



CUSTOMER SUCCESS

Roseville Joint Union High School District

Driving Critical IT Savings for a School District with Solutions from Symantec and Enterprise Infrastructure Partners

To minimize impact of budget cuts on the classroom, Roseville Joint Union High School District sought to reduce the power consumption of its 3,200 PCs and streamline endpoint administration. It turned to Symantec and Enterprise Infrastructure Partners for solutions. Results include 60 percent more systems administered without adding IT staff, \$41,000 in annual power cost savings, 400 IT staff hours reclaimed annually by streamlined deployment, and more time for expansion of mobile and wireless connectivity and online learning.

Find savings ASAP!

Consider the IT challenges faced by Mike Fury. Some of them are likely to be similar to yours.

Fury is director of technology in a 11,000-student high school district near Sacramento, California. On his team are five technicians who must take care of 3,200 endpoints spread out among thirteen physical locations.

It's not an easy job, and in 2008, it got harder. As America slid into the Great Recession, billions of dollars were cut from the State of California's K-12 school budget. Fury and his school district colleagues needed to quickly identify all possible savings. Every dollar they could cut from operations could help keep another teacher on the job and off the unemployment rolls.

Every dollar saved would also make a big difference for students. Their classrooms were already packed, and they were just a few years away from being sent into an economy where finding any job, especially a first job, would be unusually difficult. In their remaining time in school, they needed as much access to teachers and computers as possible.

Power grab

What expenses could be trimmed? "A good place to start was better PC power management," Fury recalls. "Our PCs were being left on for long stretches without any activity—including overnight and on weekends."

Reducing power consumption was a promising strategy, but with eight locations and thousands of PCs, it would be difficult to accomplish. A tag team visited different schools and made presentations

ORGANIZATION PROFILE

Website: rjuhsd.us

Industry: Education

Founded: 1912

Headquarters: Roseville, California

Students: 11,000

Employees: 750

Area settled after the Gold Rush, when destitute 49'ers started to farm the rich creek bottom lands that they had earlier ignored

SYMANTEC SOLUTIONS

Endpoint Management

Green IT

Why Symantec?

- Integrated granular power management with centralized endpoint management
- Ability to reduce PC power consumption, delivering vital savings
- Ability to increase endpoints administered without adding IT staff
- Streamlined help desk administration

encouraging teachers to turn off PCs when not in use. “There were many reminder emails going back and forth,” Fury remembers.

It’s difficult, however, to change user habits across a large organization and get reliable results. “We gained a bit of success, but not a tremendous amount,” Fury says. Technology was needed that could automatically enforce policies. “We began evaluating products that would allow us to centrally manage the power state of our computers,” Fury adds.

A foundation for management

Fury had already automated the control of PCs in 2002 when he encouraged the district to install Altiris™ Client Management Suite from Symantec. From a single location, the solution enables his team to manage, secure, and troubleshoot systems district-wide. Altiris Client Management Suite automates time-consuming and redundant tasks such as deployment, patching, and support. It also enables the team to turn machines on and off from a centralized location—but that capability alone wasn’t enough to manage power in this situation.

“As a school district, we have devices that are anywhere from brand new to 10 years old,” Fury says. “When we would power devices down remotely, we got feedback from users that many of them took too long to boot back up. There was enough time to grab a cup of coffee or do another task while waiting for the machines to get going. We needed a method that would enable quicker wakeup. Without it, the long waits were reducing instruction time.”

Finding eiPower Saver Solution

Fury’s team evaluated several power state management options, including eiPower Saver Solution from Enterprise Infrastructure Partners. eiPower integrates with Altiris Client Management Suite, and because it was developed using the Symantec Solution Software Development Kit, it looks, feels, and acts like other Symantec solutions. Fury’s team put it and another contender through pilot tests.

SOLUTIONS AT A GLANCE

Key Challenges

- Scale in endpoint support without adding IT staff
- Maximize PC power efficiency to deliver savings
- Streamline endpoint management to enhance service levels
- Reduce issue resolution time

Symantec Products

- Altiris™ Client Management Suite from Symantec with
 - eiPower Saver Solution from Enterprise Infrastructure Partners
- Symantec™ ServiceDesk
- Symantec™ Endpoint Protection

Symantec Services

- Symantec Essential Support Services

Symantec Technology Partner

- Enterprise Infrastructure Partners (www.entisp.com)

Technology Environment

- Client platform: HP, Dell, and other desktops and laptops running Windows XP, and Windows 7
- Applications: Over 4,000 applications supported throughout the district

BUSINESS RESULTS AND TECHNICAL BENEFITS

Operational Efficiency

- 60% more endpoints administered over 10 years without adding IT staff
- 400 IT staff hours reclaimed annually by streamlined deployment
- 80% reduction in time for system-wide patching
- 83% reduction in asset reporting time
- 57% increase in service tickets completed per year in the past five years without adding technicians

Cost Savings

- \$41,000 in annual power cost savings
- 100% annual payback on eiPower Saver Solution in 6 months
- 100% payback on Altiris Client Management Suite from Symantec upon deployment

“eiPower Saver Solution was a better product and a better value,” Fury says, and his team deployed it. “The fact that it integrated with Altiris Client Management Suite saves implementation and administration time. We can run it from the same pane of glass.”

eiPower Saver Solution integrates not only with the Altiris management console, but also with the Altiris endpoint agent. It uses the same familiar policy conventions, same Altiris server, and requires no changes to network architecture. “There was no need to stand up a new architecture for a point solution,” Fury notes.

