



Endpoint Operations Done! Efficiently.



Case Study

Robert White

Associate Director of IT



*"We were immediately impressed
by the **level of customer care**
before we were even a customer."*

Rob White
Associate Director of IT



ABOUT ROB WHITE

Salt Lake City, Utah

- **Industry:** Higher Education
- **Number of Devices:** 300+
- **Active Operating Systems:**



iOS



CHALLENGES BEFORE FILEWAVE



LIMITED MANPOWER

Rob ran a small IT team that didn't have the resources to manage multiple devices and OS systems.



NO REMOTE CONTROL

Rob and his team had to use an additional tool for Remote Control, creating additional IT costs.



LOGISTIC ISSUES

The devices in Rob's environment were situated in different locations, making it difficult to manage them efficiently.

*"I realized that by taking on more people and more buildings, there's **no way we can run IT** the way we used to."*

Rob White

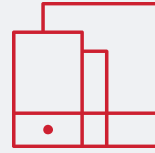


CUSTOMER'S MAIN GOALS



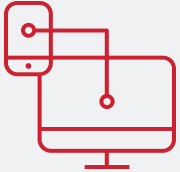
A RELIABLE PRODUCT

Rob needed a tool that was simple to use and has the customer support aspect he was missing.



CROSS-PLATFORM TOOL

Rob was tired of using different tools for different operating systems. He wanted one tool that could manage all devices.



AUTOMATION + REMOTE CONTROL

Rob needed to be able to automate processes and remote control functionality to focus on other important IT tasks.

*“When you buy into anything like this, it’s a **vendor relationship**. I’m not just buying a product and you never see from me again. I feel like **the support I got was really great.**”*

Rob White



HOW WE GOT THERE

RESEARCH

Rob searched online for different MDM vendors to see who could best meet his needs.

1

EXPERIENCE

Rob went through a 30-day trial of FileWave and learned it was simple to learn and easy to use.

3

CUSTOMER

Rob saw that FileWave met all of his needs, was reliable and he felt valued as a customer.

5

2

DISCOVERY

Rob looked into FileWave after seeing that other tools weren't reliable or twice as expensive.

4

SERVICE

In the end, Rob was sold on FileWave due to the customer care he experienced during his trial.



THESE PARTS OF FILEWAVE ARE USED



**Software & Application
Deployment**



**Remote Desktop
through TeamViewer**



**Asset Reporting &
Purchasing**



**Self-Service
Kiosk**



**Device Tracking &
Geolocation**



**Self-Healing
Technology**



**Patch
Management**



**RESTful API
Integrations**



**Imaging &
Provisioning**



THE RESULTS

- FileWave provided ***cross-platform functionality*** so that Rob could use one interface to manage his faculty and staff devices.
- Rob automatically receives ***Remote Control support*** through TeamViewer with FileWave, helping reduce unnecessary IT tools and costs.
- Rob received ***excellent customer care and support*** before and after becoming a FileWave customer.

*“Seeing **one management interface** in FileWave, I can manage all my clients in one place. It’s **an immense time saver**. I don’t have to learn all of these products to make this work, and to me that’s perfect.”*

Rob White



ONE TOOL FOR ALL DEVICES

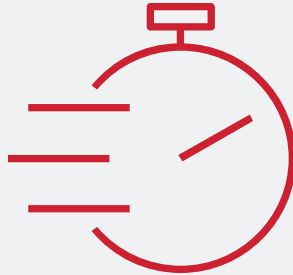


FILEWAVE



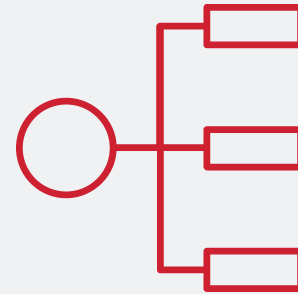
IS YOUR SWISS ARMY KNIFE

FileWave has the most in-depth functionality - and you can customize it precisely to your needs.



HAS 30+ YEARS OF EXPERIENCE

FileWave has been a pioneer in the Endpoint Management market for more than three decades.



MAKES YOU MORE EFFICIENT

FileWave saves you countless hours of work - and you can use that time to take care of other important tasks.

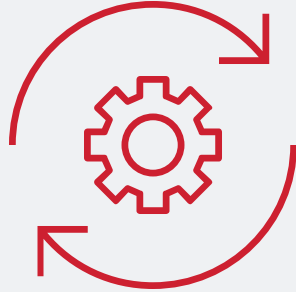


FILEWAVE GIVES YOU: HIGH LEVEL



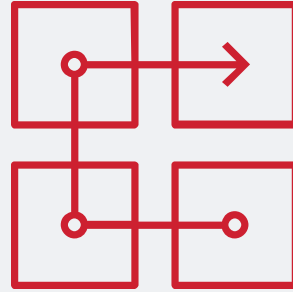
CROSS-PLATFORM MANAGEMENT

FileWave is cross-platform first and let's you to manage devices from all operating systems.



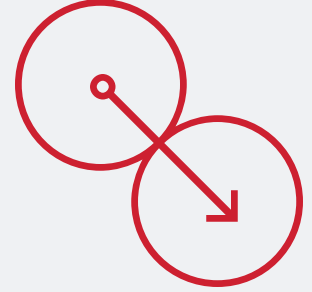
SELF HEALING TECHNOLOGY

FileWave allows you to automatically identify and repair compromised software.



CONTENT DEPLOYMENT

FileWave's Fileset technology helps you to pack and distribute content effortlessly.



Drag & Drop

FileWave lets you drag and drop applications from the App and Play Stores directly to any destination.



FILEWAVE GIVES YOU: IN DETAIL



**Software & Application
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**Remote Desktop
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**Self-Service
Kiosk**



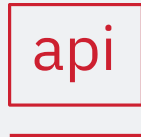
**Device Tracking &
Geolocation**



**Self-Healing
Technology**



**Patch
Management**



**RESTful API
Integrations**



**Imaging &
Provisioning**



AND MOST IMPORTANTLY:

We REALLY listen to our customers. FileWave has three dedicated teams that work day and night to make sure all our partners are working successfully - and efficiently!



3,300,000 DEVICES, 7,000+ CUSTOMERS, 40+ COUNTRIES





Get a Free Demo



**WE LOOK FORWARD TO
SPEAKING WITH YOU!**

www.filewave.com

