

WEBVTT

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00:01:24.270 --> 00:01:25.020

Stephen Mirante: Good morning.

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00:01:25.680 --> 00:01:26.040

Morning.

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00:01:27.420 --> 00:01:29.220

Famis Florida6: I'm gonna make you a co host right now.

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00:01:30.600 --> 00:01:31.590

Stephen Mirante: Sounds great.

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00:01:32.250 --> 00:01:34.140

Famis Florida6: You are granted.

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00:01:39.240 --> 00:01:40.860

Stephen Mirante: STEPHEN, STEPHEN

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00:01:42.300 --> 00:01:43.590

Famis Florida6: Right depends on which way.

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00:01:44.040 --> 00:01:44.670

Stephen Mirante: I know right.

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00:01:46.260 --> 00:01:46.500

Famis Florida6: Right.

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00:01:49.980 --> 00:01:50.430

Famis Florida6: Brooklyn. Oh.

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00:01:52.650 --> 00:01:59.490

Famis Florida6: Your, your assistance if you need whatever you'd like me to do it, just sit back and enjoy the show but

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00:02:01.050 --> 00:02:04.380

Famis Florida6: We can I can help you with any questions that come up and

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00:02:05.790 --> 00:02:07.890

Famis Florida6: If you've been on many of the other columns yet or

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00:02:07.980 --> 00:02:09.330

Famis Florida6: Have you joined any of the sessions.

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00:02:10.320 --> 00:02:11.880

Stephen Mirante: I doing one yesterday. Yeah.

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00:02:15.840 --> 00:02:17.340

Stephen Mirante: Yeah, it's been crazy this is a

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00:02:18.540 --> 00:02:22.200

Stephen Mirante: All the, all the different remote meetings or reunion.

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00:02:23.160 --> 00:02:26.250

Famis Florida6: Those people even on it. People are getting used to having them so

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00:02:26.700 --> 00:02:27.570

Stephen Mirante: Yeah yeah

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00:02:27.720 --> 00:02:30.960

Famis Florida6: You'd be able to teach people to get rid of their background music and

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00:02:31.920 --> 00:02:34.260

Stephen Mirante: They can put putting on

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00:02:34.350 --> 00:02:35.640

Famis Florida6: conference calls on hold. So

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00:02:37.140 --> 00:02:37.470

Stephen Mirante: Right.

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00:02:42.120 --> 00:02:51.030

Famis Florida6: And we have been trying to start on time, but we need to, I think, what are we to learn from our videos as well as we should have Background music playing. So when people connect. They know their audio is working and

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00:02:52.140 --> 00:02:54.030

Stephen Mirante: Things of that nature. Right. Yeah.

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00:03:21.510 --> 00:03:33.000

Stephen Mirante: Now, are you going to share anything before I've done so many of these usually the sometimes the organization's of famous would want to show something. First off, or just get right to it.

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00:03:33.300 --> 00:03:42.090

Famis Florida6: Now let's get right to it. I mean, the only thing I was done on the last I did three yesterday, I just introduced the speaker, like if you're at a regular in a room, but

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00:03:43.770 --> 00:03:53.130

Famis Florida6: We'll just people usually trickle on and that's been kind of like waiting for the key time we do want to wait. I think this one starts at technically what 905 or

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00:03:53.130 --> 00:03:56.940

Stephen Mirante: 910 910 yeah we still we still got 12 minutes. Yeah.

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00:03:56.970 --> 00:03:57.540

So, I mean,

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00:03:58.560 --> 00:04:09.300

Famis Florida6: That's the only thing I would request. It's like I, I'd hate for somebody, you know, because if you start early. And then somebody jumps in and on time, then they're kind of late, but we can have discussions with anybody who has any jump action three for them.

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00:04:09.660 --> 00:04:10.620

Stephen Mirante: Oh yeah, for sure.

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00:04:11.040 --> 00:04:15.720

Famis Florida6: The other thing is was this one is. And we're recording right now so I can pause that

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00:04:18.090 --> 00:04:31.050

Famis Florida6: Okay ladies, gentlemen, we get started on time. We're here today with Stephen Bronte from file wave and he's going to share managing multiple iOS devices and the error of schools without walls so you have before spirit.

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00:04:31.470 --> 00:04:37.710

Stephen Mirante: Alright, thanks. Yeah, it was, it was an interesting title that as we kind of came through all this in March. It was like

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00:04:38.250 --> 00:04:43.980

Stephen Mirante: Yeah, that's what that's what this new thing is right, dealing with all connectivity outside of the walls so

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00:04:44.730 --> 00:04:50.970

Stephen Mirante: But yeah, thank you for the introduction. So, as you mentioned, my name is Steven Ron say I'm a VP of Sales education for for file wave

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00:04:51.420 --> 00:04:59.880

Stephen Mirante: I have been here for nine years really been all dedicated into education. So I've loved every minute of it. I am also a father of three so

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00:05:00.300 --> 00:05:05.910

Stephen Mirante: Definitely. I've got, I've got kids in high school, middle school and also grade school, so I saw it from all different angles, but

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00:05:06.630 --> 00:05:18.300

Stephen Mirante: Other team members for for Florida, of course, or Megan major Michael Hughes and Cali well I guess back who helps me kind of coincide. The, the whole whole reseller partner game so

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00:05:18.750 --> 00:05:20.820

Stephen Mirante: We're going to divide this up into two parts today.

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00:05:21.480 --> 00:05:29.610

Stephen Mirante: Just, you know, with the time that we have and more importantly to me. I just want to be a, you know, provide as much information as possible. Good takeaway points.

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00:05:29.910 --> 00:05:35.910

Stephen Mirante: As you guys kind of figure out what what's going to happen next, even if it's last minute right just always being prepared.

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00:05:36.360 --> 00:05:46.230

Stephen Mirante: So the first thing to understand about fall wave is, again, we're all about cross platform compatibility. So we've always been this way. And I'll talk a little bit about our history in just a minute, just if you're new to file wave

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00:05:46.830 --> 00:05:55.290

Stephen Mirante: But what we'll discuss today is how we bring all of these device types front and center. No matter what, what's being rolled out how it's being rolled out

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00:05:55.920 --> 00:06:06.750

Stephen Mirante: Completely managed the windows. The Mac, the iOS. The Apple TVs. Now, Android, and now we have added the Chrome OS to the platform working in conjunction with the Google

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00:06:07.410 --> 00:06:19.800

Stephen Mirante: Console. Right. And again, we'll drill down into that, but all in all it's all about connecting users, no matter the network that they're on making sure that they have what they need the content, the tools, the software applications, you name it.

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00:06:20.430 --> 00:06:24.480

Stephen Mirante: You know, we want to make sure that you're able to get those to the devices and a lot of different ways.

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00:06:25.260 --> 00:06:32.250

Stephen Mirante: Now again, kind of, you know, more information on file wave if you, this is your first time taking a look at us. We've, we've been around for a while.

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Stephen Mirante: We originally founded in 92 on the Apple side. So we were Apple's first management product.

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00:06:38.490 --> 00:06:46.650

Stephen Mirante: We quickly adopted the, the change to go to the Microsoft add that to the platform in 2010 we were Apple's first MDM

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00:06:47.370 --> 00:06:56.250

Stephen Mirante: 2014 we obviously added Android to continue that progression and multi platform 2017 is when we launched our partnership with Google.

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00:06:56.550 --> 00:07:02.220

Stephen Mirante: And then obviously what's what's coming next. So we've been very transparent about this never overstating we're file wave

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00:07:02.490 --> 00:07:09.840

Stephen Mirante: Is and what we what we provide. And that's something that we we do really do strive for. And as as we hopefully have conversations after this

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00:07:10.140 --> 00:07:21.990

Stephen Mirante: You'll learn that will be very clear on what what's here now, but also what's coming. So we're obviously going to continue to support the different operating systems out there. We are launching windows MDM on top of the the

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00:07:22.980 --> 00:07:25.950

Stephen Mirante: Monolithic I guess approach to Windows Management

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00:07:26.490 --> 00:07:34.950

Stephen Mirante: Also, we're working on a classroom automation tool, but again, and we we realize we're not recreating the classroom management wheel right it exists. There's plenty of tools out there.

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00:07:35.280 --> 00:07:44.220

Stephen Mirante: None of which they'll really kind of bring the platforms together. So we're really striving to bring you know that that true go to market platform for schools.

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00:07:44.520 --> 00:07:53.550

Stephen Mirante: And so, teachers, administrators, any staff member across education doesn't have to worry about what what devices are being sent out very quickly or or plan.

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00:07:54.720 --> 00:08:04.650

Stephen Mirante: Now, again a little bit further about following. We are worldwide has as kind of your show sold before. We've been around just now 28 years our US headquarters are though in Indianapolis, Indiana.

