

Lafayette School Corporation

THE SOLUTION

Altiris® Client Management Suite™ including:

Deployment Solution™
Software Delivery Solution™
Recovery Solution™
Carbon Copy™ Solution

Altiris Asset Management Suite™ including:

Inventory Solution®
Helpdesk Solution™

Altiris Server Management Suite™ including:

Deployment Solution for Servers
Inventory Solution for Servers
Software Delivery Solution for Servers

Altiris Professional Services

LAFAYETTE SCHOOL CORPORATION

The Lafayette School Corporation, located in Lafayette, Indiana, is comprised of 11 elementary schools, two middle schools, and one high school. It is one of the lighthouse school districts in the state of Indiana, and its Jefferson High School has twice been recognized by the United States Department of Education as a National Blue Ribbon School of Excellence. The school district has 7,500 students and employs 1,000 staff. (www.lsc.k12.in.us)



altiris®
intuitive > manageability

EIGHT TECHNICIANS USE ALTIRIS SOFTWARE TO PROACTIVELY MANAGE AN IT ENVIRONMENT WITH 4,000 PCS AND 130 SERVERS

THE CHALLENGE

- > Replace manual deployment process with automated solution to help install 4,000 new PCs.
- > Implement a proactive, automated help desk to replace manual system.
- > Improve speed and quality of server management.
- > Install Altiris Client Management Suite as quickly as possible and shorten technicians' learning curve.

THE BUSINESS VALUES

- > Using Altiris Deployment Solution, Lafayette School Corporation reduced project time and costs by provisioning 4,000 new PCs in a fraction of the time it would have taken to do manually.
- > With the integrated use of Altiris Helpdesk Solution, Inventory Solution, Software Delivery Solution and Carbon Copy Solution, the school district implemented a proactive policy-based management scheme that, once established parameters are exceeded, automatically repairs a problem or initiates a help desk ticket.
- > Altiris Deployment Solution for Servers, Inventory Solution for Servers and Software Delivery Solution for Servers seamlessly integrate to deliver fast, automated management of the district's enterprise servers; and Altiris Recovery Solution provides near instantaneous backup and recovery capabilities.
- > By enlisting the support of Altiris Professional Services, Lafayette School Corporation decreased the installation time of Client Management Suite by months and significantly reduced the time it took for its technicians to become proficient with Altiris software.

The Lafayette School Corporation operates an enterprise network with 130 Dell servers connecting 4,000 Dell PCs in 19 facilities and two network centers spread over five square miles in central Indiana. The progressive district has PCs in every classroom as well as computer laboratories in each school. When Lafayette Schools decided to replace every one of its aging PCs plus upgrade many of its applications and migrate to Windows XP, it embarked on the largest information technology (IT) project in the district's history. "We

have eight technicians on our IT staff," said Kevin Little, Lafayette School Corporation Director of Facilities and Technology Support. "We were looking at spending hundreds of thousands of dollars on outsourcing costs alone to make this project a reality. Instead, we decided to implement a high-performance automated management system that would allow us to perform the deployment in-house and give us tools we could use afterward to save time and money managing our new network."

ALTIRIS REPLACES FIVE MANAGEMENT PRODUCTS

The district researched several products, but quickly realized that only one met its needs. "A major selling point with Altiris IT lifecycle management," stated Little, "is that it delivers in one package the functionality of five other products that I was using to help us manage the network, products that didn't provide half the capabilities of the Altiris solutions. Instead of supporting five management products, now I only have to support one. The money Altiris saves us in support costs alone will pay for the Altiris investment within two years. And that doesn't include all the other ways Altiris saves us time and money, which will significantly reduce that two-year payback time."

Little's team uses Altiris Deployment Solution to provision 200 PCs at a time, and Altiris Software Delivery Solution to install the remainder of the district's software applications. "Our upgrade project would be impossible to do without Altiris," explained Little. "I would not attempt it with the old management tools we had because they are not true enterprise-based solutions. Thanks to Altiris, we've been able to create 72 customized images that reflect the different needs of our faculty, staff and curriculums, and we can push them out to the PCs in a matter of minutes. Without Altiris, we would basically be doing all of this work manually, which would extend the project by months if not years and dramatically increase the overall cost."

