



## How Queensland University of Technology (QUT) Enhanced IT Efficiencies and Transformed the Student Experience

Queensland University of Technology (QUT) has always been dedicated to preparing students for the real world. With a focus on student outcomes and success, QUT strives to equip its students with the skills necessary to excel in their careers and to become lifelong learners. Over the past two years, QUT faced challenges such as Covid lockdowns, which necessitated a rapid shift to distance and online learning. Fortunately, QUT had been developing a strategy which proved vital in improving IT efficiencies and enhancing the student experience.



### Snapshot

**Client:** Queensland University of Technology

**Location:** Brisbane, Queensland, Australia

**Students:** 35,792 FTE

**Staff and faculty:** 12,165

“We noticed more and more that students will push the computer out of the way and plug their laptop into the monitor, keyboard and mouse. This is because that is the device they’re used to, it’s the device they prefer! They want a more collaborative space, so in the last few years pre-covid, we’ve moved towards more collaborative clever spaces rather than banks of campus computers.”

## Refining the IT Strategy:

Recognizing the importance of prioritizing the student experience, QUT realised the need to simplify IT processes and packaging across different environments. The institution acknowledged that students, who are increasingly tech-savvy, often prefer using their personal devices and seek collaborative spaces. Consequently, QUT made a strategic shift towards creating more collaborative environments rather than relying solely on campus lab computers.



## Addressing Software Distribution Challenges:

Digital Business Solutions at QUT encountered difficulties in deploying software, particularly during busy periods leading up to the new semester. Traditional lab settings require processes that are not conducive to rapid change. To overcome these challenges, QUT sought a more efficient and flexible software distribution system.

“We get a lot of late requests for software. Often the semester starts and then we’re asked to get software packaged and deployed to labs ready for the next day! In the traditional lab setting, machines are frozen and you’ve got to do the patching on a particular night. We needed a solution to enhance agility and help our teams.”

## The Pandemic Accelerates Change:

The onset of the Covid-19 pandemic further accelerated the need for a transformative solution. In March 2020, QUT closed its campuses during the first lockdown, necessitating the delivery of services regardless of geographical location and device. QUT’s Digital Business Solutions explored various platforms but found that many required lengthy development and integration time. In AppsAnywhere they discovered a solution that met their needs, which offered a rapid implementation and a broad range of pre-packaged software.

“COVID was obviously a big driver. Even though we were already investigating and trialling multiple methods of distributing software to students, the sudden shift to online learning in 2020 required an immediate and expedited response.”



## The Benefits of AppsAnywhere:

Implementing AppsAnywhere brought significant advantages to QUT's Digital Business Solutions and to student outcomes. The platform's data and analytics capabilities provided valuable insights into software usage and licensing compliance. QUT gained a better understanding of how students utilise software, the context in which it is used, and the devices employed. This knowledge assisted the university when optimizing licensing costs and improves service value.

**"We spoke to a lot of vendors and partners, trying to arrange different systems and got mixed results. Whereas when we looked into AppsAnywhere, we saw the ability to spin up the platform within days, to provide a large suite of pre-packaged software ready to use out of the box! AppsAnywhere were also able to provide a service in which they packaged new software for us on request, very quickly. This allowed us to roll out a solution with 70 pieces of software already being used in teaching, within weeks of first making contact!"**

## QUT's Future Outlook:

Despite the challenges of recent years, QUT remains committed to its real-world ethos and preparedness for unforeseen events. The university's dedication ensures that students receive a quality education regardless of external circumstances. With a focus on creating partnerships, QUT chose AppsAnywhere due to their proactive approach, accommodation, and ability to deliver a swift solution. The collaboration between QUT, AppsAnywhere, and iStrategy Consulting fostered success amid challenging times.

**"The Data & Analytics engine provides valuable insights and enables Digital Business Solutions and Academic colleagues to make data driven decisions regarding software utilisation. We are getting a better sense of what software our students are using, form where and on what devices. The power of this data will save the university money and provide a much higher-value service to students as we continue to mature the approach."**

## Financial Savings and Scalability:

AppsAnywhere's integration with existing software delivery methods allowed QUT to increase flexibility and choice over where it used cloud infrastructure. and supported student choice through its leveraging students' personal devices. This helped reduce expenses and enhance scalability without compromising quality. It also aligns strongly with Queensland University of Technology's vision of connecting through technology and supports QUT's curriculum transformation approach.

By embracing digital transformation, streamlining software distribution, leveraging analytics, and increasing choice, QUT has navigated through challenging times while continuing to provide exceptional education. As a forward-thinking institution, QUT remains poised to adapt and tackle future obstacles, cementing its commitment to delivering excellence in education.

**"A huge benefit of AppsAnywhere, is that increased our flexibility about where we spent on Cloud infrastructure. Scaling Virtual Desktops to over 50,000 students would be challenging and expensive. With AppsAnywhere we are able to leverage the power of the students' own devices wherever possible and rely on virtual desktops only where they are best suited."**





Queensland University of Technology's journey towards enhancing IT efficiencies and improving the student experience has yielded remarkable results. By embracing digital transformation, streamlining software distribution, and leveraging analytics, QUT has navigated through challenging times while continuing to provide exceptional education. As a forward-thinking institution, QUT remains poised to adapt and tackle future obstacles, cementing its commitment to delivering excellence in education.

**"We chose to partner with AppsAnywhere as they were proactive, accommodating, and most importantly able to deliver us a solution we could rollout to students within a few weeks. In the frenzy of early 2020, AppsAnywhere and iStrategy Consulting offered us genuine partnership, and a desire to see us succeed, despite the many challenges at the time!"**

**Book a demo today!**

Find out more at:

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✉ [sales@appsanywhere.com](mailto:sales@appsanywhere.com)

AppsAnywhere is a global software delivery provider that revolutionised how students and higher education faculty and staff access applications on campus computers or on personal devices. Since 2009, AppsAnywhere has been at the forefront of app management innovation, providing equitable, consistent and seamless digital experiences for more than 4 million students, in 300 institutions, across 22 countries.