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00:08:04.950 --> 00:08:11.130

Stephen Mirante: The reason we like to share that is it's always comes up on where the support is alright so support is based in the US.

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00:08:11.610 --> 00:08:22.350

Stephen Mirante: And so our customers at Eastern Standard Time get about 6am to 7pm Eastern time, at which time it just goes off over to our Los Angeles team. So, all in all, we've got you right here at home.

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00:08:23.430 --> 00:08:27.990

Stephen Mirante: Now, I do like to go and give a quick shout out to a lot of our partners, they have been strategic players.

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00:08:28.590 --> 00:08:35.550

Stephen Mirante: Throughout all of this continually right and that really kind of puts the test on who we are and why we kind of say that they are partners so

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Stephen Mirante: It's never been a dull moment right, you know, helping you guys get out the tools that you need costs aside, thinking about students first making sure that they have what they need, going forward.

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00:08:46.410 --> 00:08:55.950

Stephen Mirante: Now the one of the big things about fall wave is again we've never really adhered or been restricted to what rollout you're looking at. And again, I've added a few things here, as you can imagine, so

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00:08:56.220 --> 00:09:01.380

Stephen Mirante: You know, originally, we talked about, you know, what kind of deployment model, you're going to an organizational shared

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00:09:01.770 --> 00:09:15.750

Stephen Mirante: One to one one too many BYOB. Right. But now we're talking that face to face remote learning or hybrid right it's it's all up for discussion right now. But all in all, we're going to, you know, we're all about keeping the tools that you that you need right in front of you.

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00:09:16.830 --> 00:09:26.190

Stephen Mirante: Now starting off before we kind of dive into some of the the functionality types is the top five conversation points that we've we've been having most over these last three months.

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00:09:26.520 --> 00:09:34.050

Stephen Mirante: All right. Number one is simply need to connect outside of my network, right, that has been the number one discussion point is we send them loose.

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00:09:34.470 --> 00:09:38.670

Stephen Mirante: But hopefully it will, though, there'll be able to you know to have what they need, right, but now

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00:09:39.210 --> 00:09:47.640

Stephen Mirante: You know, the deployment systems that are currently being used may potentially be blocked right only inside our walls, especially if it's just kind of using Active Directory.

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00:09:48.390 --> 00:09:54.660

Stephen Mirante: Next, obviously growing devices. Right. I need to manage the growing device types and population because again.

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00:09:54.930 --> 00:10:04.500

Stephen Mirante: You could have started with one operating system already had a couple, but now we know it's it's not a mystery devices are being purchased they're being acquired to get ready for what's next again.

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00:10:05.280 --> 00:10:13.410

Stephen Mirante: I need a way to track my assets. So right we sent the devices loose. And again, that's why I love education everybody around the country.

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00:10:13.830 --> 00:10:21.510

Stephen Mirante: did not hesitate to make sure students had the resources they needed to finish out the school year, the best way possible with remote learning, but

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00:10:21.840 --> 00:10:33.210

Stephen Mirante: At the same time, devices were sent out and potentially not easily recoverable over these, you know, last few weeks, right. So we want to give you the ability to track them know where they are at any given time.

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Stephen Mirante: Of last two to kind of coincide right my staff spends too much time troubleshooting all the different operating systems, right, maybe you had staff that were

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00:10:42.840 --> 00:10:50.460

Stephen Mirante: Really good on Microsoft or really good on Apple, Google, etc. Right. But we need to kind of talk about how we can unify the teams, as well as the tools.

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00:10:51.030 --> 00:10:59.370

Stephen Mirante: And then again, kind of recapping that I'm just simply using too many tools to do all of the management functions when it comes to devices. All right.

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00:11:00.480 --> 00:11:05.160

Stephen Mirante: So this is, this is where we're gonna spend a little bit pretty much most of our time as I'm just going to, you know,

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00:11:05.700 --> 00:11:11.760

Stephen Mirante: quickly cover each one of these attributes and then hopefully we'll get to the actual tool. I do want to make use of that our time with that one.

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00:11:12.690 --> 00:11:20.160

Stephen Mirante: So everything within file wave. We always like to discuss as a life cycle right so imaging and provisioning right that that you know summers usually are fulfilled.

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00:11:20.370 --> 00:11:26.220

Stephen Mirante: With getting devices ready, getting them out and then just letting them. Hopefully that they're there. Right.

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00:11:26.700 --> 00:11:35.190

Stephen Mirante: So we do have an imaging tool and obviously we use provisioning for the apple side to get your devices ready and we want you to set them loose as soon as possible.

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00:11:35.640 --> 00:11:46.980

Stephen Mirante: But after they're out there. That's where all the fun stuff happens right the power happens with file way because with file wave, you can deploy any type of content any type of file of any file size right there is actually no

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00:11:47.400 --> 00:11:58.860

Stephen Mirante: Limitations to file type or size within file wave and we always encourage them to give us a good test with it with the more complex ones like Creative Suite were office right we love those 2030 gig programs.

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00:11:59.310 --> 00:12:07.740

Stephen Mirante: Because we we look at those as easy right as long as we've been doing this. So again, deploying things completely over the air non network restricted or

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00:12:08.250 --> 00:12:16.950

Stephen Mirante: The Self Service kiosk. And again, acknowledging you guys may have tools that you're using. Now that give you some of that self service that end user kiosk feel

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00:12:17.280 --> 00:12:27.810

Stephen Mirante: But we're going abroad. This across the different devices so that you can now just make content on demand, instead of having to worry about what's being requested and I need to deploy it. Hopefully, it gets there.

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00:12:28.170 --> 00:12:38.070

Stephen Mirante: When now we can prompt allow the users to go to their menu. See what's made available to them. Maybe based on grade level or different route types that you've that you've constructed

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00:12:38.940 --> 00:12:48.690

Stephen Mirante: patch management and remains extremely important right, especially when these devices are off our networks. Right. So being able to have the integration directly with Apple and with Microsoft

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00:12:48.960 --> 00:12:55.920

Stephen Mirante: We now can bring all of the OS updates directly to you from one central interface as well. Kind of see in the UI.

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00:12:56.670 --> 00:13:00.630

Stephen Mirante: Now Remote Desktop. We understand it's a very simplistic function. But again,

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00:13:00.960 --> 00:13:07.920

Stephen Mirante: Very much needed right the way its first beneficial with fall wave is that cross platform compatibility. Right. You guys can be a

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00:13:08.190 --> 00:13:15.060

Stephen Mirante: On a Windows machine and jump into that MAC, or MAC to Windows doesn't matter also not network restricted. Okay.

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00:13:15.390 --> 00:13:23.400

Stephen Mirante: And so even if the devices are leaving you can still have that sense of protocol to go ahead and promote those users as they may be sending a help desk ticket.

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00:13:23.730 --> 00:13:33.900

Stephen Mirante: And need some help. Right. And you need to be able to jump in there. Take full control of it just like you're sitting in front of it, or maybe work alongside your end users. So we make that very flexible for for your administrators

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00:13:34.560 --> 00:13:44.970

Stephen Mirante: Device tracking. Simply put, right, keeping track of the devices as they go out getting that getting those location criteria. And again, we'll show you some of the some of the map.

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00:13:45.270 --> 00:13:52.650

Stephen Mirante: Examples, but pretty darn accurate obviously when we're talking about in schools we we just kind of jokingly say we can't give you the locker number

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00:13:53.010 --> 00:13:59.160

Stephen Mirante: But we can get down to about 14 feet, I think, worst case, we've seen is about 400 so all in all pretty good there.

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00:13:59.790 --> 00:14:08.340

Stephen Mirante: Now device discovery can be utilized for one of those prep standpoints, right, because we do allow you to scan your different subsets within your network.

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00:14:08.670 --> 00:14:17.910

Stephen Mirante: To truly tell you what's connected. Now this goes does. First off, go beyond what is being managed, right. So, we want you to if you don't have a good way to now.

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00:14:18.330 --> 00:14:27.870

Stephen Mirante: Inventory those other network connected items right. Maybe it's smart boards projectors printers, etc. The servers themselves access points, you name it.

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00:14:28.320 --> 00:14:40.230

Stephen Mirante: File waves inventory system allows you to bring all of those data points in inventory them group them and actually report against them for you or other non technical administrators that are asking specific questions.

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00:14:41.010 --> 00:14:53.700

Stephen Mirante: Now the asset management portion of firewall is completely, like I just said a complete asset management tool so complete inventory visibility reportable attributes against any and all device types any attribute

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00:14:54.240 --> 00:15:02.550

Stephen Mirante: Within those devices as well license management kind of spawns off of that right just keeping everything in compliance right as you're

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00:15:02.850 --> 00:15:12.570

Stephen Mirante: Acquiring new content or any license content for that matter, you kind of want to keep a good eye on how many we purchased. How many have been deployed all the way to where is it

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00:15:12.960 --> 00:15:18.150

Stephen Mirante: Right. So if you know coming up on to a refresh or dependent on how you may do it right now, within the district.

