

Playbook: Device Refresh / Back to School

Step into the 'Device Refresh' Playbook, your go-to resource for handling large-scale device re-enrollments. Suitable for any organization, this playbook simplifies the process from device auditing to post-enrollment support. Discover how to utilize FileWave's powerful features for automation, security, and effective communication. With this playbook, achieving efficient device management has never been easier.

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Back to School / Device Refresh Introduction

Introduction



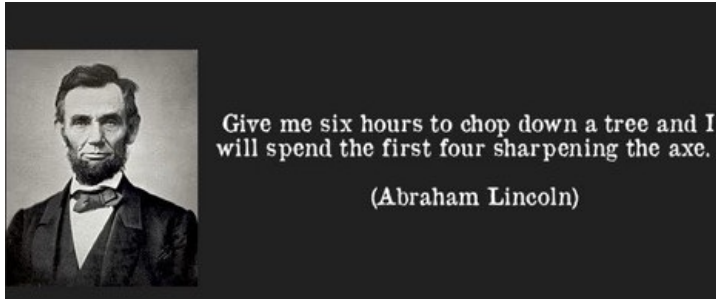
As we head into the fall, many organizations find it's a prime time to refresh, replace, and (re)Enroll devices. Whether you're an academic institution preparing for a new school year or a business updating your technology for the next fiscal year, the task of managing, replacing, and (re)Enrolling devices is a significant one.

With FileWave, our comprehensive toolsets allow you to streamline these projects and ensure a smooth transition. Our system is designed to be efficient, effective, and user-friendly, regardless of your organization's industry. Here are some best practices we recommend for device (re)Enrollment/replacement that will help make your project a success:

- [Preparing for \(re\)Enrollment](#)
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Considering the above practices and how they can/should apply to your organization will ensure a smooth and efficient device refresh and (re)Enrollment process for your organization. And FileWave's features will help you here as well, but keep in mind...you don't have to go it alone! Our Professional Services team has years and years of experience, and we'd be happy to help you with your project at quite reasonable rates. You can reach our team at professional.services@filewave.com.

Preparing for (re)Enrollment



As with all projects, preparing well for your device refresh project before the project start is THE key to success. Hoping the project will go well without proper preparation is simply a recipe for failure, and none of us want that! So, here are some things to consider before you start, and how FileWave capabilities can help:

Device Reclamation

- Step one of a refresh is usually about retrieving devices that are already in the field. Are you needing to do that? If so, you'll want to consider:
 - Is it important to know from whom or from where the device came? Let's look at an example:

Brian is running a project to retrieve and reassign all iPads in his district. 2/3 of the devices will simply be retrieved, wiped, updated, and (re)Enrolled with new users. However, 1/3 of his devices were on a 2 year lease, which is now at an end. Those devices need to be retrieved and returned to the lease company.

Brian is going to do an on-site student return of devices in three locations, with a technician receiving devices at each. Now, Brian could instruct his team to record the serial number or asset tag from each device, and compare it to the spreadsheet of leased devices, thus determining whether it goes into the "return" or "re-assign" pile. But, that would be cumbersome, slow, and error prone.

FileWave tools to the rescue! Because the serial numbers to return are known, a custom field called "Return?" can be created weeks before devices are returned, and that field can be populated by a simple import from the spreadsheet. With that data, custom wallpapers can be assigned to devices ahead of return (like a yellow lock screen background), that allow the technician to simply look at the lock screen, and immediately know which pile the device goes into!

- Or maybe we simply want to track who returned a device and who did not?

Emily is running a summertime project to replace all of the Windows devices in the Finance department. "Department" is assigned as a custom field within FileWave, so Emily uses that list of devices as her guideline, and she has decided to use a custom field to track device return. It is a simple true/false field. And, as each device is returned, Emily will simply change the custom field from False to True. Using FileWave Anywhere and looking each device up quickly by asset tag will be a great way for her technicians to get the job done quickly (and to report status).

