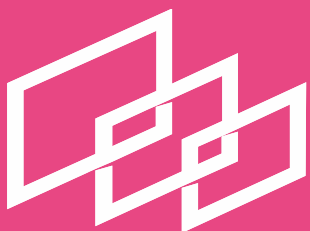


Lenovo™

Software

 Unified
Workspace

www.unifiedworkspace.com



Case Study: How Indiana State University reduced help desk calls by 50%

How the higher education market uses Lenovo Unified Workspace to empower educators, administrators and students, and solve specific IT challenges.

Lenovo Unified Workspace

Providing anywhere, anytime access to apps and content – on any device or network

UNIFIED WORKSPACE makes it possible to deliver a consolidated experience for students and more flexible workplaces for faculty and staff—with minimal effort from IT. Unified Workspace modernizes and simplifies IT management, enabling you to deliver single sign-on access to public or private web-based apps, legacy Windows apps, remote desktops, file shares and cloud-storage—anytime, anywhere, on any device.

Universities across the country have used Unified Workspace to realize significant results, such as:

Overcoming VPN challenges and **reducing IT support requests by 300%**



Expanding intranet access to 500+ employees for **\$100,000+ less than anticipated**



Rolling out a secure BYOD policy for a **staff of nearly 3,000**



Uniting diverse workspaces and simplifying access to IT resources



The following case studies detail how two universities solved common problems to achieve anytime, anywhere connectivity with Unified Workspace.

UNITING DISPARATE WORKSPACES IN ONE CENTRALIZED, LOW-MAINTENANCE PLATFORM



Indiana's premier public university services thousands of different users – students, faculty and staff – with very distinct needs. It's a tall task for IT—one that can quickly spiral into an administrative nightmare of constant customizations and maintenance. **Turns out, there's a way out of this mess. It's called Unified Workspace.**

THE SITUATION

Students and staff don't know what goes on behind the screen, but they do expect using school apps to be a smooth and seamless experience. With new protocols and evolving user needs, the financial and security stakes for Indiana State University's tech support team were high. REALLY high. They were tasked with increasing password management while decreasing the number of times users must log in. To meet evolving expectations, they'd have to consolidate compartmentalized IT services while dispersing the hours it took to maintain them.

In short: IT had to find a way to spend less money to produce more convenience, consolidation and security.

**Client
Snapshot:
Indiana
State
University**

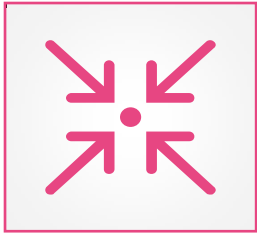
2,000
employees



13,000
students



UNITING DISPARATE WORKSPACES



Unified Workspace empowered ISU to deliver all the benefits of cloud computing without overspending or sacrificing security. **By uniting all portals, apps and services into one centralized platform**, the entire experience was instantly streamlined and simplified—for both users and IT managers.

THE SOLUTION

BEFORE

- Student app access often limited to on-campus computer labs
- Six-character password limits
- Siloed IT support services

AFTER

- All portals, apps and file systems unified in one secure web desktop
- Increased password strength
- SSO* for anywhere, anytime device-agnostic access
- Increased self-help features
- Reduced IT management
- Fewer support tickets

50% reduction in help desk calls



I think any school that implements its own Lenovo Unified Workspace solution is destined to find benefits it never even anticipated.

JEROLD HARGIS
ASSISTANT DIRECTOR OF
TECHNICAL SUPPORT

*SSO: Single sign-on

HIGHER EDUCATION CUSTOMERS



- A.T. Still University
- Alaska Pacific University
- Anderson University
- Auburn University
- Barry University
- Borough of Manhattan Community College
- Broward College
- College of Southern Nevada
- Florida International University
- King's College
- Lindenwood University
- Lubbock Christian University
- New Mexico State University
- Northern Illinois University
- San Bernardino Valley College
- Schreiner University
- Tallahassee Community College
- University of Alabama at Birmingham
- University of Illinois at Chicago
- University of Minnesota
- University of Utah
- Waubonsee Community College
- Wayland Baptist University
- Westminster College