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00:15:18.570 --> 00:15:24.390

Stephen Mirante: You can actually send out different reporting a searches and say hey look, show me where these expensive software is

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00:15:24.690 --> 00:15:32.370

Stephen Mirante: Do they still need it. Do we need to buy more. Maybe not. We'll just uninstall it redeploy it completely over the air no touch right

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00:15:33.150 --> 00:15:45.780

Stephen Mirante: For the Windows and Mac side, we actually get a little deeper, because we do show you. Also, the usage Analytics. So how often contents being launched how long that's been run. So, this can be really useful to again for that renewable

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00:15:46.110 --> 00:15:50.160

Stephen Mirante: Content. You can say, hey, are we using it, you know, or we own it.

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00:15:50.760 --> 00:16:00.210

Stephen Mirante: This this school grade level is not using it. So let's pull it back and give it to another one right so allows you that quick visibility for again you and other non technical administrators

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00:16:01.050 --> 00:16:07.050

Stephen Mirante: Now the two last attributes, have we kind of added or I added to this this initial presentation because

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Stephen Mirante: These two are kind of stepping into the, the more patents and level of file wave right so self healing has been our way to protect your content as it goes out.

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00:16:17.370 --> 00:16:29.790

Stephen Mirante: And what that means is that you know that you you and your teams are deploying content and all you want to do is know that it works every day, right, because that's going to reduce Help Desk the Help Desk requests, etc.

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00:16:30.240 --> 00:16:36.570

Stephen Mirante: So the, the beauty behind file wave is that when you send out content file wave or you can actually set it to self heal.

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00:16:37.020 --> 00:16:48.390

Stephen Mirante: And by default, every 24 hours file always going to do a check in a soft check in and say, hey, does the machine look the way it's supposed to. Based on the administrators deployments, right, if anything, has broken

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00:16:48.840 --> 00:16:57.780

Stephen Mirante: Whether it's been corrupted by a virus or the end user, maybe accidentally or maliciously broke it moved it file is going to automatically put it back.

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00:16:58.260 --> 00:17:06.180

Stephen Mirante: Or better yet, and this has beneficial, whether we're in school or out is that they users can initiate that self on that cell function.

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00:17:06.480 --> 00:17:18.420

Stephen Mirante: So you're you administrators can, you know, as you kind of coach and teach your end users to hey if something doesn't work. It's okay. We set it to self heal. Go ahead and reboot your machine we bring that phrase truth.

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00:17:19.320 --> 00:17:29.940

Stephen Mirante: So just reboot your machine and upon reboot file is going to do again that soft check in and make sure the programs are intact. Right. The same way that you were originally deployed. Okay.

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00:17:30.570 --> 00:17:38.580

Stephen Mirante: Next is auto resuming deployments. The most prominent when devices are off premise, right, because you want to know that you can send content out

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00:17:39.060 --> 00:17:49.740

Stephen Mirante: But we all can agree that, you know, as certain programs deploy software or other applications. If the devices aren't on its it's kicking back or halfway through its the deployment.

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00:17:50.070 --> 00:17:58.740

Stephen Mirante: And users don't know that they're receiving content. So they're showing their laptop lid or again in school they're going from classroom to classroom. How are they supposed to know right

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00:17:59.280 --> 00:18:04.800

Stephen Mirante: So again, we bring in that kind of you know peace of mind, because when fall wave deploys content.

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00:18:05.610 --> 00:18:13.800

Stephen Mirante: If any interruption occurs, whether it's just a network outage or a closed lid file wave just pauses. As soon as that machine comes back online.

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00:18:14.130 --> 00:18:19.290

Stephen Mirante: Even if it's a completely separate network it resumes that deployment exactly where it left off.

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00:18:19.800 --> 00:18:26.040

Stephen Mirante: So this is also really beneficial for those larger programs that where you can kind of control the deployment timeline.

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00:18:26.310 --> 00:18:38.340

Stephen Mirante: Right. Maybe it's maybe you want to scale back or throttle your bandwidth, a little bit and say hey you know it's it's it's multiple gig so far. We'll go ahead and take a few days to get it out there, knowing that it can be interrupted all along the way.

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Stephen Mirante: Now lastly up there in the corner is we love talking about our API integrations because aside from the file wave toolset, it's ever more important, especially for larger districts to kind of

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00:18:49.350 --> 00:18:55.950

Stephen Mirante: Take a step back, look at the tools that we have and say, hey, how can we make these tools work together.

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Stephen Mirante: Right. It's all about the ecosystem, bringing the teams, bringing the tools unifying overall communications.

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Stephen Mirante: So with our open API we actually utilize that to integrate with a lot of different programs that schools are using

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00:19:09.300 --> 00:19:20.880

Stephen Mirante: Hey software is a great one that I know some Florida districts do you use, and it's it's beautiful. It's a beautiful partnership, because they utilize our tracking they utilize our device discovery and our reporting analytics.

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00:19:21.420 --> 00:19:27.420

Stephen Mirante: Just because it, we can now centralize everything that's in their system and vice versa communicates to way.

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00:19:28.020 --> 00:19:33.600

Stephen Mirante: Content keepers and other good partner from a filtering aspect and again I just I named those two, but there are several more

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00:19:34.110 --> 00:19:41.760

Stephen Mirante: Just because they you know they have shown the true value to you know the meaning of what we're trying to resolve here with with education.

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00:19:42.750 --> 00:19:52.680

Stephen Mirante: Now, the question always does come up is, hey file. We've. We know you've been around a long time and again we it's great that you are doing multi platform you know controllability, but how do you do it right.

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Stephen Mirante: We open honestly cannot do that without our partnerships and how we've, you know, kind of broken up our development teams across the different OEM

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Stephen Mirante: So as you can see, you know, that pretty much encompasses everybody. And it's really cool to talk about how file waves development team does you know does their development.

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Stephen Mirante: So as every operating system has its dedicated development team. And what's cool is is that that's how we're able to make quick changes as customers make requests on. Hey, can you do this or I think we feel this would be beneficial.

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00:20:24.510 --> 00:20:32.790

Stephen Mirante: Some of our customers attest to it is like, yeah, it's really great if it's a Windows. Windows issue or they want to just make a, you know, they thought of something smart and we didn't

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00:20:33.420 --> 00:20:38.580

Stephen Mirante: We can make that change very very quickly without having to interfere with the rest of the operating systems.

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00:20:39.270 --> 00:20:53.910

Stephen Mirante: With the Google partnership on the Chrome side, especially we're getting thrown all kinds of fun API's. So again, it's it is that kind of work alongside the, the Google sweet right now, but we're very excited throughout the rest of 2020. And what that's going to look like.

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00:20:55.440 --> 00:21:04.140

Stephen Mirante: Now it's always asked, of course, is how do we how do we, you know, build our infrastructure. What does that look like alright so I tried to cover all these angles based on so many conversations I've had

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00:21:05.310 --> 00:21:20.490

Stephen Mirante: So with with our server infrastructure we pretty much leave it up to you. Right. We do support on premise, also in the cloud. And so whatever your team is comfortable with, or you know what you're ready to go go live with. We support a array of virtual



149

00:21:21.990 --> 00:21:31.620

Stephen Mirante: Servers. So VMware Hyper V Linux CentOS, you name it, you can, if you've got a MAC, MAC server that works to Mac Minis where, again, we can host it

150

00:21:32.280 --> 00:21:38.850

Stephen Mirante: It's really up to you. But the real benefit comes with our boosters and those are those circles that you see kind of in there in the middle.

151

00:21:39.120 --> 00:21:43.950

Stephen Mirante: Now, for those organizations that have used Apple caching servers boosters have been

152

00:21:44.310 --> 00:21:51.390

Stephen Mirante: around much longer than those, but they serve. Kind of the same idea. Now the boosters themselves can be very low level pieces of hardware.

153

00:21:51.600 --> 00:22:02.640

Stephen Mirante: They do not have to be server spec, right, because this is where we don't want organizations especially education to have to look at funds, right, we need to buy more things to do this. Absolutely not.

154

00:22:03.270 --> 00:22:07.890

Stephen Mirante: You can go as little as as an old windows tower sit in a closet. Get ready to be just thrown out.

155

00:22:08.250 --> 00:22:16.080

Stephen Mirante: Put a base OS on it, decent sized hard drive. That's a booster. They can all be different. You can virtualize them, like I said, you can put this on a laptop.

