

# SOTI

ENTERPRISE MOBILITY MANAGEMENT

# Learn It Systems Case Study

## SOTI Enhances the Student's Education Experience

Founded in 2007, Learn It-Systems provides research-based, educational and enrichment services to struggling students in grades PreK-12. Learn It offers an array of Academic Support, Before & After Care, Special Education, Professional Development, and School Administrative services. Learn It programs have been used by more than 150,000 students in more than 200 school districts throughout the U.S. Since 2010, as part of its offerings, Learn It has worked with public, private and charter schools across the U.S. to create standout academic programs delivered via mobile devices. As part of those programs, Learn It has rolled out thousands of tablets and devices to students across multiple jurisdictions.

"During the past three years, Learn It focused on incorporating technology into a student's educational experience," says Chad Kornick, Director of IT. "The successful deployment of mobile devices is essential to providing students with the opportunity to participate in technology-based programs. This allows students to access their educational program while ensuring student safety as they are connected to the Internet". To date, Learn It has deployed over 10,000 tablets.

## The Device Management Challenge

"Managing the lifecycle of devices was our biggest challenge, starting with the staging" says Kornick. Learn It had to install multiple apps on their mobile devices, which required a lot of manpower to physically come in contact with each device.

There were other challenges to consider as well. For example, kiosk mode was essential for their program, since students are required to focus on their tutoring during designated hours. "Students can't be spending their time installing apps or surfing the web on Facebook and YouTube," Kornick says. "We only wanted them to go to the apps approved by Learn It. This posed a big challenge because somebody always finds a loophole somewhere."

Remote management was another big obstacle. When a student finished a program, the device would need to be unlocked and returned to a factory setting for personal use. When dealing with students throughout the U.S., they could be 1-3 hours away, so we had to physically go to their homes to unlock their device. The actual setting up of the mobile devices also added to the challenges of management. Students could input incorrect credentials which would have a major impact on initiating their tutoring lessons. There were many hours of troubleshooting that took place in order to set up each device correctly and determine the setup issues, and occasionally even required direct contact with the device to solve these issues.

**Vertical:** Education

**Deployment:** Corporate-liable, Personally-enabled

**OS:**  Android  iOS  Windows

**Mobile Devices:** Various Tablets

**Region:** United States

### Mobility Challenge

- Inability to seamlessly manage mobile across the student-base
- Manually staging of student mobile devices
- Ensuring that students spend time on Learn It - approved apps only

### Mobility Benefits

- Learning curve for EMM deployment with SOTI was much shorter than other solutions tested
- Ease of implementation compared to other solutions tested
- Remote control alleviated hours of troubleshooting and travel time that would normally have taken place in order to set-up and maintain the devices
- Advanced security policies enabled Learn It the ability to block access to unwanted features and apps

*"We were looking for something that would have the ability to handle different operating systems - iOS, Windows and Android," Kornick reports. "Another key component was remote control functionality so we could service students throughout the U.S. without having to go on site. SOTI fulfilled all of these needs."*

*Chad Kornick - Director of IT,  
Learn It*

 Learn It Systems



## The MobiControl Solution

Given the size and scope of the deployment, Learn It was focused on finding an EMM solution that could address their broad-range requirements. After testing multiple vendors, Learn It confidently chose SOTI MobiControl. In the first stages of deployment, Learn It worked with SOTI's support team to manage initial staging and asset management services functions. Kornick says one thing that stood out was the ease of use. "The learning curve was much shorter than other solutions we tested. Technical support was constantly involved to ensure that what they developed would work best for our market.

### Kiosk Mode/Lockdown & Advanced Security Policies

With SOTI MobiControl, Learn It was able to develop a solution that enabled students to focus on their learning without additional technology distractions. Learn It worked with SOTI to devise simple templates that allowed students to see only four apps on the screen. "We did a lot of testing with SOTI. We made sure everything was covered so students could concentrate on their web-based tutoring, not pop-up ads."

### Remote Management

Learn It can now easily manage software upgrades remotely over the air. In the case of major system-wide upgrades, students are advised through messaging when their tutoring programs will be unavailable. Also, once students complete their required hours of instruction they are given the tablet for personal use. Rather than going to a student's home to restore the factory settings, the job can be easily managed from head office. Learn IT is seeing tremendous ROI from having remote capabilities, because their support people don't have to travel nearly as much.

### Remote Control and Help Desk

Learn It was able to centralize administrative controls via a convenient web console. They were able to revamp their orientation process in order to eliminate log-in credential errors and remotely view what challenges their students were facing. Remote Control and Help Desk further enhanced their support team's efficiency and improved their student's satisfaction with their overall experience

## Learn It Systems

### Secure Web Browsing

Learn It used SOTI's secure web browsing solution to provide IT piece-of-mind knowing that their tablet deployment was safe in the student's hands as a result of MobiControl's Safe-Browsing Policy, allowing administrators to block illicit content while also protecting students against outside threats.

### Silent Install

Efficient software distribution for Learn It was essential as there was no requirement administratively from their students. Installing applications without student interaction helped immensely with Learn It's management of all of their tablets.

### Asset Tracking and Reporting

Learn It can easily track and report all mobile assets across all deployments. The reporting capabilities helped Learn IT justify their investments with their tablet-based initiatives.

## The Results

With the success of the project, Learn It is now expanding SOTI MobiControl usage to manage devices in other lines of business, some of which are using iOS, Kornick adds. "The multi-platform support has been a major benefit for us. After reviewing and evaluating a number of other mobile device management solutions, SOTI excelled on all fronts. We spent a lot of time working with SOTI as more than a software vendor. They have acted as a trusted advisor every step of the way. Not only was their solution the right fit, their tech support was outstanding. Their ongoing support continues to be the best part. The SOTI team is always willing to be there and help."

**SOTI is a proven product innovator and EMM Industry leader. Over 15,000 customer across 170 countries rely on SOTI for their mobility needs. We empower the enterprise to take mobility to endless possibilities.**

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