



## Boulder Valley School District

### A Valuable Lesson in IT Efficiency

Serving 55 schools in a 500-square-mile area of Boulder, Colorado, Boulder Valley School District has been ranked the top-performing school district in Colorado for the last two years. The district's students have consistently placed in the top percentiles in state and national academic achievement measures. The school district strives to instill in its students the knowledge, skills and personal characteristics that will make this world a safer, more thoughtful and more inclusive place in which to live. To help its more than 28,000 students and about 4,200 employees achieve this goal, Boulder Valley maintains a productive and secure IT environment with the help of LANDesk® Management Suite, LANDesk® Patch Manager and LANDesk® Antivirus.

#### Business Needs

- Improve its ability to remediate viruses, deploy patches, software and operating systems, and report on inventory related to its 7,500 computers.

#### Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager
- LANDesk® Antivirus

#### Business Benefits

- Saved thousands of man-hours with hands-off patch management and deployment without consuming limited bandwidth resources.
- Remediated virus-infected computers that competing solutions were unable to fix.
- Saved 7,500 man-hours deploying new software and updates and 1,200 man-hours in inventory reporting activities.
- Used a single, hardware-independent OS image to support its 14 different models of computers, while reducing the time to re-image computers from days to hours.

#### Bandwidth-Efficient, Hands-Off Patch Management

The IT team at Boulder Valley School District has a single T1 to most of the schools that it supports, which created bandwidth issues whenever it needed to deploy security patches to its 7,500 workstations spread throughout the district. "Downloading a couple large Windows updates to 300 or so computers to one of our schools could take down their Internet connection for half a day," says Jesse McCoppin, LANDesk engineer for Boulder Valley School District. "That lack of bandwidth made it nearly impossible in the past to deploy patches over the net. So, only the most critical patches could be deployed and for those it would take me and another technician a whole day to do just a dozen computers since we had to do them manually."

LANDesk® Management Suite and LANDesk® Patch Manager changed all of that for Boulder Valley. On a schedule determined by the district, LANDesk automatically distributes needed security patches to all of the appropriate workstations across the district. And, the LANDesk® Targeted Multicast™ capability minimizes the bandwidth requirements by sending the patch only once over each T1 connection to a single workstation at each location, which then distributes the patches to its peer workstations on its local subnet. "Now all I have to do is test each patch in the lab, set it in LANDesk to automatic fix and then it just pushes it out during its nightly maintenance cycle," McCoppin says. "It's pretty much hands-off patch management, saving us thousands of man-hours."

Related to keeping its workstations secure, the school district also used LANDesk® Antivirus. Previously, it had been using a well-known competing antivirus service, but that solution wasn't living up to the district's expectations. "The other product simply wasn't fixing or even discovering all the viruses out there," McCoppin says. "We had about 400 computers that were supposedly clean, but when we brought LANDesk Antivirus in, it immediately detected the viruses and automatically removed them."

## Freeing Up Time and Resources

Another significant time saver for Boulder Valley has been the software distribution capabilities in LANDesk® Management Suite. “Instead of having to physically walk to each computer to manually do software distribution, we can just set policies in LANDesk Management Suite that say this type of computer or this type of user receives this software package,” McCoppin explains. “I just schedule a deployment task to run at night and when I wake up the next morning all the computers are done. It’s an extreme time savings.”

In fact, McCoppin indicates that in the past it would take one of his technicians about one hour to install a typical software package on a single computer. LANDesk Management Suite can automatically install that same package to 450 computers all at once in that same amount of time. Additionally, it only takes a few minutes to actually schedule a deployment to any of its 7,500 computers, freeing up even more time for the IT team at Boulder Valley to work on other projects.

Boulder Valley also enjoys significant time savings by leveraging LANDesk Management Suite for OS deployment as well. “In the past, we would have to hire a team of 15 technicians in the summer to re-image each of our computers one at a time,” McCoppin says. “LANDesk Management Suite has enabled me to make a hardware-independent disk image that works on 14 different models of laptops, desktops, and single- and multi-processor workstations. With that image I can rebuild about 60 computers at any one of our schools in about 10 minutes. It used to take us 10 minutes to do a single computer. LANDesk has enabled us to move from taking days to re-image all the workstations at a school to doing it in hours.”

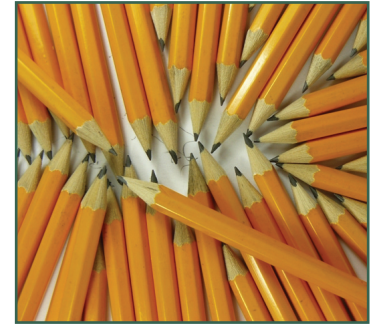
## Higher Quality of Service

LANDesk® Management Suite has also enabled Boulder Valley to significantly improve the quality of help desk service it provides its staff and faculty members. “Remote control in LANDesk is an indispensable tool for helping our customers when they call in with different issues,” McCoppin says. “When we remote a computer, the user can see what the help desk engineer is doing. Since the user can see how the help desk fixed the problem, they won’t need to call in again if they have the same problem in the future.”

The school district also takes advantage of the inventory gathering capabilities in LANDesk to improve its ability to quickly respond to user issues. The inventory reports let help desk engineers see immediately if there are any known issues with the user’s computer.

Inventory gathering also helps the district in its efforts to generate annual disclosure reports on what IT assets it has at its different school locations. To gather the needed information in the past would require 15 technicians to spend two weeks during the Christmas break, roaming from computer to computer writing down in a notebook the computer’s serial number, location and other vital statistics. With LANDesk Management Suite, the IT team can gather all the needed information in less than a minute, for a savings of 1,200 man-hours each year.

For Boulder Valley, the power of the LANDesk® solutions comes from their ability to address multiple needs of the school district’s IT team and users. “LANDesk rolls up so many different technologies into an integrated toolset that I can manage from a single console,” McCoppin says. “Rather than having to buy multiple tools to do different IT tasks, LANDesk integrates into a single location all the tools and information we need to manage our environment. As a result, we’re able to be much more efficient and productive.”



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— Jesse McCoppin

LANDesk Engineer  
Boulder Valley School District