

Automated Visibility and Control for Higher Education

Gartner, Inc. forecasts that by 2020 there will be more than 20 billion “things” connected to the Internet.¹ Today alone, over 5.5 million new things will connect. And with the early adopter personalities of higher education, a higher percentage of those devices are already on your campus.

Being able to identify, classify and secure these devices without inconveniencing your students and faculty is the foundation of a comprehensive network security strategy. And automating the process to reduce the burden on your IT Help Desk is the most essential component of a well-run network access management system.



The IT Security Challenge

Nearly everyone owns a smart phone, laptop, and/or tablet—which has created the need for security policies and network access controls to support the escalating volume and diversity of personally-owned devices that are accessing sensitive internal applications and data resources. As the Internet of Things (IoT) continues to grow at an exponential rate, so do the risks to your network's security.

An everyday challenge for network administrators in higher education is enforcing security compliance policies and network access privileges while maintaining a positive user experience for *everyone* on campus - students, faculty, staff and guests. The larger the student population, the more magnified this challenge becomes, as the need to reduce help desk support calls becomes just as important.

SafeConnect automates device security compliance and network access assignment policies based on identity/role, device type, location, and ownership, and gathers this information in real-time. It is centrally deployed and incredibly scalable, making it the perfect solution for higher education institutions of all sizes.

Featured SafeConnect Customers

- **University of Florida:** 52,286 students
92% reduction of security events on unmanaged devices; improved speed and simplicity for 802.1X onboarding
- **University of California at Los Angeles:** 43,301 students
93% reduction in help desk calls during move-in; centrally deployed solution across wired and wireless networks
- **Lynchburg College:** 2141 students
Single pane of glass to address DCMA violation notifications quickly; self-remediation for students has streamlined trouble ticket resolution procedures
- **Ouachita Baptist University:** 1538 students
Automated device self-registration eliminates manual input by IT department; guest self-enrollment provides automatic guest onboarding and management

¹ Gartner, Inc., <http://www.gartner.com/newsroom/id/3165317> November 10, 2015

Solution Brief

SafeConnect Solution Offerings

Identity Access Control. SafeConnect automatically recognizes when devices attempt access to wired, wireless, or VPN networks and provides agentless device profiling, user authentication, non-browser Internet of Things (IoT) device enrollment, self-provisioning guest access management and real-time contextual intelligence reporting. This is an ideal solution to enable context-aware device visibility (identity/ role, device type profiling, location, IP/MAC Address, and ownership/ liability). Network access policies can be assigned by role, for example, enabling different privileges for executive management, staff, and guests.

Device Security. SafeConnect enhances the security posture of your network by providing real-time policy assessment, enforcement, and self-remediation for Windows & MAC OS X devices. Every user's system is checked prior to granting network access to ensure that the device adheres to your acceptable use policies (anti-virus, operating patches, personal firewalls, peer-to-peer software, etc.) as well as on a continuous basis after access is granted. Web-based, self-remediation orchestration enables users to conform to security policies without help desk involvement.

Secure BYOD On-Boarding. Welcome every new user with a captive Web portal that authenticates the end user, configures the device's embedded 802.1X supplicant, and automatically transfers the device to a designated secure SSID network segment. By eliminating manual configuration, the solution delivers a more secure solution with a reduction in help desk calls and dramatically accelerates user adoption of WPA Enterprise or Certificate-based secure wireless. Users are automatically associated with their secure wireless network on subsequent network connections without the need for repeated logins.

Remote Managed Support Services

The Impulse Experience is the result of our real-time contextual intelligence, simplified access control architecture, remote managed support services, and customer-centric business philosophy that delivers freedom to all facets of the organization.

In addition to its simplified architecture and enhanced user experience design, a key benefit is how the SafeConnect solution is delivered and supported. SafeConnect solutions are premise-based, but come with a service that keeps the system updated regarding the latest devices, operating systems, and AV packages. In a world where users change and update their devices on a frequent basis, it is imperative that a security solution keeps ahead of these changes. SafeConnect's Remote Managed Support Service includes the following:

- Remote installation, training and deployment assistance
- 24x7 proactive system monitoring
- Problem determination and resolution ownership
- Daily device type, security updates and policy configuration data remote backups
- Installation of all maintenance updates and application version upgrades

It's not just one thing we do, it's everything we do.

What Some of Our Customers Have to Say:

Chaminade University

"Once we decided to buy SafeConnect, we decided to look at the way we delivered wireless services. We wanted to put everything into the user's hands, and SafeConnect's self-remediation fit into this ideological shift in how we handled our network. It all comes down to the student's ability to connect, and SafeConnect has been working so great at that, I sometimes forget how to even log into my administration portal since I don't need to worry!"

Lynchburg College

"Our team is more efficient now since SafeConnect has streamlined our trouble ticket resolution process. With the self-remediation aspect, we've been able to give the students more power to meet their needs without our help desk having to get involved."

Ouachita Baptist University

"We used to have to take into consideration how much time we'd need to spend during Back to School to troubleshoot network access problems for students, but with SafeConnect we just don't have to do that anymore. Our time now is spent more around core networking items instead of user issues."

Troy University

"We've been a long time customer of Impulse (for 8 years) and continue to be impressed with the product and customer support response."

Prairie View A&M University

"Impulse is responsive to our needs, and we're planning on expanding our use to include wired connections as well."

Black Hills State University

"We can more easily tell who is using (or who has used) the network and with what devices, instead of having to track them down using less convenient methods. As far as productivity and time savings, we've seen an increase in both." Impulse | Experience the Freedom



Impulse is the leading provider of Contextual Intelligence and Network Security Orchestration in support of BYOD and IoT enabled enterprises. Impulse securely and efficiently automates BYOD by combining our real-time, context-aware and simplified access control architecture, remote managed support services, and customer-centric business philosophy to enable customer freedom. Our customers know this as the Impulse Experience. Visit www.impulse.com