- There are a lot of different scenarios regarding device retrieval, but the key thing to keep in mind is that your FileWave tools can be used to make this process much more simple, so keep them in mind as you make your plans.

Content:

If devices are coming into the environment, you are going to want to put "stuff" on them. And that stuff is software, configurations, and utilities...aka filesets. So two questions to ask yourself about content:

- Do I have the content built that I need to deploy?
 - VPP Apps are pretty easy, but do I have licenses already? (Day-of-enrollment license procurement is a BAD IDEA...work ahead here as much as you can)



- If I have more complex filesets, are they built and tested?

- For software, make sure to build filesets ahead of time and thoroughly test everything is working
 - For restrictions, are they new? Do you know how they will actually behave in production?
- Do I have an appropriate structure built (i.e. groups and smart groups) to appropriately assign my content? Examples:
 - If I am assigning a restriction profile to student devices, do I have a way to delineate student devices from staff?
 - Groups, smart groups and LDAP groups are all great options here!
 - If I am assigning content to a geographic location (such as an office address or a particular school), have I established that in FileWave?
 - Custom fields may be a great way to do this if you don't have a hook into a directory to rely upon

Pre-Assigning Content:

Did you know you can pre-assign content for FileWave managed devices, even BEFORE they are enrolled in your system? You can...devices can match based on serial number, mac address, and even just the device name. This means you can setup everything we have mentioned above in a simple csv import, and have everything ready to go before anyone yells "start your engines"!

What does this mean practically? It means you don't even necessarily need to touch a device before it is assigned to your users...you can let them do the unboxing, and we'll take care of the rest.

Documentation/Process:

Want success? Write down your plan, share with your colleagues. Everything you don't document will be a question asked of you on D-Day. So, for your own sanity plan and document items such as:

- Physical deployment: How am I going to give devices to people?
 - Drop ship individually?
 - 200 students in a gymnasium at a time?
- Consider infrastructure: Can my wi-fi handle 100 concurrent devices in that room?
- How am I going to record to whom I gave any particular asset?
- Acceptable Use Policy (often overlooked)...do you have one?

In general, just think it through before you start. This isn't rocket science, but if you don't plan, you'll feel like it is!

During (re)Enrollment

The actual (re)Enrollment phase is where the rubber meets the road regarding your planning effectiveness. No planning is ever perfect, but the more prepared you are, the more successful you are going to be.

During the enrollment and (re)Enrollment phase, the process becomes more hands-on as devices are reset, reconfigured, unboxed, assigned, and redistributed. That is a lot of steps, but this doesn't mean that the task has to be overwhelming or complicated. With FileWave, you can utilize a range of tools and features to make the (re)Enrollment process smooth and efficient, and we have a list of best practices for you to follow too.

Start Small

Your process was written as 1) Unbox, 2) Assign Asset Tag, 3) Affix Tag, 4) Put device in case. But you find out with your first batch of devices that the user needs to read the asset tag in a later step, but they can't see it because of the case being in the way. Now, do you want to find that out with a 500 students in the room, or 5? It is by far best to approach the day in small batches, and scale up as the system is proven effective.

Employ Efficient (re)Enrollment

Once your system is proven, batching or grouping (re)Enrollment is an effective way to manage the process without becoming overwhelmed. FileWave provides capabilities to organize devices into logical groups based on your organization's needs, such as by department, device type, or user role. This allows for batch operations, enabling a more organized and efficient (re)Enrollment process.

Don't Bite of More than You Can Chew

I have 5000 devices, surely I can enroll them all at once, no? No. There are many considerations to the enrollment process. Some are physical...for instance, how many boxes can actually be opened by 3 people in 10 minutes? But others are more subtle. For instance, enrolling Apple Devices concurrently means a lot of requests going to Apple at the same time, and there could be processing bottlenecks both on your local server and in the cloud. And the thing everyone forgets about is the actual network itself...can it handle all of that traffic at the same time?



In most environments, there is a natural "upper limit" to enrollment concurrency that you don't want to go beyond. So, start small, get bigger until you run into an issue, and then back off a bit to a comfortable pace. Slow and steady wins the race!