REIMAGE INSTEAD OF REPAIR

Deployment Solution has also allowed Little to implement a new support policy that requires a technician to reimage a machine that takes longer than 30 minutes to troubleshoot and repair. "You can spend two hours to two days or more trying to

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figure out and fix a problem," said Little. "We save several hours of technician time and user downtime by simply reimaging a troubled PC with Altiris." Lafayette School Corporation is seeing similar savings with Altiris Inventory Solution. Before, the IT team inventoried each machine's software and hardware manually. The time-consuming task meant the list was always out of date and, therefore, provided little help when it came to planning, forecasting budgets, and troubleshooting PCs. "Now with Altiris," noted Little, "when a user reports a problem the technician can call up a screen that shows all the hardware and software on the user's PC. That's a tremendous advantage and timesaver when it comes to troubleshooting. That list alone might point to the problem, such as insufficient memory or incompatible software."

ALTIRIS SUPPORTS CHARGE-BACK BILLING MODEL

Inventory Solution also allows Little to create detailed reports, project future needs and costs, track labor and materials, establish repair histories of each PC, and track assets to users. "We have multiple subnets in our district," said Little. "So if someone moves a PC from one room to another, I'll know about it immediately. I didn't have this capability before, which is very important because we are operating on a charge-back model where each department is responsible for its own IT budget. They don't want to be paying for another department's equipment. Also, when I ask for funds to make big purchases, the financial people want to see hard data to back up my requests. With Altiris, I can give them specifics—dynamic real-time information—that I never could before. Altiris has put us in complete control of our assets and helps me prove that I'm in control."

ALTIRIS INTEGRATED SOLUTIONS DELIVER GREATER COST SAVINGS

Inventory Solution also integrates with Altiris Helpdesk Solution to spot issues before they become a problem, allowing the district to set up an automated policy-based management scheme. "For example," stated Little, "I can set parameters inside Inventory Solution that say when a hard drive becomes 30 percent defragmented, run the defrag utility and initiate a work order in Helpdesk Solution. This lets us be proactive instead of reactive and eliminates the need for someone to even know that a problem exists. With only eight technicians, there is no way we could stay on top

of all the problems that come up in an IT environment our size without information being fed to us automatically. I need automation wherever possible and Altiris provides that so our staff can do the work of three times as many technicians."

SAVES THOUSANDS OF TECHNICIAN HOURS ANNUALLY

Software Delivery Solution and Altiris Carbon Copy Solution also play key roles in the district's help desk. Before, all software was installed manually. Now if a user anywhere in the district needs a software upgrade, the technician can use the Altiris management console to install and configure the new application over the network without leaving his desk. "I can see the entire network on the console," explained Little, "and I can pick and choose which PCs I want to upgrade. I didn't have that ability before. One help desk technician can push software out to four schools in a matter of minutes versus sending out several technicians to visit each PC and do the job manually. We use Carbon Copy Solution to remotely control user PCs to quickly fix problems that would take considerably longer to talk the user through over the phone. We're saving thousands of technician hours a year with Altiris."

AUTOMATED SERVER MANAGEMENT SOLUTIONS

Lafayette School Corporation uses Altiris server management solutions to perform the same automated tasks on its 130 servers as their companion Altiris solutions perform on the client side. "Because of their mission-critical status," said Little, "it's even more important that our server management is automated by Altiris than our workstations. We need the proactive server protection that Altiris provides so we don't have a failure that will take down hundreds of PCs. And again, the timesaving is significant. Previously, everything from inventory to upgrades was done manually on the servers. But recently I used Altiris to deploy 50 new servers in a fraction of the time it would have taken to do manually."

Little will use Altiris Recovery Solution, which backs up servers and PCs by automatically taking a snapshot of their data, to replace his existing server backup method. "It's easier and much faster to rollback a server with the Altiris snapshot than trying to recover data from a tape," continued Little. "We've tested it and it works perfectly."



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ALTIRIS PROFESSIONAL SERVICES

The school district's IT team worked with Altiris Professional Services representatives before, during and after the Altiris installation. "They gave us a big jumpstart and a top-quality installation," noted Little. "Without their help, it could have taken us as much as a year to get where we are today. The learning curve would have been tremendous." Altiris Professional Services customized the Altiris implementation to fit the district's IT environment, walked them through the various solutions' policies, and worked proactively on the rollout alongside the technicians. "Their documentation, training and support is second to none," continued Little. "Our entire Altiris experience has been everything we hoped it would be and more. Now I have complete confidence in our small IT staff's ability to manage our enterprise environment even as it continues to grow."

ABOUT ALTIRIS

Altiris, Inc. offers a full line of Web-enabled solutions that empower organizations to easily manage desktops, notebooks, handhelds and Windows, Linux and UNIX servers throughout the IT lifecycle. Altiris provides fully integrated, complete systems management solutions for client and mobile, server, and asset management. Altiris' vision is to automate, simplify, and reduce the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit www.altiris.com.



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