

# APPLE iOS & MAC

## Solutions for Education





## Realising the Potential with Apple solutions in the classroom.

Creative technologies have the ability to transform learning in the classroom, providing teachers with tools that engage, challenge and motivate pupils in their creativity and learning. Counterpoint's passion is to enable schools to realise this potential through the delivery of high-quality services and solutions.

With over 25 years' experience in supporting school and colleges, Counterpoint's unique blend of Apple and Windows networking and creative technology expertise, enables it to support schools in delivering robust and reliable solutions designed for education.

### SOLUTION DESIGN

The design phase of any creative technology project has a defining impact on the final outcomes for a school. Counterpoint provides a free on-site consultancy service to its education clients, allowing them to benefit from the best technical advice during this key planning stage.

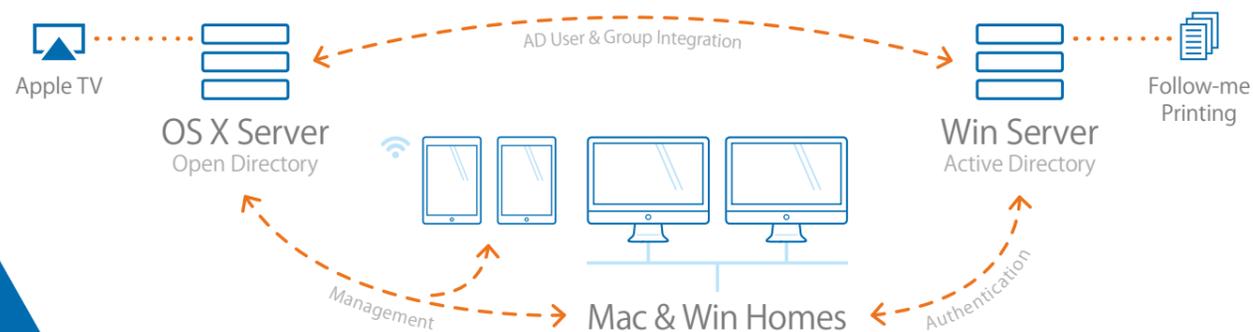
The Company's highly trained consultants can provide you with knowledge on the most appropriate hardware and software solutions, and guide you through the various options for Apple / Windows network integration, iOS management, scalable file storage, printing and Internet integration as well as various backup strategies.

Their expertise also covers classroom layout and furniture options, audio networking, Apple based studio integration, and assessments of support and training requirements.

### CONFIGURATION SERVICES

Counterpoint's Apple services team are experts in integrating Apple and Windows networks. They work closely with school and college ICT teams to deliver the solutions and services required. Apple Open Directory servers can provide robust management of Mac and iOS systems and the scalable high performance storage solution that music and media suites require.

Integration with Windows Active Directory brings many essential benefits to the Apple solution, including standard student logon, cross-curricular / platform file access and integration with existing network services such as Internet, follow-me printing and backup.



In addition to integration of Mac and iOS solutions with Windows (AD) networks, Counterpoint offers a range of substantial enhancements with their 'EnhancedAD' solution, which benefits both students and teachers by allowing more efficient workflows, improved interaction and access of user files.

### TRAINING SERVICES

Nationally renowned for the quality of its training services, Counterpoint understands that if ICT is to be embedded effectively into the curriculum, then confidence in using the technology is essential. For this reason, high-quality teacher training has always been a core Counterpoint service.

Counterpoint's trainers can provide technical, application skills and curriculum training for music, media and support teams. Training needs will be assessed early on in the planning and budgeting phases when working on a new project with their consultants.

Whether your team is new to Apple creative technologies or looking to further develop their skills, Counterpoint can deliver the specialist training you require.

*“ Training has been clear and of a very high standard ... We will continue to use Counterpoint's service and recommend them to any schools wishing to update their technology.*

- Sarah Kershaw, Head of Music, Beechwood Sacred Heart School

- Logic Pro X
- Final Cut Pro X
- Photoshop
- Premiere Pro
- Sibelius
- Cubase

### SUPPORT SERVICES

The quality of technical support available for an ICT solution is crucial, and Counterpoint's expertise in Windows and Mac network integration allows them to offer schools a very competitive support service, improving resolution times and reducing overall costs.

Counterpoint's detailed, cost-effective support strategies include on-site hot swap hardware, extended warranties, remote, e-mail and telephone support, server and backup monitoring, on-site visits and training.

The remote support element of the service provides a 'virtual' on-site specialist who understands any issues that may arise within these specialist solutions. They can connect to machines to resolve issues and make system configuration updates remotely, providing an immediate positive impact on student / teacher interaction and learning.

