

## School district gets full IT inventory while slashing support time

SBCSS streamlines inventory, imaging and systems management by replacing seven different products with Quest® KACE appliances.



“We were using about seven different products to perform the inventory, imaging and remote system management that we now perform with just the KACE appliances.”

*Michael Carter*  
Network Administrator, San Bernardino County Superintendent of Schools

### CUSTOMER PROFILE



<b>Company</b>	San Bernardino County Superintendent of Schools (SBCSS)
<b>Industry</b>	K-12 Education
<b>Country</b>	United States
<b>Employees</b>	2,000 employees, 412,000 students
<b>Website</b>	<a href="http://www.sbcss.k12.ca.us">www.sbcss.k12.ca.us</a>

### BUSINESS NEED

The Technology Services team at SBCSS was juggling seven different tools, but still lacked a clear, comprehensive view of its entire PC and Mac environment. Moreover, manually building and deploying images to the district's 2,000 employees was a constant drain on resources and budget.

### SOLUTION

With KACE® appliance in place, the team now has a complete and accurate IT inventory, as well as comprehensive asset management, configuration, reporting and help desk capabilities. And they can easily build operating system images and deploy them remotely to machines across the district in minutes rather than hours or days.

### BENEFITS

- Provided a complete inventory of both PCs and Macs
- Slashed time required to build and deploy images from more than a day to just 30 minutes
- Enabled remote deployment of images to machines anywhere on the network
- Enhanced security by automatically identifying and removing unauthorized software in the environment

### SOLUTIONS AT A GLANCE

- [Endpoint systems management](#)

The San Bernardino County Superintendent of Schools (SBCSS) supports 33 elementary school districts that educate 412,000 students across 22,000 square miles. Its Technology Services team must maintain PCs and Macs for more than 2,000 employees moving among 500 schools countywide – a tough user base to keep up with.

“It used to take us almost a whole day to deploy each machine with our custom software. Now we can deploy almost unattended.”

*Michael Carter  
Network Administrator, San Bernardino  
County Superintendent of Schools*

### **INVENTORY, COMPLIANCE AND IMAGING WERE NEVER-ENDING CHALLENGING**

Whereas most schools devote the summer break to systems management, SBCSS must control inventory, perform operating system (OS) upgrades and perform rollouts all year long, with all the scheduling headaches of a normal business. The district’s Technology Services team might have three machines to image one day, and 50 machines the next day.

“My biggest problem was that we had no control over our inventory,” says Dave Evans, system security research officer for SBCSS. “There was no single spreadsheet anywhere in the organization that could tell us where anything was, what people were running on their computers or how many licenses we had. On top of that, we had to bring all the computers into our lab so we could image each one manually — loading the disks, upgrading the OS, moving on to the next machine and shipping them all out to the users.”

### **REPLACING SEVEN TOOLS WITH AN INTEGRATED KACE SOLUTION**

After careful evaluation, SBCSS deployed the KACE® Systems Management Appliance for inventory, remote systems management and help desk, and the KACE Systems Deployment Appliance for automating the process of OS deployment.

“We picked KACE because it was an integrated solution,” says Michael Carter, network administrator at SBCSS. “We were using about seven different products to perform the inventory, imaging and remote system management that we now perform with just the KACE appliances. It used to take us almost a whole day to deploy each machine with our custom software. Now we can deploy almost unattended.”

### **SIMPLIFYING ASSET MANAGEMENT AND IMAGE DEPLOYMENT WHILE IMPROVING SECURITY**

The KACE Systems Management Appliance has simplified inventory and asset management, giving SBCSS a unified view of which computers — both PC and Mac — are on the network and which software packages are in use. And with the KACE Systems Deployment Appliance, Carter’s team no longer needs to install OS upgrades manually, or even touch the machines; instead, they install the images over the network.

The KACE Systems Management Appliance has also enabled the team to take a more proactive approach to security. They simply configure the appliance to recognize malware or unauthorized software in the environment, and set up a script to remove it. As affected machines check in over the network, the software is eradicated, with no additional manual effort.

### **AVOIDING WEEKS OF USER DOWNTIME DURING A WINDOWS MIGRATION**

The combination of the two KACE appliances gave SBCSS a huge boost as Windows XP neared its end of life. The Technology Services team used the KACE Systems Management Appliance to find and report on the readiness of the hundreds of machines running XP so that

#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

KACE Systems  
Management Appliance

KACE Systems Deployment  
Appliance



each department could request upgrades as necessary. Then they used the KACE Systems Deployment Appliance to script out the process of moving user profiles to the newly upgraded Windows 7 machines.

Evans emphasizes the amount of time SBCSS saves with the KACE appliances. “Our 12 technicians are now supporting more than 2,000 users with the KACE help desk inside the KACE Systems Management Appliance. We have sites

that are four hours away, so some users faced a couple of weeks of downtime before we could get our hands on their machines. Now our small staff can manage the help desk right here with the KACE Systems Management Appliance and deploy with the KACE Systems Deployment Appliance. Keeping those techs in their seats and letting them be more productive is where we’ve saved the most money.”

## ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.



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