

School district enables digital curriculum while saving over \$100,000

Seminole County Public Schools advances education by efficiently managing 30,000 desktops and laptops with KACE systems management and systems deployment appliances.



“The KACE appliances replaced three separate systems and eliminated the need to purchase a significantly more expensive competitive solution, saving us at least \$100,000 in the last three years.”

Tom Condo, Supervisor of IS Operations, Seminole County Public Schools

CUSTOMER PROFILE



Company	Seminole County Public Schools
Industry	Education
Country	United States
Employees	8,000 employees 66,000 students
Website	www.scps.k12.fl.us

INSTITUTIONAL NEED

To enable its digital curriculum, Seminole County Public Schools needed to efficiently manage its 30,000 desktops and laptops, while minding the budget.

SOLUTION

By replacing multiple existing systems with KACE® appliances, the district achieved efficient systems deployment and management, improving security and availability while saving more than \$100,000 over three years.

BENEFITS

- Saved \$100,000 over three years by replacing multiple systems with KACE appliances
- Enabled easy management of 30,000 desktops and laptops
- Improved security by keeping machines properly updated
- Enabled efficient handling of hundreds of service desk tickets daily
- Reduced both space requirements and energy costs

SOLUTIONS AT A GLANCE

- Endpoint Systems Management

With 66,000 students, Florida’s Seminole County Public Schools is one of the largest school districts in the United States. To enable the forward-thinking initiatives that help make it one of the most highly performing districts in the state, while also ensuring security and reducing costs, Seminole County Public Schools relies on KACE® appliances from Quest Software.

IMPROVING EDUCATION WITH TECHNOLOGY REQUIRES EFFECTIVE SYSTEMS MANAGEMENT

Seminole County Public Schools’ commitment to education includes giving teachers and students access to appropriate technologies while ensuring security and fiscal responsibility. To that end, Information Services (IS) staff must effectively manage the district’s 20,000 desktops and 10,000 laptops — ensuring accurate inventory, swift deployment, timely software updates and efficient troubleshooting. However, its former toolset was sorely lacking.

“We had an inventory software solution, but it was not able to give us a complete picture of our assets,” explains Tom Condo, supervisor of IS operations, Seminole County Public Schools. “We had no way of keeping up with updates to critical software like Java, Mozilla Firefox and Adobe Acrobat, which was not just an inconvenience for users, but also an important security concern.”

The district’s issue reporting solution was no better. “Our former helpdesk ticketing system was antiquated,” Condo continues. “Because it lacked an easy web interface, most of the time users did not submit tickets but instead called or visited IS staff to ask for help, which made it difficult to queue and prioritize issues. Moreover, the helpdesk system had no knowledge base to help us resolve issues for our staff and students.”

Imaging was also a challenge. “Our previous imaging solution had many different images, which led to inconsistent operating system and software deployments,” notes Condo. “Therefore, maintaining the machines was difficult,

and in many cases, systems did not have the necessary updates and patches to ensure security.”

ASSET MANAGEMENT AND SERVICE DESK TOGETHER ON A SINGLE APPLIANCE

Seminole County Public Schools began searching for solutions to its systems management challenges, and discovered the KACE Systems Management Appliance and KACE Systems Deployment Appliance.

The district was impressed with the KACE Systems Management Appliance’s breadth of functionality combined with ease of use. “Other vendors were proposing solutions that would have required us to install, configure and maintain multiple servers,” recalls Condo. “The KACE Systems Management Appliance provides both inventory and service desk on a single appliance, and it was far less expensive than the competitive solution we considered. Moreover, the management interface is very easy to use, and it was extremely easy to deploy district-wide; the other vendor was significantly more complex, with multiple components that needed to be integrated, making it much tougher to deploy district-wide.”

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PRODUCTS & SERVICES

SOFTWARE

KACE Systems Management Appliance

KACE Systems Deployment Appliance

Seminole County Public Schools is using the KACE appliance to manage its 30,000 desktops and laptops. Now the district has an accurate inventory of its assets and can keep all the machines properly updated. "With the KACE Systems Management Appliance, we can easily deploy software updates for Java, Acrobat Reader, browsers and more," says Condo. "That has been a tremendous help for keeping up to date with security because those applications tend to be the ones that have security vulnerabilities."

The district also makes good use of the appliance's integrated service desk. "End users submit at least 200 to 300 tickets per day to our Information Services department," comments Condo. "The KACE Systems Management Appliance's service desk enables us to handle all of those tickets efficiently."

EASY DISK IMAGING AND MANAGEMENT ENSURES A STANDARD PLATFORM

The KACE Systems Deployment Appliance complements the System Management Appliance by simplifying disk imaging and deployment. "The KACE Systems Deployment Appliance allowed us to create standard images for our desktop and laptop models," notes Condo. "And it has been tremendously easy for us to deploy those images, so now we have a standard platform across the district."

SAVING MORE THAN \$100,000 WHILE REDUCING SPACE AND POWER NEEDS

Together, the KACE appliances have delivered a solid return on investment for Seminole County Public Schools. "The KACE appliance replaced three separate

systems and eliminated the need to purchase a significantly more expensive competitive solution, saving us at least \$100,000 in the last three years" says Condo. "In addition, the appliances have a smaller footprint than our previous solution, so we need less physical space and have reduced our energy costs."

MEETING TOMORROW'S NEEDS AS WELL AS TODAY'S

School districts today are facing a broad array of challenges, including the demands of a digital curriculum, the growing use of distance learning, bring-your-own-device (BYOD) initiatives, and online state assessment tests that are required for students to graduate and for teachers to be evaluated on performance-based pay.

By investing in the powerful KACE solutions, Seminole County Public Schools has ensured it can meet its current needs, and, moreover, it is well positioned as a Future Ready School district, ready for the challenges that tomorrow will bring.

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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