Scalefusion helped the world's largest EdTech Company to elevate their solution offering with Kiosk Lockdown

About the Company

The customer is a world-leading EdTech company headquartered out of India. Operational since the year 2011, the company first launched as a product with creating interactive content, media and technology focussing on K 12 and launched their learning app in the year 2015. They have been pivotal in shaping the EdTech landscape in India ever since. They offer personalized learning programs for K-12 as well as the top competitive examinations in the country including JEE and NEET.

Business Goals

The company wanted to improve the student experience while using their EdTech app. Since the e-learning solution offered by the company is a good mix of interactive learning, adaptive practice sessions, ebooks as well as pre-recorded videos that do not require the internet, providing dedicated tablets bundled with their app was essential. The company hence offers their learning material packaged with an Android tablet that can be used by the students for uninterrupted learning.

Challenges

Quick and end-to-end provisioning of the devices with educational apps and resources before the student unboxed them was the prime challenge for the company. Moreover, the company wanted to ensure that the devices are used exclusively for the native application. Since the customer base was widely dispersed geographically, provisioning of these devices needed to be done over the air and seamless content and app publishing was imperative. Another major challenge the company faced while deploying Android tablets along with the e-learning app was the hesitation met by parents against the use of a digital device. The parents wanted to ensure that the devices are not adding in unnecessary distractions and hence, limiting access to web browsing was imperative. The company also wanted to ensure that the devices, since used by students, were easily up and running after a device or software error.

Industry

Education

Solutions & features

- Kiosk Lockdown
- Android Device Management
- Application Management
- Website Whitelisting
- Remote OS and App Updates
- Remote Cast and Control
- Deepdive Analytics
- Workflows

Key Benefits

- Enhanced student experience with Android tablets
- Distraction-free learning environment
- Centralized app and content management
- Reduced device downtime with remote support
- Parental controls driven with dedicated parent portal

Why Scalefusion

- Industry-leading UEM provider with simplified and intuitive mobile device management experience
- Easy to configure, deploy, and upgrade devices and apps across the entire lifecycle
- Leading choice for a scalable solution with multi-OS support

Solution

The EdTech company chose Scalefusion to manage their entire device inventory to resolve their business challenges. Using Scalefusion, they were able to drive bulk provisioning of the devices, by configuring the devices with its native app, while disabling access to Play Store in order to curb distractions. The browsers were locked to access only the whitelisted, age-appropriate educational websites. Furthermore, to avoid the misuse of the device as a whole, factory reset was blocked and so was the uninstall of their native apps.

To extend better clarity of the device usage, a dedicated parent portal was designed and provided to the parents. The parents (educators/guardians) could tweak certain settings as per requirements from the parent portal.

Scalefusion helped in ensuring that the learning was hindrance-free. The OS and the app updates were scheduled in a maintenance window. Remote device monitoring and automated workflows helped in flagging potential compliance and usage alerts. The device downtime was minimized via Remote Troubleshooting with minimal IT efforts.

Key Results

Working with Scalefusion has brought out the following proven results for the company:

- Locking down the Android tablets to kiosk mode with its EdTech app
- Bulk, over the air device provisioning to get started quickly
- Improved student experience with uninterrupted learning
- Better visibility to the parents through the parent portal

Testimonial

"We love using Scalefusion for the deployment of our EdTech tablets. It has not only reduced our cognitive IT load in provisioning, monitoring and maintenance of the tablet but has also particularly helped in addressing the critical need of our customers for encouraging a totally distraction-free learning environment"

About Scalefusion

Ambitious companies around the world trust Scalefusion to secure and manage endpoints including smartphones, tablets, laptops, rugged devices, POS, and digital signages. Our mission is to make Device Management simple and effortless along with providing world class customer support.

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