Device Preparation

Taking a cue from our previous section on 'Preparing for Enrollment', remember to reset devices to factory settings before initiating (re)Enrollment. This will ensure that any residual data or settings from previous users do not interfere with the new user experience. For new devices, make sure to consider the physical steps of unboxing, dealing with recycling, affixing asset tags, and even the ability to plug the device in. (And of course, you can use FileWave to send "wipe" commands to devices in preparation)

Automate Where Possible

FileWave's automation capabilities can significantly reduce the time and effort spent on (re)Enrollment tasks. Here are some areas where automation can be beneficial:

- **Device Naming:** Use FileWave's custom fields and scripts to automatically generate and assign device names based on your organization's naming convention.
- **Placeholders:** Mentioned in the last article, placeholders are a great way to pre-assign content based on smart groups and custom fields.
- **App Installations:** Leverage FileWave's app deployment features to automatically install necessary apps and updates during the (re)Enrollment process. This ensures all devices are equipped with the necessary tools right from the start.
- **User Preferences:** Set user preferences and settings in advance using FileWave. These can be applied automatically during (re)Enrollment, reducing the need for manual configuration and ensuring a consistent user experience across all devices.

Monitor Progress

FileWave's device monitoring features allow you to keep track of the (re)Enrollment progress. Use custom fields to mark devices as "(re)Enrolled" or use FileWave's dashboard to monitor device status in real time. This can help identify any issues early on and allow for quick resolution.

Remember, the goal is to make the (re)Enrollment process as seamless as possible for both your IT team and the end-users. With careful planning, efficient batch processing, and the extensive use of automation, FileWave can help you achieve this.

Manufacturer Specific Considerations

Apple Specific Considerations

FileWave loves Apple, and so do our customers. If you happen to be one of the organizations that have chosen to incorporate Apple devices into their infrastructure, from iPads to MacBooks, here are some crucial considerations for a successful refresh and (re)Enrollment:

The Apple Program Considerations

You no doubt already know about the various Apple Programs, such as ABM/ASM/VPP/DEP/MDM and even APN. Each of these programs, explained below, provide critical roles during device enrollment. As with everything else (re)enrollment, pre-work is good work, and each program has its own pre-requisites (and sometimes lead-time). You'll want to review the specifics of each below:

Apple Push Notification (APN)

Apple Push Notifications are the method by which FileWave initiates communication with your devices through the Apple MDM framework. Every FileWave server must have a valid APN token assigned, and it must be refreshed annually. Before any major project, you should make sure your APN has plenty of life left (and you can renew early).

Apple School Manager/Apple Business Manager Integration (ASM/ABM)

Apple School Manager (for educational institutions) and Apple Business Manager (for businesses) are central to the administration of Apple devices. When integrated with FileWave, these platforms provide granular control and enhanced capabilities. They allow you to:

- Purchase and distribute apps and books in volume: Ensuring the right apps are available for the right users at the right time.
- Create Managed Apple IDs for students and staff: Managed Apple IDs provide a suite of services, including iCloud, collaboration with iWork, and Classroom for student-teacher interaction.
- Configure and update device settings: You can set up device configurations, restrictions, and more, ensuring the devices align with the organization's security policies and operational needs.

But, you can't use these programs if they aren't established and integrated with FileWave. So, in particular if you are setting up a new environment, you'll want to give yourself plenty of time before your project to enroll.

Volume Purchase Program (VPP) and Device Enrollment Program (DEP)

The VPP ([Volume Purchase Program](#)) and DEP ([Working with Apple's Device Enrollment Program](#)) play a critical role in managing applications and automating device enrollments. Their integration with FileWave allows for:

- Pre-assignment of essential apps/licenses: Save time by pre-assigning devices with required software before they land in the user's hands.
- Automatic device enrollment: With DEP, devices are automatically enrolled into your management system when activated, ensuring they are immediately ready for use, and remain under management

VPP and DEP also require initial setup, and shouldn't be left to the last minute. DEP profiles control device configuration at setup time, and you'll want to make sure you procure all licenses through VPP well ahead of time to avoid last-minute congestion on Apple systems. (Remember you aren't the only organization enrolling 5,000 devices today).