156

00:22:16.650 --> 00:22:25.830

Stephen Mirante: But the idea is to build that deployment hierarchy, right. So, again, as you're, you know, managing 1000 students or 200,000 plus students

157

00:22:26.100 --> 00:22:36.600

Stephen Mirante: You can go ahead and assign boosters two different device groups. And so now when you're doing deployments, the booster is going to be doing the work for you instead of your main file Wave server.

158

00:22:37.140 --> 00:22:42.870

Stephen Mirante: And so it keeps your bandwidth very low dependent on your new you're not having to take it away from other sites or your overall

159

00:22:43.320 --> 00:22:55.230

Stephen Mirante: Organization, as you know, pick a group, maybe that's on there. Just, just take a, take a quick gander at it and say hey look today. All of you get office or again maybe a department gets Creative Suite, you know, that's a pretty large deployment.

160

00:22:55.680 --> 00:23:04.710

Stephen Mirante: So the boosters. Just going to communicate directly with the file Wave server one time and then deploy it locally. This is also how we can create a

161

00:23:05.430 --> 00:23:14.670

Stephen Mirante: Local imaging site based imaging for you as well. So you can go ahead and deploy those images and it's very beneficial right now. We just came off of a 30,000 Windows Imaging

162

00:23:16.830 --> 00:23:27.120

Stephen Mirante: And installation with another school. And so it's really beneficial as long as these devices are connected, you can go ahead and just get the devices image ready for the new year.

163

00:23:27.510 --> 00:23:30.750

Stephen Mirante: And I'll talk about imaging, a little bit more because we're all about thin imaging to

164

00:23:31.110 --> 00:23:41.820

Stephen Mirante: And all those you that are just like, yeah, we hate imaging. Yeah, it's, it's the nature of the beast. Right. And that's what's really cool about the upcoming windows MDM side is we're going to bring that the

165

00:23:42.450 --> 00:23:54.540

Stephen Mirante: Apple MDM feel right full transparency there, right there. They're trying to move to that they're still working out of a couple things, Microsoft, and we're working right along with them to make sure we can get that true over the air imaging

166

00:23:55.770 --> 00:23:56.790

Stephen Mirante: Compatible right

167

00:23:58.170 --> 00:24:02.010

Stephen Mirante: Alright so what I'm going to do now is quickly look at time. Okay, cool.

168

00:24:02.880 --> 00:24:11.700

Stephen Mirante: I like i said i'm going to go ahead and touch in the tool itself. Alright, so I'm using one of my my engineers servers that he is based in Texas. So you can kind of notice there San Antonio.

169

00:24:12.090 --> 00:24:18.570

Stephen Mirante: San Antonio is d is one of our customers as well that loves to tell their store. If you ever kind of want to go reach outside the state.

170

00:24:19.200 --> 00:24:27.990

Stephen Mirante: So the follow of UI is again the design is very simplistic. Right. We don't want to have to create complexities for your team. We want to kind of just again create that

171

00:24:28.260 --> 00:24:36.330

Stephen Mirante: Unity of the team, knowing that they can go into the same interface, no matter if I'm the MDM expert or I'm the windows expert or

172

00:24:37.020 --> 00:24:41.610

Stephen Mirante: New inventory tech right we want them all. Just to have familiarity with the tool itself.

173

00:24:42.330 --> 00:24:47.520

Stephen Mirante: And so everything is kind of organized, nice and neat. On the left hand side there. So I'm currently on the clients view.

174

00:24:47.730 --> 00:24:57.930

Stephen Mirante: Which the clients view within file wave is simply we're all your devices live right and so we have a lot of different ways that they can exist. You can have your all OS groups right just if you want to do.

175

00:24:58.860 --> 00:25:06.360

Stephen Mirante: Complete OS updates to all to a complete operating system all my windows. Right, no matter how many you can do that or

176

00:25:06.630 --> 00:25:12.540

Stephen Mirante: Maybe it's going, we're going to start with integrating with your active directory or as you're right you know you can bring those

177

00:25:12.870 --> 00:25:20.430

Stephen Mirante: Oh us directly in and that's usually a good starting point. Right. You were going to completely replicate that for structure that you've already spent your hard time

178

00:25:20.850 --> 00:25:30.990

Stephen Mirante: Doing and and then you can go ahead and group it out based on your buildings. Right. And so this could get pretty broken up but 10 depending on how organized. You want to be

179

00:25:31.500 --> 00:25:41.490

Stephen Mirante: And then obviously you can drill down into the department. So even though devices are leaving the building right and we go to a remote learning. Again, you're still going to have them assigned to different grade levels right

180

00:25:41.880 --> 00:25:54.450

Stephen Mirante: And so basically this math class, I can see that I have a little bit of everything right, I've got a Windows device and iPad, Android device. Now it comes down to what can we do from here, right. So just by double clicking a Windows machine. First off,

181

00:25:55.740 --> 00:26:02.880

Stephen Mirante: I'm going to first be able to see all the content that exists on a machine right how it got there is software. Is it an application isn't a document.

182

00:26:03.210 --> 00:26:08.460

Stephen Mirante: That the end user install it. Maybe they weren't supposed to write because we have admin rights block. So how did they get it on there.

183

00:26:09.030 --> 00:26:11.190

Stephen Mirante: Or again, maybe it's just available in the chaos.

184

00:26:11.940 --> 00:26:20.310

Stephen Mirante: The second tab is that quick and easy access to every attribute built in within that device right there's over 80 different fields that are automated

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00:26:20.640 --> 00:26:28.920

Stephen Mirante: Right serial number IP addresses checking into who is assigned to from a name aspect and it will change as it goes in and out of different hands.

186

00:26:29.310 --> 00:26:34.020

Stephen Mirante: But all of this content can again be reported against and all those reports can be automated.

187

00:26:34.530 --> 00:26:40.200

Stephen Mirante: One beautiful thing here too is that you can actually create custom fields, you can create as many custom fields as you want.

188

00:26:40.560 --> 00:26:51.390

Stephen Mirante: One of the more popular ones is simply P O number, right. Maybe you're you're getting ready. You're buying devices right now and you want to create a p o field in here that you can report against at any given time that you're being asked.

189

00:26:52.020 --> 00:27:04.110

Stephen Mirante: All right, next tab is the users tab. So this is really great, especially if you're in that, you know, one too many or again one per family rollout, because this is actually going to keep track of every single user

190

00:27:04.500 --> 00:27:12.750

Stephen Mirante: Logging in logging out. This is going to stay intact. It's going to be a running total right even if that device is completely refreshed re imaged

191

00:27:13.170 --> 00:27:19.410

Stephen Mirante: You're going to be able to go back and see, you know, who was on at what time. When did they log out. If you ever have to go back and doing an audit.

192

00:27:20.490 --> 00:27:29.490

Stephen Mirante: Now policies is kind of fall waves way to kind of direct the client that is on the machine itself. Right. So you can actually steer it away from communicating. If you

193

00:27:30.060 --> 00:27:35.970

Stephen Mirante: Are coming up on testing or certain point where you just want to make sure there's no changes to the device itself.

194

00:27:36.570 --> 00:27:43.050

Stephen Mirante: And then quick and easy right device tracking right and this is going to you'll see this looks very familiar across all the different platforms.

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00:27:43.530 --> 00:27:49.800

Stephen Mirante: So it's, it's funny because I always say, right now it's right now we're kind of worried about just are they in the same county

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00:27:50.520 --> 00:27:56.820

Stephen Mirante: Because we're not in the buildings. So I just need to make sure that, hey, you know, we've got some idea that they're, they're not in a different state.

197

00:27:57.540 --> 00:28:05.550



Stephen Mirante: Or things like that. Also, because I'm in a Windows machine. Here's how I can quickly access that machine. I can, I can jump in, take full control of it.

198

00:28:06.030 --> 00:28:15.690

Stephen Mirante: Now on premise devices district own. You don't have to have permissions. Right. You can, if I lab we're again desktop devices you can jump in as an IT administrator

199

00:28:15.930 --> 00:28:21.360

Stephen Mirante: Like I said, Take full control of it, do what you need to do on the fly, not have to wait for a user to prompt you in

200

00:28:21.960 --> 00:28:29.040

Stephen Mirante: Now other all of those other more personal one to one deployment given devices or off premise devices. More importantly,

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00:28:29.280 --> 00:28:36.510

Stephen Mirante: We still want to give that remote desktop functionality to to the administrators, but that is going to be a prompt the user as you can understand right for a lot of

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00:28:37.440 --> 00:28:39.810

Stephen Mirante: Certain you know qualifications. They're so

203

00:28:40.440 --> 00:28:49.350

Stephen Mirante: Quick and easy access that was all just by double clicking a Windows machine. Now I'm going to quickly change operating systems and go to an iPad. Right. So as you can see

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00:28:49.620 --> 00:29:00.390

Stephen Mirante: That the idea the the main the layout is very much the same. So obviously you can see there's quite a few more tabs. But again, we give you the all of the file set status, which is just our terminology for a payload.

