



J. Willard Marriott Library

THE UNIVERSITY OF UTAH

CUSTOMER SINCE

2020

INDUSTRY

Education

NO. OF DEVICES

100+ iPads

PLATFORM



About

Neatly situated in the foothills of Utah's mountains, the University of Utah in Salt Lake City is a comprehensive research university that was founded in 1850. It has a total undergraduate enrollment of over 28,000.

Through 16 colleges and schools it offers some 75 undergraduate degree programs and more than 90 graduate degree programs. The J. Willard Marriott Library is the main academic library of the University of Utah. The university library has had multiple homes since the first University of Utah librarian was appointed in 1850. The current building was opened in 1968 and named for J. Willard Marriott, founder of Marriott International, in 1969.

"iMazing Configurator is the closest I've seen to zero-touch deployment for Apple mobile devices. The only thing that you have to do is plug the iPad in - iMazing will do the rest. The true star of the show is undoubtedly the blueprint editor. Blueprints encapsulate a series of settings and actions that iMazing can automatically apply to connected iOS devices."

Topher Nadauld,
Senior Systems Administrator

CHALLENGE

Configure and maintain 100+ iPads available to students in self-service

The University of Utah, J. Willard Marriott Library had a pilot iPad loaner program with 10 iPads made available to students. A custom in-house solution was developed to automate erasing and re-configuring the devices between checkouts, but when it was time to scale to over one hundred iPads, that solution proved difficult to operate and maintain. Senior Systems Administrator Topher Nadauld summarizes the requirements of the project: *"We wanted to set up a fully automated process that could easily take a new or recently checked out iPad, erase it, apply a configuration to it, install apps, and return it to students that would like to check it out. It had to be easy and simple as university students and non-IT employees would be interacting with it."*

They were already using Jamf Pro to manage their fleet of Macs, and had the iPads set up for automated enrollment in Apple School Manager. Jamf Pro is an extremely versatile and advanced MDM, but could not offer truly zero-touch configuration because of limitations inherent to how Apple's MDM technology works: after being erased, the iPads needed to be manually connected to a Wi-Fi network in order to connect to the Jamf server and retrieve their configurations. Furthermore, apps would take an arbitrarily long amount of time to download after the devices completed their initial configuration, making it impossible to tell whether or not a specific iPad was ready for checkout.



SOLUTION

iMazing Configurator

University of Utah's central IT organization (i.e. UIT) was already using another DigiDNA solution (iMazing Profile Editor) to create configuration profiles deployed to their fleet of 1'500 Macs via Jamf Pro. When iMazing Configurator was released in Spring 2020, Richard Glaser (Manager, Client Platform Services) immediately got in touch for a trial. iMazing Configurator's zero-touch deployment capabilities were deemed a perfect fit for the project, at an affordable cost.

Topher Nadauld quickly achieved fully automated deployment of the iPads: *"iMazing Configurator brings all the changes that need to be made on an iPad together and applies them consistently across all iPads processed through the station. The true star of the show is undoubtedly the blueprint editor.*

Blueprints encapsulate a series of settings and actions that iMazing can automatically apply to connected iOS devices. Our blueprint configures a WiFi profile, installs 19 Apps, sets wallpapers, and automatically triggers device enrollment in Jamf Pro. The only thing that you have to do is plug the iPad in - iMazing will do the rest."

Today, the deployment stations are largely autonomous. Students can check-out fully configured iPads and start using them immediately instead of waiting around for the apps to download. After an hour or a week, students can simply return the device and plug it to the station. iMazing Configurator will automatically erase and reconfigure the iPads without the need for admin supervision. The whole process takes about 10 minutes, greatly minimizing downtime and ensuring that the iPad fleet is used at maximum capacity.

Main Benefits

1

Zero-touch, fully automated configuration

2

Compatible with existing MDM solutions

3

Clean and powerful blueprints editor



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