Using FileWave's DEP profile assignment wizard is a great way to pre-configure your devices automatically, even before they leave the box.

Apple MDM Framework (and known issues)

Apple were very innovative with the creation of the MDM framework, and it allows for controlled management of endpoints through known, controlled mechanisms. It is very structured, and means that MDM vendors provide support in very common and defined manners. Knowing for instance that an MDM command to InstallApplication X won't be able to run until the push notification is able to be sent to the device plays into your capacity planning for (re)enrollment. So, it is structured, but it (like any other system) isn't perfect and there are some additional recommendations we'd make to ensure success:

- Work ahead as much as possible, especially with application licenses...during times of very larger enrollments (particularly in schools in the early fall) there can be tremendous load on Apple services, slowing down throughput...but if you licensed 3 days before you need them, you have no worries
- Only purchase what you actually need
 - Many customers say "the license is free, so I'll buy 10,000 even though I need 100". Don't do that. Every license you purchase does create system load, even if you don't end up using it. It can massively impact VPP sync time, so less is more here.
- Eliminate Antiquated applications
 - There have been reports of iPads, in particular, having an issue when applications are assigned to them that are no longer available in the App store. In certain circumstances, attempted installation of these apps can make the mdm client stop responding on the device, and a reboot required.
 - For best results, try to keep your list of applications in the environment as lean as you can...organization standards and approval processes here can be quite useful
 - Identify and remove "no longer available" applications from your device assignments
- Keep a mindful eye
 - There have been reports (and we have witnessed it internally as well) of macOS mdm clients dying over time. We believe Apple are working on addressing this issue, but in the meantime, please see the below articles on working

around this particular issue

- Work around some known OS Update issues: [Reported Issues with macOS Software Updates](#)
 - We know that Apple MDM can get stalled: [Address Stalled MDM Commands](#) which can cause a slowdown for you and make it harder to patch systems. Review that article for a workaround, but ideally open a ticket with [Customer Technical Support](#) and with Apple so that we can all push harder for a fix from Apple.
 - [Nudge for macOS Software Updates \(macOS Script\)](#) is one workaround that many people like for macOS patching.
 - [S.U.P.E.R.M.A.N. for macOS Software Updates \(macOS Script\)](#) is another workaround that is also really great.

Non-VPP Apps

Everyone has some apps that aren't in VPP that they need to push out. If filesets, fileset magic, .APP installs and custom filesets aren't quite enough options for you :, take a look at [Installomator - The one installer script to rule them all \(macOS Script\)](#) to easily push out over 450 different applications. Completely opensource, and completely super!

Use the Kiosk

With all platforms, but particularly iOS/iPadOS, using the Kiosk ([Kiosk](#)) to allow your customers to easily and effectively install pre-approved applications and profiles will help you both:

- Maintain your sanity
- Mean that your customers can install any needed app, whenever they need it

Microsoft Specific Considerations

FileWave may love Apple, but we also love Microsoft Windows. (In the same way that you don't have a favorite child)

Microsoft's Windows platform is widely used in various organizations due to its versatility and familiarity. For a successful device refresh or (re)Enrollment of Microsoft devices, these factors should be considered:

Windows Autopilot and MDM

Windows MDM ([Microsoft Windows MDM](#)) offers an advanced set of capabilities that allow IT teams to pre-configure Windows devices for immediate deployment. With FileWave and Autopilot working in unison, you can:

- Preassign necessary apps and software, saving users from manually installing crucial business applications.
- Configure user-specific settings, offering a personalized experience from the first use.
- Enforce security protocols and settings to maintain a secure environment across all devices.