*“ The speed and quality of Counterpoint's technical support means that we don't require a dedicated Apple technician on-site, and any technical support issues are few and far between.*

- Thomas Phillips, IT Services Manager, Thurston Community College

*“ To ensure we deliver the high-quality, reliable Mac solutions our customer's need, our Apple engineers take a proactive approach to support, engaging regularly with school staff to get feedback on solution performance.*

- Mark Willett, Technical Services Manager, Counterpoint MTC



## EnhancedAD - Advanced Mac & Windows Integration

EnhancedAD is a solution that provides enhanced network integration of Apple solutions with Windows networks. Most other suppliers use one of the two basic integration options for the location of a user's home folder during integration, save locally which is undesirable for mobility and data security reasons, or sharing the users Windows network home folder with all the inherent media software restrictions, file permissions and performance issues that will arise.

EnhancedAD solves these issues by creating and managing default user Mac home folders on high performance storage attached to the Mac Server. This provides students and teachers with a robust and reliable working environment with fast logons, access to work from any machine and none of the frustrating performance issues that plague many other solutions. EnhancedAD can also be configured so that students and staff can access their Windows and Mac Homes from either platform if required.

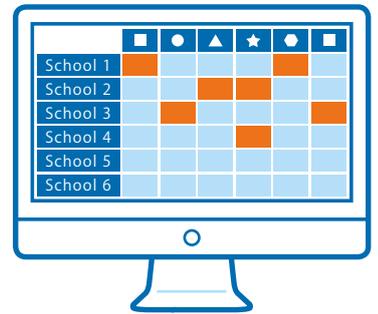
EnhancedAD's Virtual Scratch Disk technology also allows music and media projects (Logic, Final Cut, iMovie, Premiere Pro) to be stored in the user's network home folders rather than locally on the Mac. This technology allows network based media projects to be created, edited and used without restrictions, whilst still allowing students to be mobile and support teams to be confident that work can be reliably backed up.

## iMonitorLIVE

### iMonitor Live - Real-time Server Monitoring

iMonitor Live is a real time server monitoring solution that analyses critical server processes for key performance indicators. The results of these checks are instantly fed back to our in-house support team who will be on hand to resolve any issues that arise. Server checks :-

- > Live Server Status
- > Dual Backup Statuses
- > Active Directory Visibility
- > Core Server Components
- > Disk and RAID Performance
- > Server Log Monitoring



## APPLE MAC RECORDING STUDIOS

Music departments' benefit from a recording studio by allowing students to record acoustic performances and to develop music technology, composing, performing and critical listening skills. Integrating a recording studio with a new or existing ICT suite substantially enhances the benefits of both facilities. Joined up solutions allow students to begin projects in the classroom, transfer to the studio to record audio tracks, and then move back to the classroom to complete their work.

Counterpoint's consultants offer both educational and professional audio industry expertise, providing a range of services from solution design, cabling schematics, solution installation, teacher training and on-going technical support.



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# MOBILE DEVICE SOLUTIONS

## designed for Education

### MOBILE DEVICE MANAGEMENT

Managing mobile devices in education is a challenging and important area of development for many institutions. Counterpoint's mobile solutions provide schools with cost effective ways to manage these devices, whether they be classroom sets, 1:1 deployments, BYOD or any combination of these scenarios.

MDM's allow Network Managers to ensure all the mobile devices being used in the school can be configured appropriately, with any school managed applications and books installed, correct security profiles implemented and access to required files and printers made available.

Counterpoint supports a number of MDM's including eSchoolPad, a hierarchical solution that provides IT Admins with full management control over the devices and classroom teachers with tools to manage and enhance their use during lesson time.