205

00:29:00.780 --> 00:29:05.700

Stephen Mirante: So I can see everything that exists on that machine. Once again, I can see quick and easy device details.

206

00:29:06.120 --> 00:29:11.130

Stephen Mirante: But now we're going to get into the apple commands. We're going to log them. All right, every command that's been sent to this device.

207

00:29:11.460 --> 00:29:25.950

Stephen Mirante: All my managed apps deployed installed apps in general if I've deployed any documents all my profiles that are associated with this said device. And again, yes even position mapping right so you can go ahead and GPS locate an iPad, just the same.

208

00:29:26.460 --> 00:29:30.180

Stephen Mirante: Now we add if you've noticed here at the top we do give you the remote wipe option.

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00:29:30.840 --> 00:29:35.040

Stephen Mirante: But again, that's for iPad, specifically with a lot of the benefits of supervision.

210

00:29:35.280 --> 00:29:45.630

Stephen Mirante: You have a lot of the last smooth functionalities built within fall wave that that Apple has allowed us right so that's now, not the, you know, first thing you want to do, right. You want to put it in last mode, lock it down.

211

00:29:45.990 --> 00:29:57.240

Stephen Mirante: Which you can do right from far away just by quickly double clicking it right, it's all about file is all about efficiencies right quick and easy access to do the commands. I can lock this device right here. I can throw it in the last mode immediately.

212

00:29:57.510 --> 00:30:05.400

Stephen Mirante: I don't have to do a lot of things. I don't have to go in a lot of different places. Now real quick. I will, I will touch on a Mac, just so

213

00:30:06.960 --> 00:30:15.000

Stephen Mirante: You can see very easily that again. It's very much the same content device details all the apple commands, including that position map right

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00:30:15.810 --> 00:30:23.310

Stephen Mirante: And then the remote desktop for Mac as well. So, doesn't matter the iOS operating system that I'm on, I can still remote into these devices.

215

00:30:24.180 --> 00:30:29.430

Stephen Mirante: Now let's talk about Chrome for a minute. We know there's a huge influx of flux of that. And so again, as I mentioned,

216

00:30:29.760 --> 00:30:42.540

Stephen Mirante: far we've come. Completely managed from top to bottom. Every Windows, Mac, iOS, Android and Apple TV right all of those. The, the Chrome installation is that one operating system that we're going to work alongside the G. Sweet.

217

00:30:43.170 --> 00:30:52.230

Stephen Mirante: So again, that's our first goal is to bring unification to all you know visibility to all of your device types from one view, as you mentioned, I've never had to leave this screen, and I can see

218

00:30:52.530 --> 00:30:55.650

Stephen Mirante: All of my devices where they are. If I need to do some spot checks.

219

00:30:56.220 --> 00:31:04.020

Stephen Mirante: And so with the chrome the Chrome layout here is number one. It's simply a deployment of the file extension through the Google Console.

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00:31:04.410 --> 00:31:14.640

Stephen Mirante: Once that happens, your oh use structure automatically starts populating within follow if you don't have to touch it. So as the extensions are delivered to the different Chromebooks.

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00:31:15.090 --> 00:31:25.320

Stephen Mirante: When we've done hundreds of thousands over the summer already it's been it's been quick and busy. You'll, you'll then be able to see all your different devices within their different oh us. Okay.

222

00:31:26.250 --> 00:31:37.020

Stephen Mirante: Now, what, what kind of benefits this fall wave bring outside of the G. Sweet. Right. Some of the first ones are going to be things that you can do in the G sweet but you know can maybe be more

223

00:31:37.320 --> 00:31:44.460

Stephen Mirante: Too many steps, right. Number one is I can quickly create Morrow us right I can create my use my structure right in here.

224

00:31:44.730 --> 00:31:55.020

Stephen Mirante: Any changes any creations that I do within fall wave. They also a retroactive into the G sweet, so I don't have to do with both places. So just simply right quick. Right clicking I can create new oh use

225

00:31:55.650 --> 00:32:09.000

Stephen Mirante: I can also quickly drag and drop devices into different groups. And so this is always a fun topic, right, because it's it's a simple thing. But if you are managing 10s of thousands of Chromebooks, you know, just to move it from

226

00:32:09.390 --> 00:32:15.870

Stephen Mirante: group to group. It's not that easy or not that straightforward. I guess you could say in the G. Sweet. So you can literally just drag this on a new group.

227

00:32:16.200 --> 00:32:28.860

Stephen Mirante: Follow is going to make that change here, but also in the GAC right so kind of quick and easy changes. Now, again, we can we can double click on a device, but let me get one that's tracked because you can turn tracking on and off.

228

00:32:30.570 --> 00:32:43.710

Stephen Mirante: There we go. Alright, so what do we give you by double clicking a Chromebook, right. So we're going to still give you that same outlook on all the device criteria. Again, we know this. You can get this view, potentially in the GAC

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00:32:44.010 --> 00:32:52.440

Stephen Mirante: But it's not that quick and easy to access. Again, when you part when you kind of mirror this with file always reporting attributes.

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00:32:52.890 --> 00:33:00.330

Stephen Mirante: You can report on any one of these, again, it's been really cool to see different principles come up with different you know reporting aspects that they're interested in.

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00:33:00.600 --> 00:33:10.440

Stephen Mirante: As devices are sent out and need to be checking in with families and so they'll do like, hey, show me my Chromebooks that haven't checked in, in three days, knowing that our remote learning was scheduled from Wednesday to Friday.

232

00:33:11.040 --> 00:33:16.710

Stephen Mirante: All right, so we just want to make sure that, hey, our is our technical issues or is there something going on that we can help with

233

00:33:17.370 --> 00:33:19.890

Stephen Mirante: So again, any of these attributes can be reported on

234

00:33:20.550 --> 00:33:28.500

Stephen Mirante: We're also going to allow you to choose what type of Chromebook data you want to pull in. So if there's different attributes of that Chromebook, you can actually pull into a custom screen.

235

00:33:29.370 --> 00:33:38.640

Stephen Mirante: most beneficial. There is that users tab. Once again, just like the other operating systems. But again, if you're if you're having Chromebooks with it, which is very unlikely that you're not having some right

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00:33:39.150 --> 00:33:43.890

Stephen Mirante: Is that, you know, in the GA see that you can only see the last user logged in. That's it.

237

00:33:44.220 --> 00:33:57.360

Stephen Mirante: So again, this is, this is why file, we've added this to the value is because we wanted you to be able to come in here and do that audit history so you can come in here see every user that has been logged in and out of this at any given time, no matter how long ago.

238

00:33:58.020 --> 00:34:08.370

Stephen Mirante: And then yep position mapping. Just the same, right. So all the devices easily trackable from one operating system. So the other benefit is that I can also track.

239

00:34:08.790 --> 00:34:22.350

Stephen Mirante: multiple devices at one time. So I've got a Chromebook. I've got a Windows machine, and I've got an iPad. Right. So I'm going to show locations. So this could be a good way to say, oh no, all you know this is a problem.

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00:34:23.790 --> 00:34:30.750

Stephen Mirante: Unless they were allowed to have them home and maybe there are taking it upon themselves to take a little bit of a vacation this year. And so I can say I'm

241

00:34:31.410 --> 00:34:42.480

Stephen Mirante: We're in school. So these devices really shouldn't be out of the state. So something to kind of keep in mind there so you can track as many devices as you want. At one time and then again create a report against that.

242

00:34:43.080 --> 00:34:48.810

Stephen Mirante: Now within the tracking ability, we're going to be able to give you the last known IP address the latitude, longitude.

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00:34:49.290 --> 00:34:57.300

Stephen Mirante: All of that information is also exportable. So in the case you are in a true recovery situation and it's lost, stolen, whatever it may be.

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00:34:57.870 --> 00:35:04.140

Stephen Mirante: You know, we've had many, many different stories on how you know you can turn that over to authorities allow them to kind of track it to kind of keep yourself safe.

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00:35:05.070 --> 00:35:14.820



Stephen Mirante: The other part is, again, we are not tracking students and again from all the different compliance is that are out there, following does not retain any user data. We are we are very open about that.

246

00:35:15.090 --> 00:35:22.350

Stephen Mirante: We're all we only pull in username, but we we keep no end user data, but there has been some recent

247

00:35:23.250 --> 00:35:37.050

Stephen Mirante: Use cases that to where the parents have, you know, they don't know where their students are or their child is and to where the. Our customers have used this ability to kind of find that student and and there have been a couple

248

00:35:38.340 --> 00:35:48.510

Stephen Mirante: Safe stories, I guess, out of harm's way savings that out of this when the school year kind of first went into their remote learning attributes. So it's been a using a lot of different ways.

