

Academia Device Management Services

Helping you remain productive and secure
in a hybrid world



Current Business Challenges

In a world where we are embracing remote and hybrid working, ensuring that our staff can be as productive as possible regardless of their location has never been more important. However, where organisations have embraced cloud technologies to provide their staff with access to their files (think OneDrive, Dropbox, Google Drive), their business systems (think SaaS solutions such as Xero, Salesforce, Workday) and their communication tools (think Teams, Zoom and Slack), there is one area that is still lagging behind; device management. With cyber threats on the rise in the UK, managing devices effectively is no longer optional; it's a vital step in protecting your organisation and ensuring its continued success.

Common business challenges that arise due to a lack of device management include:

Slow Device Onboarding

Whether you're onboarding a new starter or setting up a new device, the preparation of this device can take quite some time, effort and potentially incur additional costs.

Sporadic User Experience

With devices set up manually and not following a proper process or blueprint, the experience your users have when moving between devices, or assigned a new device, can differ significantly, leading to reduced productivity.

Inconsistent Security Policies

Without a centralised Device Management solution, your ability to ensure that devices are fully patched, have up-to-date endpoint protection installed, have disk encryption enabled and have a good security baseline in place can be challenging.

Poor Hybrid Work Experience

In a world where hybrid and remote working is becoming increasingly desirable, ensuring that your staff can use their devices at home in the same way they can in the office is crucial to providing a great user and management experience.

Lack of Estate Visibility

Leveraging legacy solutions to manage your devices works when the devices are in the office. The moment they leave site, they leave your purview and control. These legacy solutions don't provide you much in the way of hardware and software inventory.



You can't manage what you can't see.

This is particularly true when trying to get a handle on your organisation's device fleet.

Without an oversight of your devices, you can't identify your gaps in your security, you can't see their respective health and age and you can't ensure they're all running a consistent baseline.

This is where Academia's Device Management service comes in!

How Modern Device Management Can Help Your Organisation

The legacy approaches to managing your devices come with their challenges in the modern working world. However, leveraging Academia's Modern Device Management service, your organisation can manage and secure your device fleet, ensuring that your users can remain productive and your organisation can remain compliant and secure – regardless of their location.

Academia's Modern Device Management service allows you to:



Onboard and setup your new devices without any IT involvement using Zero-Touch Device Enrolment – allowing you to dispatch new devices to your staff to anywhere in the world and have them up and running in no time!



The benefit? Should you have a new starter on a remote contract, we can deliver them a device straight to their door knowing that the device will be configured properly, securely and in line with all of your other devices without incurring any additional setup fees or delays.

Centrally deploy settings, customisations and configurations to your devices to provide a consistent and familiar experience to your staff.



The benefit? By providing a consistent experience we provide a platform that is simple for your staff to use and easier for us to support. Furthermore, should a member of staff's device fail, the device can be swapped out with a new one which will have the identical experience as before – reducing the time it takes for your staff to familiarise themselves with the new device and get back up to speed.





Carry out remote actions on your device fleet such as remotely wiping the drive, remotely locking the device or resetting the device should it be suffering performance issues.



The benefit? Should a member of staff misplace their device, or have it stolen, we can invoke a remote wipe to remove all of your organisation's data from the device, protecting your information and rendering the device useless to whoever may find it.

Enforce security profiles to protect your devices and your data; such as disk encryption, deploying software updates and patches, setting password policies and screen lock and much more.



The benefit? By using Modern Device Management, your organisation can secure your devices from the moment they're unboxed through to when they reach the end of their life. By doing this, we can help you reach compliance and governance certifications such as Cyber Essentials and ISO, in turn helping you gain trust with your partners, customers and to secure grants and funding.



Deploy your core business and security applications to your devices, ensuring that your staff have everything that they need to get their work done and keep your devices secured.



The benefit? Installing applications manually or your staff not having the tools they need to work can cause delays and result in a lack of productivity. By ensuring that all of your applications are deployed to your staff devices removes this concern and allows them to hit the ground running!

Empower your users to install company-approved apps to their devices without having to contact IT via Self-Service.



The benefit? Above, we covered the importance of having the right applications installed for your staff, but occasionally there can be outliers to your core set of applications. Using Self-Service, we provide your staff with a catalogue of additional applications that they may need to get their work done which have been pre-approved by your organisation and a simple click for your staff to install.





Gain visibility over your organisation's hardware and software inventory, helping you determine your device's capabilities and the software you have installed across all devices.



The benefit? By having full visibility of your device fleet, we also gain visibility over the hardware that your organisation has in place which helps you make informed decisions on when devices may need replacing. By knowing the software you are running helps you ensure that you are running the latest version of these applications, that you are licenced correctly and can help to identify vulnerabilities and flaws in the software you have out there.

Key Takeaways: Modern Device Management

By leveraging Academia's Modern Device Management, you unlock the following advancements.