Imaging Systems when you can't get to MDM-only

Depending on your situation you may not be able to simply enroll devices in Windows MDM and let Filesets install and configure everything. If that's where you are at then take a look at:

- [Network Imaging / IVS](#) - Filewave's official supported solution to put images on bare metal.
- [PSImage - Alternative Windows Imaging](#) - If you want to learn how to use Microsoft standard tools and build out an alternative workflow then take a look at this. It ties in to FileWave, but was built as an alternative by Professional Services and is more of a DIY solution for those who like to customize everything in their workflow.

Client Deployment

If dealing with enrollment of an existing fleet of devices, but one not yet under FileWave's care, remember that you can create a custom FileWave Client installer at custom.filewave.com. This client installer is a standard MSI installer and can be distributed manually, through a GPO, or even through a legacy management system. It is very flexible, and when combined with the use of placeholders and custom fields, you can pre-assign all device content to deploy automatically on enrollment.

Active Directory Integration

It isn't isolated to only MSFT of course, but Active Directory (AD) or AzureAD are usually an integral part of user management in the Microsoft ecosystem. By integrating AD with FileWave, you can enhance user and device management, including:

- Synchronization of user accounts and groups between AD and FileWave.
- Automation of device assignments based on AD group membership.
- Implementation of access control and device policies based on AD user roles.
- Integration of AD based data into FileWave for super-granular device and user-control

Updates and Patch Management

Microsoft consistently releases updates for Windows OS and their suite of office applications. An effective patch management strategy is crucial to maintain security and productivity. FileWave can:

- Schedule and manage updates at convenient times, reducing disruption to productivity.
- Automate the installation of critical security patches, keeping your device fleet secure.
- Provide alerts about outdated software, allowing for quick remediation.

By considering these manufacturer-specific aspects and leveraging FileWave's integrations and capabilities, you can ensure a smooth and efficient device refresh or (re)Enrollment process.

- ✓ Utilize solutions like [Microsoft winget](#) to patch 3rd party applications.

Google Specific Considerations

FileWave support two very distinct Operating Systems from Google: Chromebooks, and Android based devices. Each platform has its own specific considerations.

Chromebook Integration

Unlike other supported platforms, FileWave support of Chromebooks is primarily centered around gathering device information, and OU management. It is a very effective tool for quickly finding and particularly moving devices between OUs, which can quickly change their settings and extension assignments. (As well as location lookup)

But, you can't manage them if they aren't enrolled. Thankfully, enrollment is an ALL or NOTHING integration for FileWave and Chromebooks. You'll need to do the one-time configuration, but you'll immediately have management of ALL ChromeBooks in your organization without touching each device.

Chrome Education Upgrade/Chrome Enterprise Upgrade and Android Enterprise

These services provide advanced device management capabilities for education and enterprise customers. When integrated with FileWave, they offer:

- Access to device and user policies: This ensures consistent application of your organization's rules across all devices.
- Theft prevention with lost mode: In case a device is misplaced, you can lock it remotely, ensuring your data remains secure.
- Advanced device reporting and health checks: Regularly monitor the status of your devices and troubleshoot any issues swiftly.

Android: Google Play Store Management

With the vast library of apps available on the Google Play Store, effective app management can be challenging. FileWave's app management features allow you to:

- Manage app distribution and ensure compliance: Keep track of your app installations and report unauthorized installation.
- Customize app settings and access per user or user group: Personalize the user experience and maintain a secure environment.

Google as an IDP (Identity Provider)

Tangentially to both above platforms, the FileWave system itself allows for authentication of FileWave admins through Google IDP services.

By considering these manufacturer-specific aspects and leveraging FileWave's integrations and capabilities, you can ensure a smooth and efficient device refresh or r(re)Enrollment process.

Post (re)Enrollment

After the (re)enrollment process is complete, the work doesn't stop. The post (re)enrollment phase (also known as the day-to-day phase) is equally critical to ensure a smooth transition for end users and to maintain the security and performance of your organization's devices. Here's what this phase might look like with FileWave:

Ensure Software Updates

The first step after (re)Enrollment is ensuring that all devices are running the latest software versions and security patches. Regular updates are crucial for the performance and security of your devices, and can also introduce new features or improvements. FileWave's device management tools can schedule and automate these updates, ensuring all devices stay up-to-date without requiring individual attention. Additionally, you can report on status as well to identify any outliers.