“With our 3,200 PCs, eiPower Saver Solution will save us about \$41,000 a year. The solution pays for itself in 6 months.”

Mike Fury

Director of Technology
Roseville Joint Union High School District

Granular policies deliver many gains

eiPower Saver Solution enabled the team to set granular power management policies that solve several key challenges. One is that systems can be put to sleep after a given period of inactivity, instead of just powered off, as in the prior environment. "Systems use an insignificant amount of power in sleep mode," Fury says. "But they wake up much faster, so users get a better experience."

eiPower Saver Solution is able to detect which applications are in use, and granular policies can prevent the systems from entering sleep mode in key situations. One is when the SMART board application is running, and the class may be discussing onscreen content, even though there is no user activity. Another is when CAD applications are running, as rendering could be underway. And a third exception is when the student information system is running to perform tasks such as batch processing grades and attendance figures. If a lack of user activity triggered the sleep mode, data might be corrupted.

"We've been able to customize the power savings policies to meet specific needs," Fury says. "eiPower is highly configurable."

Saving \$41,000 in power costs annually

Once the price per kilowatt hour is entered into eiPower Saver Solution, it delivers a detailed and accurate picture of how much money is being saved, Fury adds. "With our 3,200 PCs properly configured, eiPower Saver Solution will save us about \$41,000 a year, which is 55 percent higher than we expected," he says. "It also enabled us to collect \$11,000 in one-time rebates from power companies. On acquisition, the solution paid for itself in two months."

60 percent more endpoints without adding staff

Improved power management is just one aspect of streamlined endpoint management in the district. "We've seen incredible growth in the last 10 years," Fury explains. "We're now taking care of 60 percent more systems (3,200 instead of 2,000) with the same number of techs (5) that we had 10 years ago, aided by Altiris Client Management Suite," says Fury.

Cutting deployment by 400 hours a year

A number of tasks have been streamlined. "If we're deploying a model of PC that we already have, it takes a technician less than 15 minutes using Altiris Client Management Suite, whereas previously it would take 2 to 4 hours," Fury says. The team provisions or re-provisions about 200 systems a year, so automated provisioning with Altiris Client Management Suite is reclaiming in the range of 400 hours a year of IT staff time for more valuable tasks.

"Patching with Altiris Client Management Suite is largely set-and-forget," Fury adds. "Load up your patches and walk away, and come back to make sure they were successful. We can complete a system-wide patch in less than 24 hours. Before Altiris, it could take five days." That's an 80 percent reduction in patch time.

eiPower Saver Solution aids in ensuring smooth patching. It works with Altiris Client Management Suite to scan the software delivery and patch job queues and insert a Wake on Demand entry to bring the PC out of low power mode (standby or hibernate) five minutes before the jobs are scheduled to run. "This helps bring us much closer to 100 percent effective patch and software delivery jobs," Fury says.

"Symantec and Enterprise Infrastructure Partners have always been there to help us, with anything and everything we've needed."

Mike Fury

Director of Technology
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Asset reporting time reduced 83 percent

The State of California requires the district to periodically report on IT devices. “We’d have to go out and do a physical inventory before, or run queries through the asset control system in our business department,” Fury says. “Asset reporting took about 24 staff hours. Now it’s done in four hours using Altiris Client Management Suite.” That’s a reduction of 83 percent.

“Altiris Client Management Suite basically paid for itself as soon as we had it installed,” Fury says. “I look at the solution on an annual or biannual basis, and it’s one heck of a value and one heck of a product. It does a multitude of key tasks for us in an efficient and effective way. As our organization grew, we picked a product that we knew could grow with us.”

Cutting one-day resolutions to 15 minutes

The IT team also uses Symantec™ ServiceDesk for incident, problem, change, and knowledge management. Says Fury: “We’ve been able to establish an efficient help desk so users can call in and we can use remote control to solve problems right on the spot. With Altiris Client Management Suite and Symantec ServiceDesk, an issue that would take a day to resolve before can now be fixed in less than 15 minutes, from remote.”

Using Symantec ServiceDesk, the number of completed service tickets per year has risen 57 percent in the past 5 years, without any increase in technicians.

The district contracts with Symantec Essential Support Services to have 24x7 access to Symantec experts when needed. “Symantec and Enterprise Infrastructure Partners have always been there to help us, with anything and everything we’ve needed,” Fury says.

Delivering with much at stake

The IT team has not only been able to support 60 percent more devices with no increase in staff size, it has also found more time to support initiatives such as expanding mobile and wireless access and online learning. These enhancements help students prepare for a tough, fast-changing economy. “Technology is very good at enhancing student engagement,” Fury points out. “We’re putting digital devices in front of digital natives, and they immediately take to them. And that fact alone seems to help improve mastery in the learning environment.”

It’s just in time. In today’s economy, students will need all the mastery they can get.

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