Efficiency

Reduced total cost of ownership for your device fleet by reducing admin overheads when preparing devices. **Reduces device setup & onboarding time by 83%.**



User Experience

Provides a consistent environment for your staff and deploy the apps they need quickly and efficiently. **App deployment and updating effort decreased by 95%.**



Security

Enforce security enhancements to protect your devices out of the box and increase visibility over your estate. **Unpatched devices led to 60% of data breaches in 2022.**



Flexibility

Provides the same experience inside and outside of the office, helping your staff remain productive. **63% of the UK already work flexibly. 83% want to!**



Lifecycle

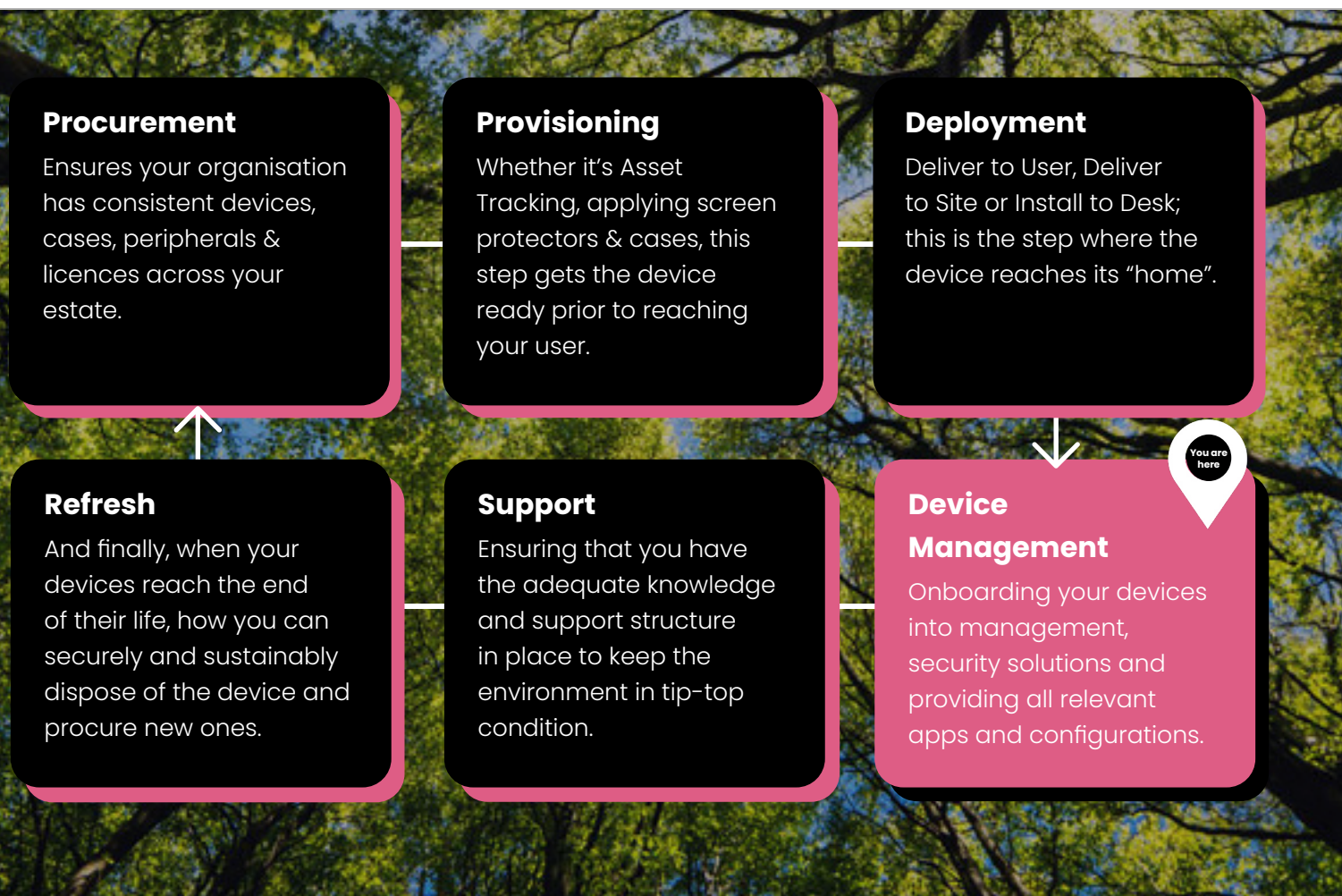
Improve decision making for your IT budget and ongoing device refresh cycle. **Device refreshes can increase productivity by 25%.**

Implementing device management can directly help you achieve and answer **45%** of questions within iASME's Cyber Essentials framework with ease.



Where Device Management Fits In

Device Management is one very important element of your organisation's device lifecycle plan. However, there are other elements that make up your device's journey through your organisation, from ensuring you have the right kit, for the right people, quickly dispatched to them when needed and keeping them secured and well managed throughout their time in organisation.





Did you know that Academia can help you with all your Device Lifecycle needs?