249

00:35:48.840 --> 00:35:56.130

Stephen Mirante: To just kind of again keep everything front and center. Now, that's all just from the one tab right quick and easy access to all my different devices.

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00:35:56.460 --> 00:36:06.480

Stephen Mirante: Now file sets is kind of where everything is going to live as far as payloads. Now again file sets is just a file. We've terminology for again payloads right software applications scripts, you name it.

251

00:36:07.050 --> 00:36:10.740

Stephen Mirante: And so you can your administrators can organize this however they see fit.

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00:36:11.730 --> 00:36:20.910

Stephen Mirante: And some some quick access ones here is for scripting. If you've got administrators, a love scripting you we support any and all script types, right, they can build their scripts. They can deliver them.

253

00:36:21.300 --> 00:36:28.230

Stephen Mirante: You can directly import something from a known destination, a file, a quick software pack or whatever it may be.

254

00:36:28.830 --> 00:36:38.580

Stephen Mirante: Software updates is, like I said, we're going to be we're going to pull in our direct integration with Microsoft and Apple so I can see all of my updates. Now for my max for my windows for my iOS devices.

255

00:36:38.940 --> 00:36:48.420

Stephen Mirante: TV iOS devices right from with here. And so again, especially for the larger districts. Right. We know that there are so many different updates out there. So if I uncheck this box.

256

00:36:48.810 --> 00:36:52.020

Stephen Mirante: Microsoft today has 16,000 updates that is today.

257

00:36:52.620 --> 00:37:01.620

Stephen Mirante: And we all, again, we know that that's not so much important to you. You only care about what updates are, you know, needed for your users. So that's why we've created that requested only

258

00:37:01.890 --> 00:37:11.460

Stephen Mirante: We use our smart client that again lives on the device to say, hey, just show me what's important to my users file wave and then you as administrators can decide how you deploy these out.

259

00:37:11.850 --> 00:37:22.470

Stephen Mirante: Whether it's just, hey, you know, go ahead and have you let them have it. Or maybe it's a little bit more sensitive. You want to push to a test machine first make sure it doesn't break anything and you can go all the way to making it

260

00:37:23.550 --> 00:37:31.980

Stephen Mirante: Self portal option as well. So the users can get it when they're, when they're ready. I'll dive a little bit more into patch management in just a minute on the flexibilities of deployment.

261

00:37:32.820 --> 00:37:43.530

Stephen Mirante: Profile manager. Right. So for those of you having Apple devices. But again, living right inside the ecosystem here. This is going to look very much familiar to you. If you're coming off of another MDM or new to MDM potentially

262

00:37:43.980 --> 00:37:55.080

Stephen Mirante: All of your payloads all of your profiles are built with it in here a stored within here and deployed from filing right and so since by wave has supported MDM for such a long time we do hold

263

00:37:55.680 --> 00:38:07.320

Stephen Mirante: Hold on to those older models as schools, you know, get are getting the use out of them. So if you have some of those older Macs or iPads, you can support the legacy iOS profiles as well. Alright.

264

00:38:09.030 --> 00:38:16.410

Stephen Mirante: Some other ones is obviously we give you a quick integration with the App Store. Now this is not used as much with the use of the volume purchase program.

265

00:38:16.650 --> 00:38:24.690

Stephen Mirante: But you have the ability to have both right. Since we directly integrate and pull in all those VP codes that could be purchased

266

00:38:25.350 --> 00:38:32.580

Stephen Mirante: If you want to deploy out a very simplistic MSRP kg. Boom, you got it right. If you just want to get it out. You don't care how it sent

267

00:38:32.910 --> 00:38:38.460

Stephen Mirante: Let it go. Right. But then talking more about the patented side of file wave is our file set magic tool.

268

00:38:38.940 --> 00:38:45.930

Stephen Mirante: And what's nice about this is this this go. This gives you a much more granular approach to your deployments.

269

00:38:46.410 --> 00:38:54.300

Stephen Mirante: And so what that means is that a lot of administrators are not used to having this much drill down control within their within their structure.

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00:38:54.570 --> 00:39:02.340

Stephen Mirante: So as you can see I literally can rip open any type of file any type of software pack and see every single file that lives inside of it.

271

00:39:02.670 --> 00:39:13.860

Stephen Mirante: But why is it that'd be beneficial. Well, number one, I can make quick and easy pre deployment changes. So if I need to deploy Office today and for whatever reason, certain departments aren't supposed to have PowerPoint.

272

00:39:14.310 --> 00:39:24.060

Stephen Mirante: I can come in here quickly locate the the PowerPoint section and remove it and then deploy it out or worst case right we've deployed it to everybody, it's living on

273

00:39:24.660 --> 00:39:34.380

Stephen Mirante: Hundreds of thousands of devices and then the decision gets made the benefit the biggest benefit here with following is that complete post deployment control.

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00:39:34.800 --> 00:39:39.870

Stephen Mirante: So again, you've deployed out content. Now you're getting now you know that you need to make a change.

275

00:39:40.350 --> 00:39:50.100

Stephen Mirante: You can actually drill down into that program just again, like you're seeing here. I can make any single file change within file wave. And let's just say it again, this is a 20 gig program.

276

00:39:50.460 --> 00:39:57.690

Stephen Mirante: But I need to update this executable. That's only 15 Meg. Once I make the change to that 15 meg file and hit Update.

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00:39:58.050 --> 00:40:05.340

Stephen Mirante: File wave only has to send out the files that changed. You don't have to deploy everything over again like a lot of other solutions.

278

00:40:05.640 --> 00:40:12.210

Stephen Mirante: So it's all about the granularity saving your bandwidth. But more importantly, making changes and anything

279

00:40:12.510 --> 00:40:24.450

Stephen Mirante: On the fly right not interfering with with learning throughout the school day. You can now deploy things because we're only impacting the changes. So we're getting away from that. Hey, I've got a schedule this complete

280

00:40:24.900 --> 00:40:29.220

Stephen Mirante: Rewind of that content, you can go ahead and do that now there's a good

281

00:40:30.750 --> 00:40:34.380

Stephen Mirante: Demonstration of where we can just go in and change the readme TXT file right

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00:40:35.190 --> 00:40:43.350

Stephen Mirante: Which, you know, why would that be creative, right, as we all know, some readme txt instructional parts of programs can be very comprehensive

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00:40:43.650 --> 00:40:57.030

Stephen Mirante: So we also give you the ability to kind of blow this all away and use a district can confirm your directions on how you want this to be used by your users. So everything is editable within file wave from from quick clicks. Right.

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00:40:58.020 --> 00:41:04.050

Stephen Mirante: Now as moving on to associations. This is where everything happens again staying in that we didn't have to go anywhere else.

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00:41:04.350 --> 00:41:10.920

Stephen Mirante: This is where all your deployments take place. This is how we associate based on how you want to break that down. So I'll go to my tech department here.

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00:41:11.550 --> 00:41:23.910

Stephen Mirante: And so let's just say I wanted to deploy a Windows application. So I can go ahead and drop it onto one Windows machine or I can drop it onto the whole group and fall wave knows this is a, this, this is only a Windows application.

287

00:41:24.570 --> 00:41:34.080

Stephen Mirante: Now once you make that drag and drop association to however you see fit. Again, one, one to one device or to a group, you have some flexibility there. You don't have to just say, Hey, go.

288

00:41:34.590 --> 00:41:36.870

Stephen Mirante: You can say, you know what, finally, let's back up a minute.

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00:41:37.440 --> 00:41:46.920

Stephen Mirante: Go ahead and deploy it right now, but don't activate it until tomorrow at 8am. Right. So I'm going to, you know, hide it in the background completely inaccessible the end users.

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00:41:47.340 --> 00:41:53.760

Stephen Mirante: And it's going to come pop up wherever I told it to its location inside a file or all right there on the desktop as I see fit. Right.

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00:41:54.720 --> 00:42:02.550

Stephen Mirante: I can also choose to make them inactive, if I want to. If it's time sensitive like state testing and then I can be completely proactive and say hey you know what

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00:42:02.940 --> 00:42:08.280

Stephen Mirante: Fireworks go out and uninstalled this at the end of September right just just deleted. Out of all machines.

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00:42:08.700 --> 00:42:14.430

Stephen Mirante: And so that's really cool how you can kind of just schedule out if you know criteria needs to come and go at different times.



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00:42:15.150 --> 00:42:25.230

Stephen Mirante: Now I purposefully clicked on a software update. So this is a Microsoft update because I wanted to show you this fifth option to because again we everyone on the call can understand that.

