

Modern Workplace Solutions

Modern workplace solutions
for a **seamless, secure**
and **productive** user
experience



Introduction

Operating a workplace with multiple devices, multiple platforms and thousands of apps whilst building machines for new talent, movers or leavers can be challenging, to say the least.

When you factor in the security risks and threats associated with devices, IT teams are faced with a never-ending stack of challenges.

Good news!

Our range of modern workplace solutions have been designed to solve these problems and more.

Our modern workplace solutions are made to measure, offering a simple, yet effective way to manage your workspace while keeping it safe and secure.



Hassle-free identity and device lifecycle process

If you are looking to outsource your identity and device lifecycle management, we offer a solution that covers the entire progression of your devices. From onboarding new talent to rolling out new devices, Academia's service delivery squad can manage everything for you.

Whether it's procuring new devices or recycling your equipment, we'll always ensure you get the best value for your investment. For those preferring an Opex model, we offer finance and leasing options to help control budget.



The **benefits** of Mobile Device Management (MDM)

Deploy New Devices in Minutes

Including new software packages, printers, security & user profiles

Zero-Touch

Devices can be deployed quickly without IT ever touching the device

Reduce Risks

Easily track the status of every device ensuring corporate devices are working optimally & backed up

Inventory Management

Dynamically capture hardware & software by user or device, allowing for more efficient planning & budgeting

Patch Management

New patch policies are purpose-built providing automatic visibility of devices that are eligible for patches & how to bring devices into compliance

Staff Self-Service

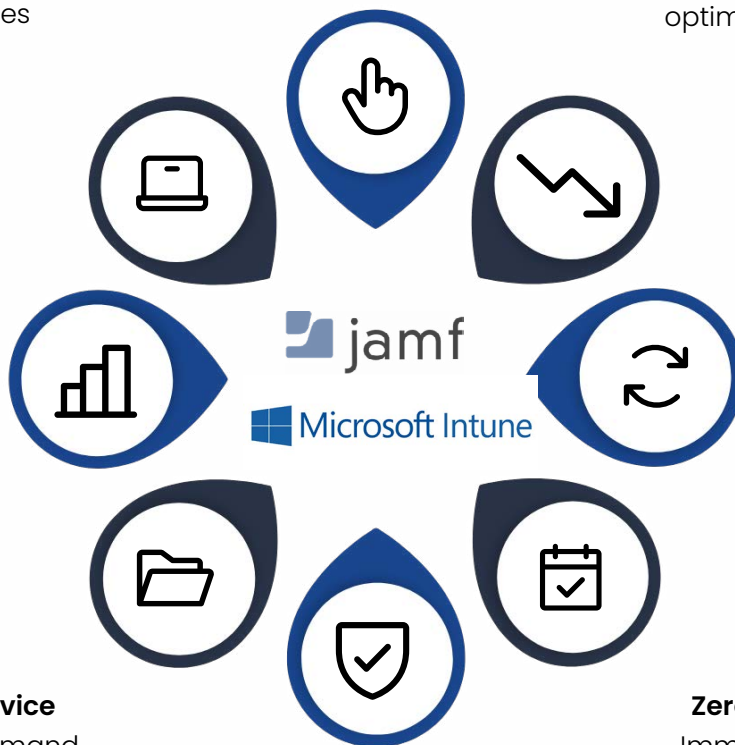
Provides on-demand access to company-approved apps, software & content. Allows system configurations & routine maintenance tasks to be performed without IT assistance

Security

Ensure peace of mind with remote wipe, automated patches & reporting

Zero Day Support

Immediate support for all operating system updates. Minimising downtime & providing the latest security updates environment



70%

of respondents are more likely to join a company operating an Employee Choice Programme*

* Jamf Global Survey on Employee Choice

90%

reduction in end-user productivity loss **

** Jamf study conducted by Hobson & Company

We'll take care of **provisioning** your user experience

Our user experience solution is ideal for customers who want to manage the procurement of their devices but leave the management of them to Academia. In simple terms:

1.  Open box
2.  Log in
3. (There is no step 3)

Powered by Jamf and/or Intune, our managed service for devices covers:

- | | | | |
|---|---|--|---|
| <p>✓</p> <p>Technical inspection of your existing infrastructure, followed by detailed project planning</p> | <p>✓</p> <p>Modifications to your current environment to enhance compatibility</p> | <p>✓</p> <p>Optimisation of your environment to facilitate zero-touch device and user onboarding</p> | <p>✓</p> <p>Enrolment into Autopilot, Apple Business/School Manager for seamless onboarding of new and existing devices</p> |
| <p>✓</p> <p>Development of tailored device configuration profiles, as per your specific needs</p> | <p>✓</p> <p>Software package creation for effortless application deployment to your devices</p> | <p>✓</p> <p>Regular updates and patch management as required</p> | <p>✓</p> <p>Dedicated technical support for any device management issues</p> |



Don't just take our word for it

Through our strategic partnership with Academia, the University for the Creative Arts has seamlessly integrated Apple technology into our daily operations and lives. This synergy has not only revolutionised our IT management with the proficient use of Jamf Pro but also breathed life into our creative ethos, truly fusing art and technology. Academia's dedicated onsite team, an extension of our own, provides invaluable support, ensuring our Apple estates run flawlessly. Their managed service is more than just device management and support - it's a visionary collaboration that nurtures innovation and creativity in higher education.

James Davies | Director of Information & Digital Services | University for the Creative Arts

Leave it to us to **support** your devices

Onboarding and managing your devices can be cumbersome, that's why we offer support services to provide that extra bit of guidance and assistance along the way.

We've got over 50+ Windows and Apple technical experts who understand the challenges of managing devices and who can guide and resolve any issues you have.