### IT Administrator Control

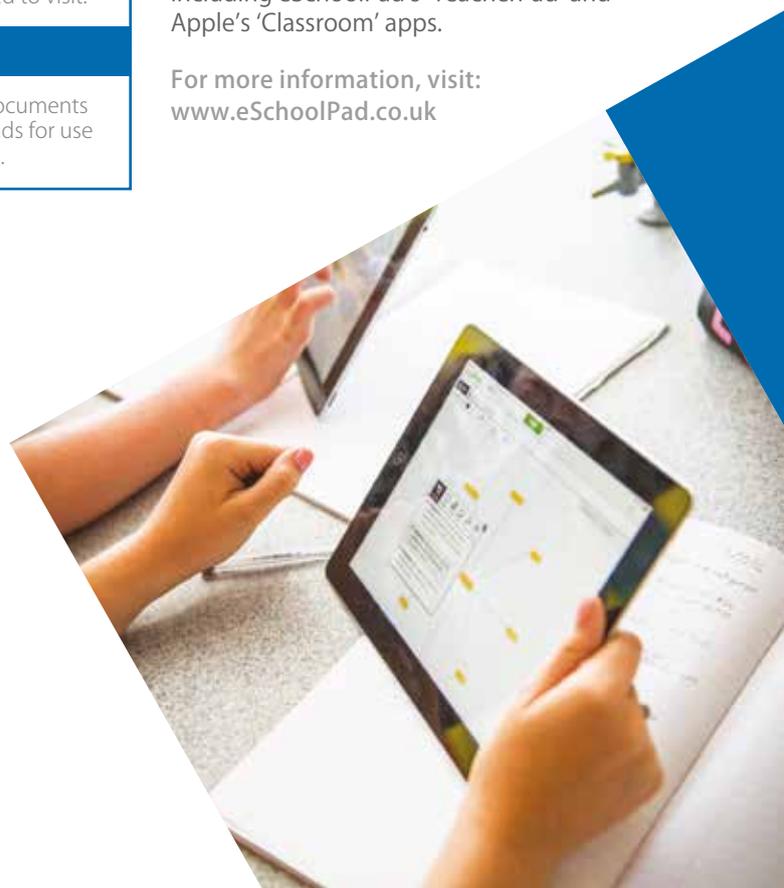
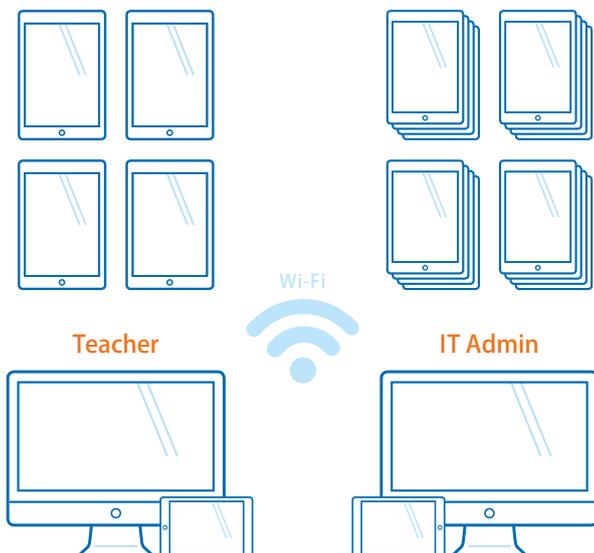
Accounts	Profiles	Applications	Monitoring	Security
Installation and management of e-mail and calendar accounts.	Configuration of device restrictions, network, and Internet settings.	Deployment and management of content, apps and books.	View device details & statuses, profiles, apps/books, & iOS updates.	Remotely lock/unlock, clear passcodes, unenroll and erase device data.

### Classroom Teacher Control

Lock Screen	Kiosk Mode	Web Lock
Blank students iPad screens to gain their attention in class.	Launch and lock an application for students to work in.	Send a group of web links that students are permitted to visit.
AirPlay		Resources
Ability to mirror a students iPad screen on to a classroom display using Apple TV, for demo purposes.		Send messages/content, documents and files to the student's iPads for use during lesson time.

With a hierarchical MDM solution such as eSchoolPad, teaching staff have control over the devices in their classroom using a web based admin panel, or a number of iOS apps including eSchoolPad's 'TeacherPad' and Apple's 'Classroom' apps.

For more information, visit:  
[www.eSchoolPad.co.uk](http://www.eSchoolPad.co.uk)



# MOBILE DEVICE SOLUTIONS

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### FILE & RESOURCE ACCESS

Providing staff and students with the ability to access resources and user home folders from mobile devices significantly enhances the way in which mobile technologies can be embedded into everyday teaching and learning.

These tools fall into two broad categories. File 'distribution' / 'hand in' tools which are teacher managed, and direct file access tools that allow users to access their personal Windows and Mac Home folders or shared areas on the network.

Apple servers can be configured to allow users to access a Mac Home folder from iOS devices. A more comprehensive solution called **Foldr** allows users to access both Windows and Mac Home folders, and can be configured to provide staff and students with secure access to their files from home.



### WIDE AREA SERVICE DISCOVERY

Providing AirPlay and AirPrint services to iOS devices can be challenging to support on a schools network. These services are advertised on the network using a service called Bonjour (mDNS), which does not traverse subnets.

Although some switches are capable of rebroadcasting these service advertisements, this is not generally desirable as there is no control over which services get rebroadcasted, and large amounts of unnecessary network traffic are also generated.

**Presto** is a powerful Wide Area (Cross Subnet) Service discovery solution that allows both AirPlay and AirPrint services to become available across your entire network, and for visibility of these services to be centrally managed.

Wide Area Service of print services can include print queues being managed by print management solutions such as **PaperCut**.

