

# Case Study

## University Does More with Wireless Without Increasing IT Resources



**Company:** Southern Nazarene University is a private, Christian, liberal arts university located near Oklahoma City and was founded in 1899.

**Industry:** Education

**Region:** Americas

**Company Size:** Large Enterprise

**Email Environment:** Novell® GroupWise®

**Type of Solution:** Network and Systems Management

**BlackBerry Partner Solution:** Mobile Admin from Idokorro

**Business Challenge:** A small IT team manages 20 servers, supports 2,500 email users, and offers Help Desk services. Their goal? Build out services without having to increase staff or their length of working hours.

**Solution:** The BlackBerry Enterprise Solution™ for Novell GroupWise offered the ability to add a wireless application for remote IT management. Mobile Admin from Idokorro was installed on the IT group's BlackBerry devices to assist them with routine and time-sensitive tasks.

**Results:**

- Efficiency on-the-job
- Help Desk improvements
- Potential for future applications
- Customer service wins
- Better quality of life



## The Challenge: Manage IT Systems Remotely to Free Up IT Resources

Southern Nazarene University (SNU) understands the challenges of serving a large user group with limited IT resources. With more than 2,500 email users among the faculty and student body and 20 servers to manage, the team is often stretched to its limits to keep the systems up and running. Recently, they also extended their Help Desk hours, putting more demand on the team to work longer hours.

When the BlackBerry Enterprise Solution was offered to Novell GroupWise customers, they saw an opportunity. Instead of working harder, they would use wireless technology to give them the freedom to manage their time better while positively affecting customer service.

In 2005, the IT team installed the BlackBerry Enterprise Server™ for Novell GroupWise with the BlackBerry Mobile Data System™. Doing this opened up the possibility of deploying a wireless application on the devices to assist with remote IT management. After researching the marketplace, SNU installed Mobile Admin by Idokorro on their BlackBerry devices.

## Exploring the Potential of Wireless Applications

Network Engineer Geoffrey Frelander clearly understood his options for offering wireless IT management from remote locations. He chose Mobile Admin, an application offered by Idokorro, for several reasons.

"Idokorro offered the Novell support that we wanted," he says. "The interface is also really nice and user-friendly. I didn't want us to have to struggle with anything ultra-complicated."

Mobile Admin offers IT administrators, like Frelander, the ability to perform several functions from their wireless devices, including:

- resetting passwords
- editing login scripts
- editing or changing members
- rebooting servers
- Telnet/SSH access through the Mobile SSH feature

The ability to wirelessly handle both routine and time-sensitive functions has been beneficial to Frelander's team. He points out that before he used Mobile Admin, it could take him up to 30 minutes to fix a problem, and would often mean driving into the office or being at his computer. Now he can troubleshoot a problem in under a minute.

"It's really impressive how much you can do with Mobile SSH," he says. "If one of our email servers gets overloaded or locked up, I'm alerted on my BlackBerry device and I can get into our Linux machines and fix the problem before anyone knows anything was wrong."

***"With limited resources, we can't always have someone in the office to handle routine tasks. Now we can reset passwords or reboot servers from our BlackBerry devices without having to be at our computers."***

*~ GEOFFREY FREELANDER, Network Engineer, Southern Nazarene University*

## Partner Profile:



### Company: *Idokorro*

- Serves a global customer base of more than 1,000 corporations with mobile IT management solutions
- Products such as Mobile Admin for Novell Administration and Mobile SSH allow IT administrators to monitor, maintain and manage their networks with their BlackBerry devices
- The results for their customers include: streamlined operations, decreases in costly network downtime and accelerated response times

**Featured Product:** Mobile Admin

**Application Type:** Network and Systems Management

### Business Value:

"Idokorro's service is impressive. Even though I didn't have to use it extensively because this is an out-of-the-box solution, when I did ask, they were prompt in responding."

~ **GEOFFREY FREELANDER**, Network Engineer,  
Southern Nazarene University

*For more information, visit [www.idokorro.com](http://www.idokorro.com)*

## Better Resource Management: Better Quality of Life

Knowing about problems before users do has made a significant impact on customer service at SNU. But Freelander also stresses how useful it is to be able to extend their problem-solving hours without asking his team to work more.

When SNU extended its Help Desk hours to 9 p.m., one of Freelander's team had to sit in the office to field calls and fix problems. Now, the IT person can work from home in the evening. Help Desk calls are forwarded to their BlackBerry devices and from virtually wherever they are, they can help the caller.

This flexibility to work from any location means that when there's a problem with a system during a night class, outside of Help Desk hours, Freelander can solve it and the class can continue without disruption.

"It's not only better service, it's a real quality of life issue," says Freelander. "None of us are as worried about being around a computer now. We know we can fix semi-routine problems remotely." "Having Mobile Admin on my BlackBerry device is like having a laptop with me all day long."

***"Before I began this process, I didn't know what could be done with BlackBerry. I understood the email side, but I've learned so much more about the software out there and the possibility to deploy more applications."***

~ **GEOFFREY FREELANDER**, Network Engineer, Southern Nazarene University



## Results

**Mobility Increases Efficiency On-the-job:** The freedom to work virtually anywhere and still manage routine IT tasks has increased efficiency. Freelander's team is saving as much as 30 minutes in problem resolution, depending on the issue.

**Customer Service Wins:** Knowing about problems before customers do helps a small IT team offer superior customer service.

**Help Desk Improvements:** SNU can now support extended Help Desk hours without having a person stay on campus or increasing IT resources.

**Better Quality of Life:** IT staff have the flexibility to handle problems without having to be at a computer or drive into the office.

**Potential for Future Applications:** Freelander now sees how he can build out the BlackBerry solution. He expects to create a browser-based application that allows administrators to wirelessly access a portal for inputting student data at recruitment events. "Before I began this process, I didn't know what could be done with BlackBerry," says Freelander. "I understood the email side, but I've learned so much about the software out there and the possibilities to deploy more applications."

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