Academia Device Support Services



Fully managed
by highly
experienced and
qualified experts



Unlimited email
support with
a dedicated
account team



Online training &
regular
educational
seminars



Access to
user guides &
documentation
including
self-service

Response Times

- ✓ Priority Critical
- ✓ Priority High
- ✓ Priority Med
- ✓ Priority Low

Opening Times

Mon-Fri:
9:00am-5:00pm
GMT - London

Excludes bank/public holidays

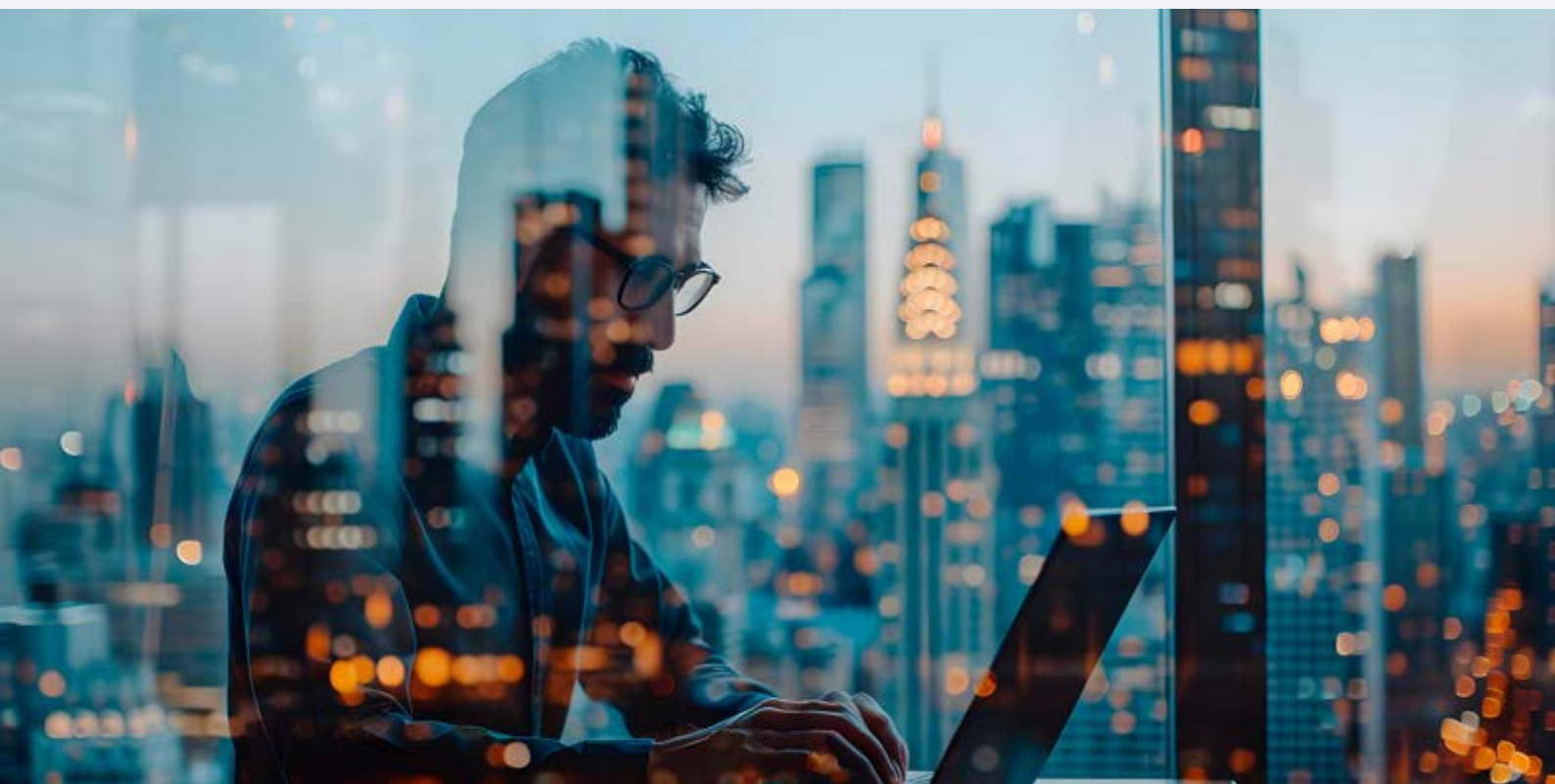
Getting your team **skilled** and ready to go with zero-touch devices

Our training options have been created to give your IT team or internal helpdesk the knowledge to manage your devices.

Delivered by our MDM experts, they will leave your team with the confidence to handle initial queries and resolve common issues, whilst having the reassurance that our experts are on hand to assist with more complex issues.

Our MDM training

- ✓ Overview of your MDM environment including a rundown of devices, configuration, users & installed software
- ✓ Compliance policies
- ✓ Configuration policies
- ✓ Update policies
- ✓ Deploying applications
- ✓ Enrolling devices
- ✓ Managing devices



Leave it to Academia to **elevate** your workplace

Why?

There's lots of reasons why customers are turning to Academia to manage their device lifecycle or to take care of their multi-device estates, but it's mainly because:



We're stacked full of exceptionally great technical talent (as we invest in training and development)



We offer reasonable pricing (as we're on many frameworks and we've got great relationships with our partners)



We provide exceptional services (as we work with rigid best practice methodologies)

About Us



Established in 2003



5 UK offices



50+ engineers



Thousands of customers



220+ dedicated professionals



£129 million turnover

Take a look at our great customers



teamitg



LUMESCA
-GROUP-

Google

NHS
Kent Community Health
NHS Foundation Trust



Jet2.com



Crown
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Service
Supplier



metfilm^M

SPiRiT
STUDIOS.



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