



Endpoint Operations Done! Efficiently.



BILLINGS
PUBLIC SCHOOLS





“Changes don’t take a few days anymore. We can make a mass management change across the whole district within a ***snap of a finger.***”

Christian Massie
Computer Technician, Billings Public Schools



ABOUT BILLINGS PUBLIC SCHOOLS

Billings, Montana

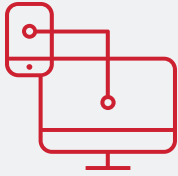
- **Industry:** K-12 Education
- **Number of Devices:** 28,000
- **Number of Students:** 16,800
- **Active Operating Systems:**  

*“I think another part that was extremely crucial was that application deployment needed to be simplified. **It needed to be quick, optimized and understandable.** FileWave did match that.*

Christian Massie

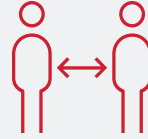


CHALLENGES BEFORE FILEWAVE



COMPLEX DEVICE MANAGEMENT

They struggled with unique processes to manage Windows and Chromebooks devices, as well as the different tools for managing Apple devices.



LACK OF EFFICIENCY

Before FileWave, management and software distribution was often handled manually, so not all devices would have required updates.



LACK OF VISIBILITY

They didn't have IT staff in each building to know exactly what devices were present and if they were equipped to support learning.



TROUBLESHOOTING

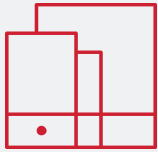
In their previous system, troubleshooting a single problem could take hours or days.

*“It was so difficult to figure out where the problem was. With FileWave, **it takes me 20 minutes or less to pinpoint the issue.**”*

Christian Massie



HOW FILEWAVE HELPED



FUTURE-PROOF SOFTWARE

The school leveraged FileWave for comprehensive multi-platform support to improve oversight and to support student learning and teacher efficiency across the district.



DEVICE TRACKING

FileWave's MDM capabilities ensured they can track device inventory, with alerts and geo-tracking if devices go missing.



SMARTER SOFTWARE DELIVERY

The FileWave Booster technology cached applications and made delivery faster and more reliable.



REMOTE SUPPORT

Remote Control functionality allowed Billings' IT techs to provide support no matter their location, reducing downtime and improving learning outcomes.

*"Without FileWave, **I would need four to six more computer techs.** The cost of a person in a building versus what FileWave costs is significantly different."*
Deana Elder, Technology Support Coordinator



*“I like to be able to call with a problem and know I won’t be met with someone asking me to turn a device off and back on again.
FileWave’s engineers work with us to figure it out.”*

Deana Elder
Technology Support Coordinator



THE RESULTS

- ✔ FileWave's robust inventory and asset management capabilities also help the IT staff at Billings ***plan for device and software purchasing decisions to prioritize spending.*** These reports have also been useful in IT staffing planning.
- ✔ Leveraging FileWave's profile-based permissions, Billings Public Schools ***configured their iPads so students can't delete required apps from devices or add unapproved apps.*** Classroom teachers are also able to use Apple Classroom to lock students into the required apps for their classes to ensure they stay focused on their work.
- ✔ Billings Public Schools leverages FileWave's Smart Groups to ***target software distribution by device type, operating system, school, or classroom.***
- ✔ Custom Fields have made it easy for IT techs to ***gain visibility into device health,*** including battery and hard drive health, or to query software in use.
- ✔ FileWave has provided Billings School District with the hands-on support they need to succeed. ***Three days of hands-on training helped techs feel confident in their new system,*** but it was the reciprocal support from FileWave that has helped Billings Public Schools improve their own troubleshooting processes.



“I live and breathe FileWave during the day. I need to know what’s going on, with devices and my techs.”

Deana Elder
Technology Support Coordinator



ONE TOOL FOR ALL DEVICES

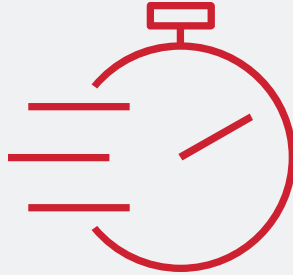


FILEWAVE



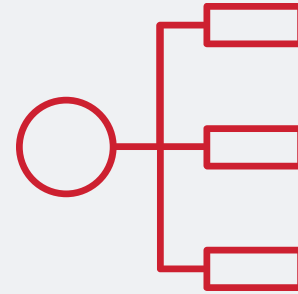
IS YOUR SWISS ARMY KNIFE

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.

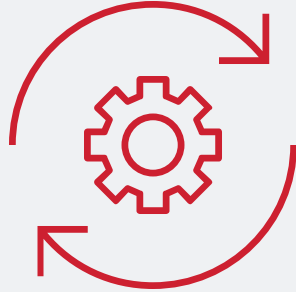


FILEWAVE GIVES YOU: HIGH LEVEL



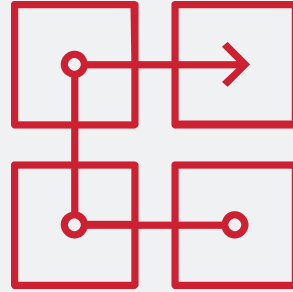
CROSS-PLATFORM MANAGEMENT

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



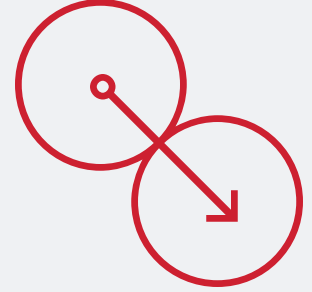
SELF HEALING TECHNOLOGY

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
Deployment**



**Remote Desktop
through TeamViewer**



**Asset Reporting &
Purchasing**



**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

