

Shared iPad with Mobile Device Management (MDM)

With many organisations looking to drive mobile transformation and find new ways to enhance both employee and customer experience, CDW is seeing businesses look beyond the traditional.

The performance gains we have seen around mobile chips in recent years, particularly in Apple Silicon which also provides industry-leading battery life, means that iPad has become centre stage in customer adoption.

iPad delivers a powerful platform that can transform the way your users work. The lightweight device provides power in a design that goes everywhere. Scan merchandise, visualise models in 3D, and breeze through work when you multitask across multiple apps.



Role of Shared iPad

In many industries and across different job roles, we are seeing an increased need for multiple users to have access to a single device. Shared iPad can be leveraged to enable this, delivering personalised experiences on an iPad by multiple users, whilst also ensuring data privacy. Originally a feature designed to support iPad adoption in the school classroom we have started to see interesting use cases in enterprise. Shared iPad can be deployed in two main ways; a single temporary guest session or multiple user accounts with a managed Apple ID.

Examples where organisations have benefited from Shared iPad



Shared iPad has been deployed to support customers with their employee training and development needs in a retail and hospitality setting.

Due to the volume of new starters, creating Managed Apple IDs to support individual user accounts wasn't practical. Instead, the temporary guest session was utilised to give access to a learning portal via the Safari web browser.

Each time the device was logged out of or left idle to timeout, the session was cleared and no data retained, meeting the customers GDPR and infosec requirements.



Small teams in a department store concession have also taken advantage of Shared iPad. Shared iPad has enabled users to have access to their work e-mail and productivity apps, while also utilising the device for clienteling by showcasing demo videos to customers.

A combination of managed Apple IDs and the guest session were utilised so when clienteling notifications from an employee's account didn't interrupt the customer experience.



Apple Business Manager

To provide individual user sessions on Shared iPad, a Managed Apple ID is required for each user. Managed Apple IDs are created and administered through Apple Business Manager. Apple Business Manager is a web-based portal that helps you deploy all Apple technology, including enabling automated device enrolment and distributing apps, books, and software — all from one place.

With a Managed Apple ID the employee can have their own Mail accounts, their files, and app data. Employees can sign in to any Shared iPad that belongs to your organisation using their Managed Apple ID.

Employees can choose from a list of recent users to quickly get back to their documents, apps, and content exactly as they left them. Data from previous user sessions are cached on the iPad meaning future sign-ins are fast and users can be productive immediately.

Mobile Device Management (MDM)

A mobile device management (MDM) platform is required to enable Shared iPad. You can control what apps and features users have access to, as well as keep track of users that log in and out of a device and even remotely sign users out and/or remove their account and associated data from the device.

CDW has a comprehensive managed service through which we become an extension of your IT team, enabling you to leverage our experience of deploying and managing Shared iPad, freeing your IT team to work on other projects and initiatives to deliver business value.



Overview of scope

One of our Apple Solutions Architects will hold an engagement with you to help understand your current operation and advise on recommended practices regarding how Shared iPad could support your desired outcomes. Based on the engagement outcomes, CDW will advise on the hardware, apps and services best placed to help you succeed.

How CDW can help

In an initial workshop with one of our Apple Solutions Architects we will explore your current processes and challenges. We will map your requirements to the right devices, software and services to help you deliver your business goals by helping with:

- Adoption
- Device management
- Asset tagging
- Break Fix and Support
- Financing
- Lifecycle management

Key Stakeholders

Successful service delivery necessitates the involvement of:

- CDW Solutions Architect to hold discovery call
- Client IT Director/Manager
- Client MDM administrator
- Client representatives from EUC/workspace team

Why Apple with CDW?

As an Apple Authorised Enterprise Reseller (AAER), CDW provides a unique customer experience with a large proportion of our customers already recognising the benefits of Apple's platform to help them do their best work.

We offer technical, commercial, and operational expertise on a truly global scale. Support from our dedicated Apple Practice spans all aspects of the wider CDW business to ensure that at every stage of the lifecycle, we are perfectly positioned to help organisations adopt Apple technology and meet their business outcomes.