



Case Study

CWSI implement secure iPads with Acronis at innovative **University College Cork**



University College Cork (UCC) is one of Ireland's largest universities. With over 20,000 students and almost 2,800 staff members, the University demonstrates a passion for academic, personal and professional achievement. The University have embarked on a mobility journey to identify opportunities to increase collaboration and improve efficiencies through the use of mobility.

The Challenge

CWSI began working with UCC at a time when UCC were looking to address a challenge around accessing and delivering documents digitally. Arthur Shinnick IT Analyst writes: "Here in UCC we had a requirement from our Governing Body to deliver documents to the various governors in a more efficient and timely manner. They were, at that time, printed out and posted to each governor. The Governing Body consists of approximately 40 individuals some of which are elected from both the administrative and the academic departments of the

University, as well as nominees from the Minister for Education and skills, nominees of external organisations to locally elected city and county councillors. Given that the membership was quite diverse, including staff and non-staff and some members living in other countries, we needed a simple solution. Providing remote and out of hours' support would have been quite challenging if the product was not easy to use. The preferred solution should also be something that was accessible on tablets as these devices are ideal for data consumption and

tend to have longer battery lives, which would be important in a day-long meeting environment.

We already had in place a very good Network-Attached-Storage (NAS) service for our existing staff that provided network access to shared files. The processes around requesting access, modifying permissions, and adding new folders were quite evolved and had been deemed secure via our external auditors. Any solution that would be able to leverage that existing service easily, was going to rise above any other competing solutions."



What CWSI Did

CWSI worked closely with the IT department in UCC and recommended the Acronis Access solution for the University. The Acronis Access solution is a comprehensive content access, sync and share solution designed specifically to give end users a great experience while giving IT departments complete control, security and visibility.

In a bid to address the challenge, a pilot scheme was introduced, implementing the Acronis Access solution for a small group of tablet users. The result was very successful, as explained by Arthur Shinnick from UCC:

"It immediately met our needs and also provided some additional features like annotation and personal folders that made it easy for us to deem it suitable as the solution of our choice. We already had the resourcing for NAS access requests, so once the folder

was setup with the appropriate users, permissions and security groups, it was easy for us as administrators of the system, to map that onto the Acronis access server web-based front. This also allowed us to monitor device enrolments as well as remotely wipe expired users. Our Office of Corporate and Legal Affairs, the office that administers our Governing body as one of its many functions, were happy to progress with the product and with that we began a rollout of the service. Once the success criteria was achieved for UCC, the next step was to purchase iPads for the governing body members and roll out the solution to a defined group of members. CWSI were very supportive of the deployment of the solution. CWSI currently provide proactive account management to ensure that as our requirements develop, the solution continues to meet UCC's needs."

Next Steps

News has quickly spread about the application amongst staff in the University and many requests have since come in for access to the service. It is becoming quite popular as there is a lot of overlap in committee/team membership. It is planned that many of the other centrally, administered functions of the University will use the application for their meetings documents. With the coverage UCC have with their licensing, they can go forward easily with a very quick turn-around and arrange to have any new additional resources up and running on the service. Since UCC have been using the application, they have found that the application has improved with new and innovative features on a regular basis. The application has provided much more than just a replacement for printing and posting documents. The service is allowing users to access all of their meeting documents

anytime, anywhere, with ease and in a timely fashion all in the one place. It is securely authenticated with the user's credentials. It is possible to remotely wipe the device of any files once any user is no longer a member of any one committee or no longer in need to access. The relevant folders appear and disappear on the end-user's device, dependant on their membership of any specific committee/team.

"The speed at which the application develops inspires us with confidence that the application will progress well in a world where changes in mobile device technologies come at rate that is challenging for any enterprise or university to keep up with, and assures us that the application will remain agile in the face of any new shifts in technologies that will most certainly happen. "

Arthur Shinnick, IT Manager, UCC



"CWSI have been great to deal with and are eager to keep an open discussion monitoring our use of the service, meeting regularly to discuss what our requirements are and to ensure the solution is meeting those requirements."