and updates on computer lab availability.

“AirWatch Secure Content Locker will enhance the strength of our security. That is a major win, not only for our university, but for our clientele, because it allows them to access data and truly do their work.”

– Jason Arellano
User Services Manager
St. Edward’s University