Proactive Maintenance

A good IT is an invisible IT, and there is no better way to be invisible than to predict and correct problems BEFORE they occur. How is this possible? Make sure everything is updated, as listed above, but also use FileWave's amazing inventory and custom fields to report on issues before the customer even notices. You don't need to wait for Jen to call the support desk reporting that she can't install her needed application, when we were already aware that she was running dangerously low on free disk space.

Empower Your Customers

One of the things FileWave excels at is the ability to allow your customers to install content without being admins on their machines. This means secure workstations and empowered customers. Pavel doesn't need to call the service desk to install Photoshop if it is sitting in his Kiosk App just waiting for him to click "install".

Provide User Training

While FileWave helps streamline device management, the end users – your staff or students – also play a vital role in the effective use of their devices. Utilize FileWave's resources to conduct training sessions that cover important topics such as device usage, application features, security protocols, and best practices. Training can be tailored based on the user's role and the device they are using, ensuring that everyone gets the most out of their technology.

Set Up a Support System

Despite the best preparation and training, it's inevitable that users will encounter technical issues or have questions after the (re)enrollment process. To address these issues, implement a support system that utilizes FileWave's reporting, remote control and help desk features. This system can provide real-time device status reports, integrate with support ticket systems, and enable IT staff to quickly troubleshoot and resolve technical issues. It also provides users with an easy and efficient way to get help when they need it.

- [Filewave - Incident IQ](#) - IncidentIQ is one example of a ticket system that integrates well with FileWave. Look for a solution that will tie your systems together like IIQ does with FileWave to streamline your processes.

Feedback and Review

Finally, post (re)enrollment is a great time to gather feedback and review the process. Engage with your customers to learn about their experiences, and use FileWave's reporting capabilities to analyze device status, success rate, and common support issues. This information can be invaluable for refining your future device refresh and (re)enrollment strategies.

Remember, the goal of the post (re)Enrollment phase is not just to ensure everything is running smoothly, but to set the stage for continued success. By keeping software updated, providing comprehensive user training, setting up a robust support system, and learning from the process, you'll be well-positioned for future device management tasks.

Communication

Communication is a crucial element in every step of the device (re)Enrollment process, and it doesn't just stop once (re)Enrollment is completed. In fact, effective, clear, and consistent communication becomes even more important during and after the (re)Enrollment process. FileWave provides a variety of communication tools that can be harnessed to maintain dialogue with users. Here's how:

Maintain Clear Communication



Use every means to communicate to keep all stakeholders informed about the (re)Enrollment process, and about day to day management afterwards. This includes regular updates about the status of (re)Enrollment, what users can expect during each phase, and their roles and responsibilities throughout the process. And afterwards, using the same channels (emails, team chats, etc) you can continue information flow about things like security patches, maintenance windows, etc.

For instance, communicate the schedule for device returns or new device distribution, and the process for data backup and device re-setting. Be clear about any actions that users need to take, such as completing training or reporting technical issues. Timely and clear communication can help minimize confusion and ensure the process runs smoothly.

Facilitate Two-Way Communication

Encourage users to communicate their questions, concerns, and feedback throughout the process. This can help your IT team identify and address issues promptly, and can also make users feel more involved and supported in the process.

Post-(re)Enrollment Communication

Even after (re)Enrollment is complete, it's important to maintain communication with users. Send out regular tips or tutorials, notify users about new apps or features, or update them on security protocols, all enabled by your investment in FileWave.

Communication is the key to ensuring that everyone understands their role in device management and can make the most of their technology. With FileWave's tools, supported by clear, consistent and continual communication throughout the IT lifecycle, you can make sure that your organization will thrive.

