

CASE STUDY: JAKARTA INTERCULTURAL SCHOOL



BACKGROUND

When the pandemic hit Indonesia in March 2020, JIS Head of Technology, Hidayat Gunawan, and his small team of administrators had to help all students and teachers transit to a remote environment within a matter of days.

How FileWave Helped

“At first, we were worried about needing to procure new software under budget restraints to help with the transition. Little did we know that with the existing software, shifting to an online environment was just a click away. That day, we discovered another invaluable capability of FileWave,” said Gunawan.

After moving classes online, Gunawan and his team still had other challenges to overcome such as authorization, delivery of the right software certificates, and integrating new applications and keeping them up-to-date.

Since middle school students do not have admin rights on their school-owned laptop, any software they need installed or updated has to go through Gunawan’s team.

Gunawan used Zoom, a software program for video communication, as a good example. Since moving lessons online, Zoom has made weekly updates and bug fixes. That means Gunawan and his team need to regularly make sure all students have the latest updates on their devices in order to avert system vulnerabilities.





ABOUT JIS

Jakarta Intercultural School (JIS), located in the heart of Indonesia, offers a diverse school environment and has high expectations for teaching and learning. With 2500 students enrolled and over 250 faculty members, JIS represents over 60 nationalities among its community members.

Device Environment:
2,000 Mac Computers &
1,000 iOS Devices

Gunawan is a big fan of the **Self-Service Kiosk**, calling it a “life saver” for him and his team.

“Without it, software would need to be installed and updated on every single device manually. That would mean accessing over 2,000 devices remotely. The Kiosk has allowed students to download pre-approved applications without compromising security.”

Over the years of using FileWave, Gunawan and his team are still very satisfied with our customer service, highlighting that it’s rare to find the right software fit for your organization that also gives you the support you need.

THE RESULTS



Teachers could conduct lessons smoothly without worrying about technicalities



IT Administrators could keep track of devices and their installed applications, making sure students and teachers have what they need for a conducive learning environment



Convenient shift between remote and on-site device management, empowering a truly hybrid environment