- ✔ Customer Procurement Portals
- ✔ Case and Peripheral Fitting
- ✔ WEEE / Zero-Landfill Disposal
- ✔ Pre-provisioning Services
- ✔ Professional Services
- ✔ Device Management
- ✔ Asset Labelling
- ✔ Holding of Spare Stock
- ✔ Secure Data Erasure
- ✔ Asset Management
- ✔ Warranty Services
- ✔ Buy-Back Services
- ✔ Zero-Touch Deployment
- ✔ Deploy to Desk
- ✔ Deliver to User

By adopting a 360° approach to your lifecycle management, you can:



Ensure your staff are using modern technology



Ensure your data is completely wiped before disposal



Ensure your old technology doesn't end up in landfill



Allow you to use any residual value against new purchases



Reclaim space in your office(s) to put to better use

How Academia Can Help You



Academia is an IT Support and Service provider with over 20 years of experience

helping businesses, charities and educational establishments in the UK improve their use of technology to help drive their success and growth. We're here to help guide you on your technology journey by ensuring we have a true understanding of your organisation, ensuring that the conversations, technologies, services, support and guidance we provide all come together to form what works best for you.



We have a team of qualified and **certified engineers and technical evangelists** who have the skills and knowledge to help you achieve everything you need to ensure you are comfortable with the device deployment across your organisation. By understanding how you work, we can shape the solution to fit your needs and **help address any existing pain points** or problems you have surrounding the management of your devices. We offer a flexible and customised service that suits your needs and budget.

Academia Device Management Services

	Implementation	Supported	Fully Managed
Discovery & Planning Sessions	✓	✓	✓
Platform Implementation	✓	✓	✓
Escalation Platform Support	-	✓	✓
Full Platform Support	-	-	✓
Mon - Fri, 9 - 5 Support	-	✓	✓
Support Methods	-	Web Portal	Web/Email/Phone
SLA'd Support	-	✓	✓
Web Support Portal	-	✓	✓
Service Reviews	-	✓	✓
Knowledge Base Articles	-	✓	✓
Aligned Tech Advisor	-	-	✓

Which is best for me?

Implementation only

For organisations with in-house IT teams who need a partner to deliver the solution but can manage ongoing support and maintenance themselves.

Supported

For organisations with in-house IT teams that manage the platform day to day but want access to support when needed.

Fully Managed

Designed for organisations that prefer a fully hands-off approach, with Academia managing all changes, updates and ongoing maintenance.

Our Approach, Your Solution

Here at Academia, we take a tried, tested and successful approach with every organisation that we work with. This approach ensures that whatever your desired outcomes are, we meet them – and exceed them!

Discover

We gain a clear understanding of your environment, systems, processes and user interactions through stakeholder engagement, discovery sessions, audits and surveys – identifying current challenges, strengths and opportunities to achieve your desired outcomes.

Propose

Using our understanding of your organisation and technology, we develop a proposal outlining the solution, associated costs and a high-level implementation plan with minimal disruption.

Implement

Once the proposal is approved and the plan agreed, we move into implementation – confirming access and licensing, configuring systems to meet your requirements, testing and piloting without impacting production and documenting the solution for handover and internal records.

Launch

With systems ready, we move into launch – providing platform training and handover (where supported), onboarding devices and delivering end-user training as required.

Hardware Partners



Authorised Repair Centre



Solutions Partners



What Makes Academia Different?

We're honest – if there's something you have and are paying for, but you don't need, we'll tell you! Instead of billing you indefinitely for services or products that brings no value to your business, we'll take the necessary steps to remove them from the equation, allowing you to reinvest that money elsewhere. We believe that any partnership is built on transparency and honest and our services are built around trust.

We listen – whether it's a technical issue or feedback surrounding the wider service, our team are here to ensure that you are getting the most from your technology. If something's not working, we'll fix it and if we could be doing something better, we'll make strides to change it! Unlike some MSPs/IT Providers who will stand firm on legacy approaches to delivering their side of an IT Partnership, our job is to make sure that we keep evolving our service to fit the needs of our customers.

We know our strengths – we have built a fantastic business around what we know best; device management, managed services and our technical expertise across many platforms and partners. However, in the ever-evolving world of cyber security, we're the first to admit that there are others who do this better. For this reason, we partner with industry-leading cyber security organisations to complement our offerings and, in tandem with our fantastic customer experience and wider-industry knowledge, we provide you with a great service.

We complete the circle – Academia are in a unique position in the market for the fact that we can manage your IT estate from start-to-finish. From helping you procure new devices through your account manager or our online e-Procurement portals, all the way through to securely and responsibly recycling your device(s) when they reach end of life and everything in between.

We're not driven by our partners – All IT Providers will have their preferred partners of choice for making up their IT Service offering. However, unlike a lot of IT Providers, we don't enforce the use of certain technologies to "tick a box" with our partners. We use what we know will be right for you and what is right for us to deliver and support. Taking this approach allows us to be flexible with and ensures that we are collectively getting the most from the solutions we provide.

We're sustainable – Academia's services are backed by our business' desire and commitment to providing a sustainable approach to providing our services, whilst protecting our Earth. As a business, our ESG committee analyse and assess our business' and partners' impact on the planet when delivering our services. Our commitment to this can be seen from our drive to plant trees, rejuvenate the ocean's coral reefs and support the provision of clean electricity. In house, we also take steps to reduce our carbon footprint, from subsidised electric car schemes, car-pooling and reducing the requirement for unnecessary travel.





Get in touch!

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