

# New York University Grossman School of Medicine

## MEDICAL SCHOOL TECHNOLOGY REFRESH



At the NYU Grossman School of Medicine, excellence in education is supported by strong operational infrastructure and access to modern technology. When internal assessments revealed many university-issued Apple computers were still operating on outdated Intel chipsets, the medical school launched an initiative to update its technology fleet. **With Follett's support, the school implemented a large-scale transition to the latest Apple silicon devices**—enhancing faculty workflows, optimizing administrative efficiency, and supporting a secure, modern learning environment for students.



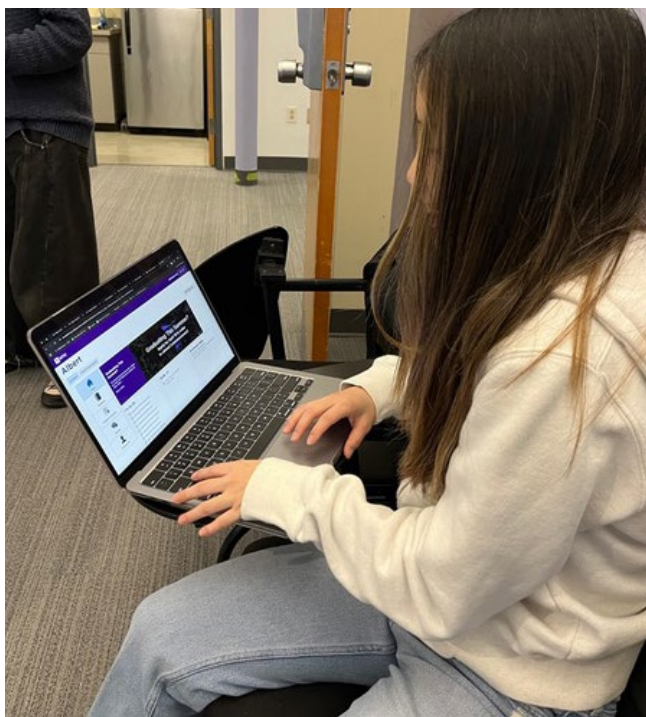
## Goal

The medical school aimed to *improve curriculum delivery and administrative operations by upgrading outdated technology* used by faculty and department staff. Transitioning to Apple silicon devices offered improved performance, strengthened security features, and greater compatibility with centralized device management tools—an essential need in a healthcare and education-focused environment.

## Solution

Follett worked closely with the Grossman School of Medicine's IT and procurement teams to **assess departmental needs and coordinate a comprehensive order tailored to their exact specifications**. This included a range of Apple device configurations, reflecting the school's diverse use cases. To reduce delivery complexity, Follett arranged for direct drop shipment from the vendor, bypassing the main campus and accelerating fulfillment to the hospital-based departments.

All devices were enrolled in Apple's Device Enrollment Program (DEP), enabling NYU's IT team to maintain remote oversight, perform updates, and ensure data security across the fleet—particularly important given the sensitive nature of the medical school's operations.




“The ability to customize device configurations and streamline delivery made this a smooth and effective technology refresh. It aligned well with departmental goals and helped support the broader academic environment.”

**Rinaldo Mathews**

*NYU Technology Store Manager*

## Results



The initiative resulted in the successful delivery of 219 customized Apple devices, all protected with AppleCare extended warranties, and totaling approximately \$420,000 in sales. This upgrade **enabled departments to operate more efficiently, provided faculty with faster, more secure devices, and supported an improved educational experience for students**—by ensuring that teaching and learning systems are powered by reliable, up-to-date technology.

## Impact Highlights

Through its collaboration with Follett, the NYU Grossman School of Medicine boosted its operational foundation, advanced its technology resources, and enabled faculty and staff to better support student learning. The expansive deployment of Apple devices helped **modernize department infrastructure** while maintaining a **focus on security, customization, and centralized IT control**. With \$420,000 in sales and flawless coordination from procurement to delivery, the initiative highlights the power of strategic partnerships to support institutional distinction.

This project exemplifies Follett’s ability to deliver personalized, high-impact solutions that enhance educational environments, streamline complex initiatives, and support long-term academic success.