Security

In our increasingly interconnected world, security is not just a luxury, it's a necessity. As your organization undertakes the device refresh and (re)Enrollment process, it's essential to prioritize device security at every stage. FileWave provides a variety of tools that can help you enforce security protocols and provide a secure operational environment for your users. Here's what you can do:

Prioritize Device Security



From the onset, it's crucial to enforce security protocols on all devices. This includes installing security updates, setting secure device settings, and ensuring the proper configuration of all software. FileWave's device management tools allow you to automate these tasks, ensuring that all devices adhere to your organization's security standards.

- You'll need to ensure that you are actively patching all of your systems to avoid painful situations.
- If you have local admin accounts think about solutions like [Integrating EasyLAPS with FileWave](#) for macOS that will rotate the password in a secure way. Remember that when someone leaves your organization they may know a password that is on every single device.

Train Users on Security Protocols

User behavior is a critical factor in device security. Conduct training sessions to inform users about your organization's security protocols, the importance of regular software updates, safe internet practices, and how to identify and report potential security threats. FileWave's tools can assist in disseminating this information, making users active participants in maintaining device security. You can easily script notifications via PowerShell on Windows or use tools like [swiftDialog Deployment \(macOS PKG\)](#) on macOS.

- Use even a generic annual security training program. There are many simple and short video based training courses.

Monitor Device Status

Regular monitoring of device status can help detect any security issues early on. Use FileWave's reporting and analytics tools to perform routine checks, track device performance, and detect any irregularities that may indicate a security threat. This proactive approach can prevent minor issues from escalating into major security breaches.

- [Custom Fields](#) can be very powerful in this regard.

Respond to Security Incidents

Despite your best efforts, security incidents can still occur. When they do, it's important to have a response plan in place. FileWave can assist in identifying affected devices, isolating them to prevent the spread of security threats, and restoring them to a secure state.

- Have procedures in place before an incident occurs so you know what you'll plan to do. Build out even a basic Playbook for the things you can think of that might happen.

Review and Improve Security Measures

Security is an ongoing process. Post (re)Enrollment, review your security practices and use the insights gained to improve them. FileWave's reporting tools can provide valuable data to assist in this review, helping you continually enhance device security.

By taking a comprehensive and proactive approach to security during the device refresh and (re)Enrollment process, you can provide a secure operational environment for your users and protect your organization's valuable data and resources.

Conclusions

Undertaking a large-scale device refresh or (re)Enrollment is a significant task. However, with careful planning, thorough preparation, and efficient execution, your organization can transition smoothly and successfully. FileWave's comprehensive toolsets, combined with our recommended best practices, can help you streamline these projects and ensure a seamless transition.

As we have explored throughout this playbook, FileWave empowers you to:

- Prepare for (re)Enrollment: Harness FileWave's features for device reclamation, inventory, data backup, and device preparation.
- Manage (re)Enrollment: Utilize efficient (re)Enrollment processes, and automate tasks where possible to save time and reduce errors.
- Manufacturer Specific Considerations: Take into account the unique elements of each platform—Apple, Microsoft, or Google—and adjust your strategies accordingly.
- Post (re)Enrollment: Ensure your devices are up-to-date with software updates, train your users, and establish a robust support system.
- Communicate Effectively: Use FileWave's communication tools to keep everyone in the loop about the (re)Enrollment process and their roles in it.
- Prioritize Security: Implement and enforce security protocols on all devices, creating a secure operational environment for users.

Remember, your organization is unique, and your device refresh and (re)Enrollment strategy should reflect that. Each step along the way offers opportunities to customize and optimize according to your specific needs. Always keep your end goals in mind and make decisions that align with those objectives.

Lastly, you don't have to go it alone! Our Professional Services team has years of experience, and we're ready to assist you with your project at reasonable rates. You can reach our Professional Services team at professional.services@filewave.com. Whether you have questions, need advice, or require hands-on assistance, we're here to support you.

In this constantly evolving technological landscape, staying up-to-date is key to maintaining a robust, secure, and efficient environment. With proper planning, sound strategies, and the right tools, your large-scale device refresh or (re)Enrollment can be a major success. We're here to help make that a reality.

Good luck with your upcoming device refresh or (re)Enrollment project!