

CASE STUDY

Bringing Zero-Touch Apple Device Management to a World-Class Public Library

Calgary Public Library · Calgary, AB · Public Sector · Fleet-Wide Apple Management Since 2017

2017

Engagement begins
Configurator 1.0 replaced

Zero-Touch

Enrollment via ABM
devices deploy ready to use

Fleet-Wide

Apple device management
across all branches



THE CHALLENGE

Manual imaging couldn't keep up with a growing branch network

Calgary Public Library's IT team was managing its Apple fleet with the original Apple Configurator 1.0 — imaging devices one at a time, tethered by cable, with no centralized record of which device belonged where. As the branch network grew, the workflow grew more painful with it. Bonita Burchat, Manager, I.T. Operations, reached out to RIPEDA in 2017 to find a better way — with Scott Stanley, Senior Manager, Information Technology, also helping bring RIPEDA into the library.

- Devices imaged one-by-one, tethered, with no bulk enrollment path
- Out-of-date devices scattered across branches and difficult to track down
- No link between physical devices and an Apple-level ownership record
- Mounting frustration for the internal IT team as the fleet scaled

THE SOLUTION

Modern tooling, then full fleet ownership



Apple Configurator 2

Used to bring devices not originally purchased through the library's Apple Business Account into Apple Business Manager (ABM).



Apple Business Manager

Devices registered directly with Apple for out-of-the-box, zero-touch enrollment into MDM.



Fleet-Wide Management

With every device in ABM, RIPEDA was engaged to manage the full fleet — customizing setup, apps, and user experience on every Apple device.

A landmark building, on a fixed deadline

The engagement landed during construction of Calgary Public Library's new Central Library in downtown's East Village — a building later recognized by architecture press and named to *The New York Times*' "52 Places to Go" list. As the opening date approached, the library needed to expand its device fleet quickly: iPhones for the security team, and iPods for event ticket scanning at launch.

With the ABM foundation already in place, RIPEDA worked with Apple Retail to source and provision the new devices, enrolling them ahead of time so they arrived ready to use. Both device types were deployed and operational before the grand opening.



iPhones · Security Team



iPods · Event Ticket Scanning



Ready Before Grand Opening

From three iMac Pros to a fleet-wide Apple presence

RIPEDA's first hands-on device management for Calgary Public Library was modest: three staff members needed iMac Pros to meet specific printing requirements. From there, the relationship steadily expanded. RIPEDA went on to manage over 100 iPads, iPods, and iPhones across both staff and patron-facing devices — and eventually the library's entire Marketing and Communications (Marcom) and Events team moved to Mac, more than quadrupling the Mac footprint at Calgary Public Library.



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iMac Pros — the first devices RIPEDA managed



100+

iPads, iPods & iPhones managed for staff and patrons



4x+

Growth in Mac footprint after Marcom & Events moved to Mac

Calgary Public Library operated 19 physical locations in 2017, growing to 22 by 2026 — RIPEDA's device management scaled right alongside that expansion.

From one-at-a-time imaging to fleet-wide ownership

AREA	BEFORE	AFTER
Device imaging	Manual, one device at a time (Configurator 1.0)	Zero-touch enrollment via ABM
Fleet oversight	Ad hoc, branch by branch	Centralized under RIPPEDA management
New device provisioning	Slow, manual setup per device	Devices arrive enrolled and ready to deploy
Central Library launch	No provisioning path for new device types	iPhones & iPods deployed and operational before opening day

“Thanks to RIPPEDA, we were able to support devices in a more secure and user friendly way, for both staff and our patrons. RIPPEDA even setup and taught us to use our own internal Device Management for our internal IT team and staff devices.”

Bonita Burchat · Manager, I.T. Operations, Calgary Public Library

RIPPEDA is a Canadian IT & engineering firm and Apple Technical Partner, supporting clients and their employees worldwide with Apple device management backed by proactive monitoring and all-inclusive managed service agreements.

