

## Background

Case Study | Washington Unified School District

The Washington Unified School District (WUSD) has a growing population of nearly 7,100 students and close to 1,000 staff members. Located in West Sacramento, this ethnically diverse school district offers a variety of educational curriculums based on the needs of the community—from standard elementary/secondary to child care and adult education; this school district provides its community with the necessary outlets to pursue their unique educational goals.

The technology staff at WUSD, tasked with serving over 12 different schools and locations, takes this same approach. Ensuring that the staff and students of WUSD have the most state-of-the-art technological resources as well as top-notch support is their primary mission.

Eric Rosburg, Director of Technology and a team of only 3 additional staff are responsible for supporting the entire infrastructure at WUSD including all desktop workstations, multimedia services, server maintenance and more. Developing and maintaining a secure and reliable network is crucial in an education environment where so much of their learning depends on the use of technology. With only a minimal staff to address the needs of such a large population, it's fair to say that WUSD needed an alternative approach for managing the day-to-day IT management duties.

"When we look at the big picture, adding another employee could cost 10 times the amount of the Desktop Authority renewal—so that cost saving ALONE is well worth our investment."

-Eric Rosburg, Director of IT, Washington Unified School District



## The Challenge

School districts have unique IT challenges with multiple, disparate locations and minimal dollars allocated towards technology management and training. The role of the "IT guy" is extremely challenging as he attempts to deliver quality services to a wide range of user needs and maximize the use of limited resources.

WUSD needed to find a way to reduce the time spent on day-to-day desktop management tasks so the IT team could focus their limited time on more pressing issues. Automating the configuration of desktop settings, imaging new or decommissioned computers, supporting users remotely, and deploying patches from a centralized location

## The Solution

WUSD chose ScriptLogic's Desktop Authority: an industry-leading desktop management software solution that reduces the cost of managing the Windows desktop and gives IT the ability to proactively control and support desktops from a single location. Together with ScriptLogic's Desktop Authority Image Center, used for provisioning and deploying desktops and servers, these powerful solutions enabled WUSD to save not only time, but also a great deal of money.

Deployment of a new computer and configuration of the Windows environment was a time-consuming process for Eric and his staff. "It includes deploying a new computer, configuring Outlook profiles, mapping drives and more,"

were the initial objectives set by WUSD IT.

Eric Rosburg, Director of IT had previous experience with ScriptLogic's Desktop Authority and Image Center, so he knew that the solutions would be easily adopted and would fit his budget. "Having a limited number of technology staff responsible for so many desktops meant we needed to find a way to automate some of our processes," Eric said. "Desktop Authority was the answer. Inexpensive and easy-to-use, it has allowed my team to minimize the time spent on the routine desktop configurations and focus on more critical assignments."

Eric explained. "What used to take 4-6 hours can now be done in less than an hour with Desktop Authority."

"The remote support feature saves us the expense of travelling from location to location. We didn't have to invest in training to learn how to write scripts as we would with other vendors' systems, and we can get all of this great functionality in one centralized console at a fraction of the price of other tools."

Additional cost savings stems from the fact that Desktop Authority and Image Center allowed Eric to avoid having to hire another employee. Eric says "When we look at the big picture, adding another employee could cost 10 times the amount of the Desktop Authority renewal—so that cost saving ALONE is well worth our investment."

## Remote Support: More Than Remote Control...

Another benefit of Desktop Authority is the ability to remotely access users' desktops without physically having to sit down at their desk and take over their machine. This was an important factor when addressing efficiency at WUSD, and Eric and his team of technicians see this as a very important, yet unexpected benefit. "Remotely supporting users' desktops has been a real bonus. It has increased my techs' and the end users' productivity levels by allowing us to troubleshoot desktop issues without physically visiting each computer. Simple, powerful and easy-to-use — and the remote control functionality is only

FRACTION of the remote support functionality offered. That is what makes Desktop Authority stand out."

Whether WUSD is looking to add files to the computer, troubleshoot runaway processes or evaluate performance statistics, Eric and team have a complete set of diagnostic and support tools for the remote computer. Additionally, a chat function, performance statistics, a remote command prompt and registry access are also provided to simplify the troubleshooting process. Desktop Authority comes with all of this remote support functionality out-of-the-box.

## Power Management Saves \$\$

Participating in a power management program is essential in this day and age where school systems are highly focused on their environmental impact and the cost savings achievable through reduced energy usage.

WUSD has taken advantage of ScriptLogic's Desktop Authority power management settings, and as an approved "green effort" vendor, they qualified to receive a substantial rebate of almost 80% on the total cost of all Desktop Authority licenses.

Eric explains, "We configured the power management settings to only enforce turning off the monitors after 30 minutes. We are not forcing computers to shutdown, hibernate or even go into standby and we are *still* conservatively estimating a cost savings of \$95K per year! All of this reduction in cost comes from Desktop Authority — so when it comes time to renew, the school board doesn't even hesitate to approve!"

### *Benefits that Desktop Authority and Desktop Authority Image Center Delivered for WUSD:*

- *Power savings of \$95,000 per year*
- *A new desktop can be deployed and configured in less than an hour*
- *Remote support for over 4,000 desktops across 12 locations*
- *Deploy patches for both Microsoft systems and third party applications*

## Conclusion

Washington Unified School District's biggest challenge was supporting a large number of users in their school district with a limited technology staff. Automation and centralization of time-consuming IT processes such as imaging a new computer, configuring desktop settings and replacing large batch files with login scripts was their first priority, but as they recognized the unexpected benefits Desktop Authority provided, they discovered they had much more than simply a desktop configuration tool.

Desktop Authority and Desktop Authority Image Center have given WUSD the tools they need to support the entire

desktop lifecycle and reduce the cost of overall management with additional benefits such as remote support capabilities, power management settings, and application updates that extend beyond just Microsoft —all of this from one management console.

Eric states, "Having Desktop Authority and Image Center helps my staff eliminate the 'busy work' with proven results that have allowed us to save time which, in turn, saves our school district money. I am convinced that every school district needs a product like Desktop Authority!"

## About ScriptLogic

ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq:QSFT), is a recognized leader in Microsoft Windows systems and security management. Empowering more than 26,000 customers worldwide with the ability to manage the desktop lifecycle, streamline Active Directory management, secure and protect Windows servers, and ease the burden for help desk administrators, ScriptLogic's award winning solution families can benefit small to enterprise-size organizations in any industry.