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00:42:25.650 --> 00:42:38.460

Stephen Mirante: As important updates come down. We as organizations need to remain in compliance. So you send out an update we tell our end users. Hey, you guys need to reboot your machines. This takes effect. And we all know they listen

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00:42:40.080 --> 00:42:52.200

Stephen Mirante: So we give you this reboot deadline so you can actually force that reboot. You can still create some flexibility, right, as we say the ability to just hate end users. You've got three days. Please reboot your machines or maybe a week.

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00:42:52.500 --> 00:42:59.340

Stephen Mirante: If it you know for large organizations, but guess what again. Bottom line, we as an organization have to be remaining compliance, so

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00:42:59.670 --> 00:43:08.400

Stephen Mirante: End users if you haven't rebooted your machines by next Monday at 9:48am no more delays, so they cannot hit that delete button, it is going to force that reboot.

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00:43:08.910 --> 00:43:23.970

Stephen Mirante: Okay, so if it is a reboot update or bottom line on any application. Again, you can just choose to make it a kiosk Association, and then we'll just live in that end users portal, they can go see what's made available to them and initiate that install. All right.

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00:43:24.990 --> 00:43:39.600

Stephen Mirante: Real quick, I kind of go rushing through the rest of year due to time here but Windows Imaging, we also do support legacy Mac imaging, as everyone in the apple world should know as you reach Sierra and beyond, up to Big Sur coming

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00:43:40.560 --> 00:43:49.050

Stephen Mirante: You'll use the new a PFS file sharing methodology, so no imaging. But if you have anything pre Sierra that you still need imaging for we do support that.

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00:43:49.560 --> 00:43:58.230

Stephen Mirante: But again on the Windows side we allow you to create those images deploy them over the network as you see fit or Direct Connect whichever whichever way works best for you.

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00:43:58.800 --> 00:44:07.380

Stephen Mirante: But I always like to point out at you know how small our images can get. And why is that because, again, we're not just an imaging solution. We're an imaging plus

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00:44:07.710 --> 00:44:15.420

Stephen Mirante: Right, because you can image your machines, get them ready. You don't have to sit there and think on what's what's important to this machine based on its group today.

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00:44:15.720 --> 00:44:29.280

Stephen Mirante: You can just image it baseline image even leave out the drivers, if you want to, as you can see right below that, and then let the device go once it's out there file wave can deploy everything after the fact, no matter what it is. Right. So it's all about quick and efficiency.

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00:44:30.450 --> 00:44:41.190

Stephen Mirante: The classroom section here is going to be our tie into Apple classroom. So if you if you are using Apple devices and you have that you want to utilize Apple classroom or are already

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00:44:41.640 --> 00:44:53.880

Stephen Mirante: This is our sync with that. We also give you a secondary view for some iPads and this looks like my my engineer is filtering last check in protocols, so it say, hey, show me all my iPads that haven't checked in three days.

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00:44:54.390 --> 00:45:01.980

Stephen Mirante: This is a simplistic, but also brilliant easy filter that is good for principles as well, right, because especially if you're dealing with

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00:45:02.550 --> 00:45:14.580

Stephen Mirante: The, you know, the devices that don't leave the classroom, potentially, or current model. It's like, Hey, why haven't these devices been out of the car in three days, two days, right, what, how many days is too many that we're not using the technology provided to the classroom.

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00:45:15.840 --> 00:45:18.750

Stephen Mirante: License management, like I said before, very straightforward.

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00:45:18.990 --> 00:45:26.880

Stephen Mirante: We're going to pull in all the VIP codes coming from Apple automatically, you're going to see how many of you have been purchased. How many have been installed.

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00:45:27.060 --> 00:45:34.260

Stephen Mirante: And like I said, as well. You can report against any of those as a file with show me all the machines that exists on right so we can do that audit as well.

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00:45:34.650 --> 00:45:42.540

Stephen Mirante: You can upload any other purchase order from any other software or other licensed content. Make it easily accessible. So if you have a

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00:45:42.750 --> 00:45:50.010

Stephen Mirante: An inventory tech or whomever other, you know, specific administrators and buildings, they can have access to just this. They don't have to have access to everything.

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00:45:51.210 --> 00:45:59.400

Stephen Mirante: Skip over boosters for for just a moment, and then last thing is our inventory query. So as I mentioned, following can act as your standalone inventory solution.

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00:45:59.880 --> 00:46:10.590

Stephen Mirante: For anybody first getting their hands on file wave just maybe in a test mode, we are also going to, we're going to give you all of these different templates to just show you some of the strength behind the queries that you can create

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00:46:11.100 --> 00:46:21.540

Stephen Mirante: You can just say, Hey, show me all my Windows machines or better yet, show me all my Windows seven machines that still exist, maybe show me which ones still have XP. They do exist.

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00:46:22.860 --> 00:46:32.670

Stephen Mirante: You know, which devices are on the iPads haven't been updated need to be updated, you can block all those updates as well as we're already on track for the iOS 14 upgrade. So here we go.

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00:46:33.240 --> 00:46:38.010

Stephen Mirante: All the way down to searching out different software, right, where does it live, who has it.

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00:46:38.790 --> 00:46:48.360

Stephen Mirante: And then kind of getting down into some of the more granular ones is show me all my machines with less than eight gigs of RAM, show me who's running out of hard drive space again last check in date.

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00:46:48.840 --> 00:46:59.010

Stephen Mirante: You name it. Right. And so here's some of our a haze integration poles as we're pulling different reports from their from their organizations and center centralizing it with flowers inventory searches.

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00:46:59.880 --> 00:47:08.940

Stephen Mirante: All of the queries that can be created and file wave can be automated to anyone. Right. So I always kind of step back and say, Are you know

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00:47:09.420 --> 00:47:18.900

Stephen Mirante: Do a self check and kind of quantify how many different programs or filters, you're being asked reports that you're being asked to create on the fly, right.

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00:47:19.230 --> 00:47:26.430

Stephen Mirante: Now you can come into file wave create that report that is important to you or that person and then scheduled to be continually automated

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00:47:26.760 --> 00:47:35.040

Stephen Mirante: So every Monday, Tuesday, whatever day of the week every once a month is can be the file wave can do an updated report and email it to those individuals automatically

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00:47:35.310 --> 00:47:42.450

Stephen Mirante: So you don't have to come in here, refresh it, and resend it file is going to do all of that work for you. All right, we're all about automation.

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00:47:43.980 --> 00:47:50.520

Stephen Mirante: Alright, so I am going to first check to see if there is any questions. I know we're coming right up on time here.

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00:47:51.540 --> 00:47:55.950

Stephen Mirante: So again, last thing, kind of just in closing I know I did share a lot

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00:47:56.610 --> 00:48:06.360

Stephen Mirante: So I do like to kind of cover this real quick. You know what's what's kind of next for you. So this was a very, very high level introduction on kind of how we're we're supporting all that, you know,

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00:48:06.840 --> 00:48:18.180

Stephen Mirante: What if connectivity going on. So we'd love to have a discovery call with you to kind of drill into what you're using. Now how long it's been it's been around. Is it is it fulfilling your needs right now. Or, you know, for the long term.

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00:48:18.780 --> 00:48:23.340

Stephen Mirante: will definitely be very transparent about costs. That's one of the things I love about what we do for education.

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00:48:23.670 --> 00:48:32.490

Stephen Mirante: Especially right now we've totally revamped the pricing model within file wave to kind of adhere to what's happening now and make it sure it's a sustainable.

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00:48:33.390 --> 00:48:38.850

Stephen Mirante: So we'll get we can drill down how everyone everybody gets a dedicated engineer through their kind of proof of concept.

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00:48:39.720 --> 00:48:44.970

Stephen Mirante: The main takeaway from today as I did touch on so many different things is fall wave is always all inclusive.

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00:48:45.450 --> 00:48:55.650

Stephen Mirante: We do not break out our modules. So file wave will always be all of the all there. No matter if you're just starting on windows were iPads or just need tracking for Chrome

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00:48:55.890 --> 00:49:03.990

Stephen Mirante: You're still going to have all the other attributes as you acquire more licenses that does include also an unlimited support model. Alright, so we do not

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00:49:04.500 --> 00:49:13.500

Stephen Mirante: Tailor that off. Right. Every, every customer gets the complete program itself, as well as support along the way and we do offer pro services as well.

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00:49:14.520 --> 00:49:22.890

Stephen Mirante: Last thing there from from license types again being I'm always open about it. We do provide both per license models as well as district site licensing.

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00:49:23.190 --> 00:49:29.340

Stephen Mirante: And this has been a really good flexible way for districts to know that there is just a flat cost. And now you can have whatever you want.

