

Background

Bonneville Joint School District No. 93 is the 7th largest school district in the state of Idaho. Comprised of twelve elementary schools, three middle schools and three high schools, and a population of over 9300 students, and 1200 staff and faculty members, this school district strives for excellence not only with the student body, but with the supporting staff members as well. Out of those 1200 employees, only eight of them are dedicated to deploying, administering, and troubleshooting network issues for the entire district. That means everything from installing computers, establishing and maintaining software and hardware, diagnosing desktop issues, and repairing network problems are all managed with minimal manpower and resources.



Case Study | Bonneville School

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-Lane Virgin, Systems Administrator for Bonneville Joint School District No. 93

The Challenge

Three years ago, Bonneville started out as a peer-to-peer network that partnered with a local cable company to fiber all of its schools in order to build out their infrastructure. They also deployed Active Directory and built the domain structure to take advantage of the AD hierarchy to easily assign policies, deploy software, and apply critical updates. However, being severely understaffed, they needed to find a way to take the load off the technicians who were also tasked with many other day-to-day desktop management duties. Instead of taking the time to build one pristine computer that included everything

they needed, then image the rest of the lab or sit down at every computer one at a time to configure, they looked to solve their problems with some outside assistance. “Something as simple as putting an icon on the desktop, or mapping printers or drives just couldn’t be accomplished without physically touching each desktop.” said Lane Virgin, Systems Administrator for Bonneville, “We needed a tool that was easy to deploy and addressed a variety of desktop management concerns. ScriptLogic’s Desktop Authority was the best tool for our environment at an affordable price.”

The Solution

Lane and team did their due diligence when selecting a vendor to handle their desktop management woes, but none even compared to Desktop Authority’s feature-rich solution. Having a solution with the depth and scope of Desktop Authority has made Bonneville’s IT team more efficient. “We use everything from the App Launcher to installing MSI application packages, folder redirection and drive mapping. And now that we’ve migrated to Exchange, the Microsoft Outlook Profiles and Settings are important to us,” Lane stated, “Additionally, one of the most significant features to us and to the school board was the Power Management and Inactivity Timer. We did a cost analysis for the board, and using the Power Management scheme ALONE has saved our organization about \$36,000 a year!”

Desktop Authority has also helped Bonneville address their manpower concerns by providing best-in-breed remote assistance capabilities. “Our school system is spread out over 15 miles, and it is really nice to sit down at your desk

and fix a printer for a user, rather than driving from location to location,” Lane explained, “Not a day goes by that I don’t have a technician who is calling me and asking if I can ‘remote in’ and look at something on a user’s desktops. The remote assistance feature is by far the biggest asset that we use on a daily basis.”

Desktop Authority also provided some unexpected benefits for the school district. After acquiring an educational software package from Scientific Learning® called Fast ForWord®, they needed a way to easily delegate administrative rights on only two folders in the program.

With both the Scientific Learning® sales representative and training staff present, Lane was able to easily logon and use the Permissions Management feature in Desktop Authority to give granular rights to just those two folders. Lane explained, “You assign permissions, log off, then log back in, and everything works! “

At a meeting with school districts from all over, Lane was Desktop Authority's biggest advocate as he walked them through the cost savings associated with the power management, remote management, and basic desktop

configuration tasks. "The other school districts would ask me 'how do you afford a tool with so much functionality?' and my response was always 'how can you afford NOT to use it!'"

The Benefits

The Desktop Authority family of products reduces the cost of managing the Windows desktop and eases the administrator's burden to support the desktop lifecycle by enabling administrators to proactively control, inventory, secure, and support desktops from a central location. This solution provides enterprises the granular control they need over Windows desktops and applications to increase IT efficiency, meet compliance requirements, and enhance security.

Conclusion

Lacking in unlimited funding for technology enhancements and having over 2000 computers to manage were all reasons Bonneville looked to acquire a desktop management solution that was feature-rich, yet at a feasible price point. It was imperative that they acquire a solution that could not only help them with the everyday desktop administration concerns, but also provide savings in areas such as energy and resource usage. Lane explains "We save money, time, and resources...we definitely got more than we bargained for in Desktop Authority," With Desktop Authority, you can reduce the total cost of ownership for desktops by reducing help desk calls, managing power more efficiently, restricting the use of removable storage, offering advanced remote management capabilities, and keeping your desktops patched and secured. All of these benefits can be found in a simple, yet powerful interface for comprehensive desktop configuration.

About ScriptLogic

ScriptLogic Corporation is a leading global provider of systems lifecycle management solutions for Microsoft Windows-based networks. ScriptLogic's award-winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 20,000 customers use ScriptLogic solutions to manage approximately 5.1 million

desktops and 122,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic, headquartered in Boca Raton, Florida, is a wholly owned subsidiary of Quest Software, Inc. Reach ScriptLogic at (561) 886-2400 or on the Web at <http://www.scriptlogic.com>.

For Bonneville Joint School District No. 93, Desktop Authority provides:

- A comprehensive solution that empowers 8 administrators to support 9500 students and 1200 staff and faculty members
- Centralized control of 2500 desktops in 18 schools spread over 15 miles
- Power Management savings of \$36,000 a year
- Reduced travel with excellent Remote Assistance features
- Simplified application deployment using MSI Studio