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00:49:29.730 --> 00:49:38.580

Stephen Mirante: Whether you know have 10,000 students and 25,000 devices or 200,000 students and 300,000 devices, your costs never changes anymore.

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00:49:38.970 --> 00:49:50.040



Stephen Mirante: Right, so it's a flat cost. Now you as an organization can still come bring in whatever device type and not have to worry about fishing for more management licenses you once you're at a site license you are solid

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00:49:50.940 --> 00:49:58.440

Stephen Mirante: So again, I really appreciate the time today. Hopefully I did keep that within somewhat of a time. I know it will try to keep it to 45 minutes but

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00:49:59.520 --> 00:50:10.800

Stephen Mirante: Yeah, I will. I know we have a couple minutes on happy to answer any questions whether they're in the chat or I believe Mike's can be unmuted. But I'm an open book, I can

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00:50:11.670 --> 00:50:15.840

Famis Florida6: Anybody wants to ask a question, do it in chat or some chat will unmute you.

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00:50:17.400 --> 00:50:19.800

Famis Florida6: I see one comment that they love the include the templates.

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00:50:22.830 --> 00:50:34.650

Stephen Mirante: Oh yeah so implementation. That's one of the beauties that we that we love talking about so we can actually for Windows machines and Chrome as well. We just did a 35,000 Chrome installation in two days.

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00:50:35.190 --> 00:50:39.000

Stephen Mirante: Because we use the G sweet and just send out the extension, the devices don't have to be there.

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00:50:39.570 --> 00:50:49.710

Stephen Mirante: The Windows machines, we can actually just utilize GPUs, or email a link, depending on how restrictive you've kind of locked down your devices or maybe you're purchasing devices right now from from

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00:50:50.400 --> 00:50:57.810

Stephen Mirante: Microsoft, whether it's HP Lenovo. I mean, any of them we can actually send a custom MSI to them. They can pre loaded on the device as well.

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00:50:58.320 --> 00:51:05.970

Stephen Mirante: Or again, we can deploy it out for the apple side of things we can utilize the DTP program, especially for coming off of a

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00:51:06.270 --> 00:51:13.080

Stephen Mirante: Another MDM we can actually export your, your profiles that you've built and import them into file wave. So that's a really good

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00:51:13.500 --> 00:51:21.900

Stephen Mirante: Question, right, especially with with not having time as we all know, in education, never enough time. So this is something our teams do help you with

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00:51:22.710 --> 00:51:28.380

Stephen Mirante: Like I said, if you do want to get your hands on file wave. It is a full production environment. We don't hide anything.

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00:51:28.650 --> 00:51:37.890

Stephen Mirante: And you do get that assistance from a dedicated se who was Michael at the very beginning, as I mentioned, and the cool thing is, before any district even looks at spending a dime.

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00:51:38.490 --> 00:51:43.110

Stephen Mirante: We want to have your environment up and running, right, because we're, we're all about proving it.

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00:51:43.590 --> 00:51:55.710

Stephen Mirante: We're all about putting it to the test. We want to make sure, ultimately, aside from products that it is the right fit for you, your organization, your team members and of course your students and staff so we we definitely put that

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00:51:56.760 --> 00:51:57.300

Stephen Mirante: Full front.

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00:51:59.190 --> 00:52:00.030

Stephen Mirante: Any other questions.

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00:52:05.730 --> 00:52:12.090

Stephen Mirante: Right. Oh, help desk so help desk is one of those areas. Another reason we partnered with

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00:52:12.660 --> 00:52:20.280

Stephen Mirante: With Hayes, because we do utilize the integration with their help desk as well. There's others out there like incident IQ there's in the gate, which is another one.

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00:52:20.790 --> 00:52:24.360

Stephen Mirante: But we can use our API to integrate with that kind of again centralized that

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00:52:25.230 --> 00:52:34.080

Stephen Mirante: If you recall, I know I didn't very fast, but in the clients view file way, you can actually create different comment files like hey out for repair. So you can do that here.

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00:52:34.260 --> 00:52:43.470

Stephen Mirante: But from a ticketing standpoint, again, never going to bounce around it. We that's where we kind of lean on a lot of our partners that do that, the best and will continue to do management. The best

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00:52:46.290 --> 00:52:49.140

Stephen Mirante: How hard is it to build a base image for Windows

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00:52:50.370 --> 00:52:51.510

Stephen Mirante: Very, very easy.

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00:52:52.620 --> 00:53:07.620

Stephen Mirante: You can actually create an image and obviously within, within a few minutes if you know kind of what you need to do. You can bring in the OS, the base OS that you need and then customize it as you see fit. And then deploy it out, depending on your level of connection for those devices.

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00:53:08.850 --> 00:53:17.970

Stephen Mirante: Does this work for BYOB. Absolutely. So that's one of those beautiful things that you don't have to worry about. You can still assign the client to a user or a profile to an Apple device.

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00:53:18.390 --> 00:53:27.840

Stephen Mirante: And still have that connection right we're saying, hey, parents, we're still going to be able to deploy content to your family owned device. No problem. We're going to leave your personal stuff alone.

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00:53:28.320 --> 00:53:35.640

Stephen Mirante: But now we're going to be able to deploy software documents learning criteria right content that we know we found beneficial.

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00:53:36.300 --> 00:53:45.600

Stephen Mirante: You know, zoom, obviously we know that was kind of good and bad at the same time, but that was one of the things that that our customers use this as soon as that launch, just to play that out.

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00:53:48.600 --> 00:54:03.030

Stephen Mirante: lockdown browsers to payloads or two to be rowdy, I don't believe that is accessible because, again, if it's more of an on prem right I'm talking more external I believe if they're on prem, we may have some ability to do that.

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00:54:04.500 --> 00:54:10.260

Stephen Mirante: How many Florida school districts are using the product. So there are just about a handful in throughout Florida.

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00:54:11.310 --> 00:54:17.010

Stephen Mirante: So I'm definitely able to share that I know our, our friends at Seminole County have been really great over the years.

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00:54:17.670 --> 00:54:23.250

Stephen Mirante: The crew of manatee has been good for over the years, and they're kind of going through that big shift as well from the device type

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00:54:23.670 --> 00:54:34.230

Stephen Mirante: Henry County is is one of those other ones from a smaller one. But again, yeah, I'm an open book there too. I'm happy to introduce anybody if you want to shoot me a quick email, I'll run that down for you as well.

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00:54:37.290 --> 00:54:38.100

Stephen Mirante: Love questions.

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00:54:42.120 --> 00:54:42.750

Stephen Mirante: All right.

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00:54:44.010 --> 00:54:53.940

Stephen Mirante: Going once, going twice. I'll turn it back over and again I do appreciate the time this morning. Good luck with the rest of the the event and hope to maybe see you on some other sessions this afternoon.

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00:54:54.630 --> 00:54:56.070

Famis Florida6: Great, thank you. Stephen and

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00:54:56.580 --> 00:54:58.320

Famis Florida6: We have a door prize from famous to give out

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00:54:58.830 --> 00:55:04.440

Famis Florida6: So how would you like to handle that want to do a random wheel or you have a question or anything that you'd like to ask those spinning

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00:55:04.920 --> 00:55:06.570

Stephen Mirante: Do a random wheel. That's so that's okay.

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00:55:07.830 --> 00:55:09.540

Famis Florida6: Share the screen and see if this works.

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00:55:09.990 --> 00:55:14.130

Stephen Mirante: Okay, let me unlock my character of this here.

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00:55:15.420 --> 00:55:19.380

Famis Florida6: So if I share this. Let's see if you guys see I see the wheel.

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00:55:21.120 --> 00:55:21.960

Famis Florida6: Starting to share

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00:55:23.310 --> 00:55:28.380

Famis Florida6: Yep. Alright. So I typed in the people who are on the call. We're going to tap into spend

388

00:55:31.380 --> 00:55:33.120

Famis Florida6: Winter Roku is

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00:55:34.260 --> 00:55:38.040

Famis Florida6: Adam Walker looks like. Oh no, I call it too soon.

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00:55:41.220 --> 00:55:55.380

Famis Florida6: So Andrea, I will need to have your, your mailing address, since this is a virtual conference and you're not here to run up and pick up the Roku, so if you would email me and I'll put my email address in the corner, your mailing address and

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00:55:56.610 --> 00:55:59.430



Famis Florida6: You'll be sent a Roku great guys.

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00:56:00.660 --> 00:56:04.920

Famis Florida6: And thank you so much for the presentation, I think, was quite beneficial. I know I learned a lot and

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00:56:06.180 --> 00:56:07.380

Famis Florida6: We'll, we'll go from there.

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00:56:07.740 --> 00:56:10.620

Stephen Mirante: Alright, sounds good. Thank you very much. Thank you, guys.