



SAVING TIME AND MONEY WITH KACE™ LEADS TO HIGHER QUALITY EDUCATION FOR BATTLE GROUND ACADEMY



KBOX™ helps “School of the Future” manage software and inventory without student downtime

BACKGROUND

Established in 1889, Battle Ground Academy is one of the oldest kindergartens through 12th grade institutions in Tennessee. The academy boasts a history and tradition of being a leader in independent school education. Its mission is focused on instilling Character, Scholarship, and Excellence in the over 900 students that attend.

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CHALLENGE

Built on the site of the Battle of Franklin in Tennessee, BGA’s small IT department found itself in a daily skirmish with time and budget issues while managing the hundreds of computer end-points spread across the campus. Deploying software was a key responsibility for the department, but the IT staff found this to be more and more challenging. With the increased use of technology in the classroom, the number of software titles and network nodes were growing quickly and were flooding the resources of the IT department. In addition, IT staff felt uncertain about its software deployment and management methods once news hit of the academy’s plans to roll out an innovative approach to improving education by initiating 1-to-1 student computing program, providing each student with a tablet computer. The program would introduce 600 new end-points for the small IT staff to image and then keep current.

“The bulk of our problems pertained to maintaining the desktop. This was especially challenging because most of the new computers that we were responsible for maintaining were now in the hands of the students,” said Andrew Peercy, Administrator of IT Operations for Battle Ground Academy. “Because the computers were spread across campus and taken home at the end of the day, effectively managing imaging and performing software upgrades was not an easy task. And, we simply dreaded the upcoming fall semester when we needed to get all of the new computers fully imaged and patched so we could hand them out for the new school year.”

Deployment received a failing grade prior to KACE

Prior to KACE, Peercy’s team relied heavily on a Symantec’s Norton Ghost imaging solution when creating identical configurations and installing the same software on multiple machines. Though the process worked, it was incredibly slow. Often times Norton Ghost would bog down the entire network, in turn severely slowing network performance for students. Other software deployment tasks were performed by manual means, which were not only time consuming, but required time from both IT staffers, pulling them away from their primary duties. For instance, typical machine deployment took the IT team about one day per machine, which meant pulling them away from their day-to-day tasks such as deploying patches, setting up individual applications, answering help desk questions, and pushing out printers to labs and classrooms.

KACE TIME: BATTLE GROUND ACADEMY

DEPLOYMENT

Less than one day

TRAINING

Less than a week

TIME AND MONEY SAVINGS

- Avoid hiring two to three new IT staff members
- Saves the time equivalent of two days’ work, each week, for IT operations
- Enables IT staff to deploy 100 machines in the time it previously took to deploy one

When it came to performing mission-critical tasks in a timely manner, the BGA IT team was losing the fight because it was simply too bogged down fighting fires. What’s more, proactive maintenance was almost non-existent because staff just didn’t have the time or manpower for such projects.

BGA's IT team knew it needed to make a change and considered both sourcing a new technology solution to handle its imaging and systems management needs and hiring additional IT specialists and absorb more salaries.

SOLUTION

KACE delivers on ease of use promise

"We called KACE to see if they could really deliver what was promised on the KACE corporate Web site," said Peercy. "We were quickly informed by a sales representative of our local city government's success with the appliance-based technology and invited in to see KACE technology in action first hand. We could see from just that short visit that the KBOX Systems Management Appliances did everything promised, and also had an extremely easy learning curve. Had we chosen one of the other vendors whom we were looking at — Altiris and Microsoft SMS — we would have been required to go through extensive training and would have to hire consultants to implement their software packages."

The visit to the local government end-user site proved that KBOX was made to handle the challenges that BGA was tasked with solving. Seeing KBOX in action and hearing firsthand about the savings in time and money it offered made the decision an easy one, especially when comparing KBOX with more expensive software-only solutions such as Altiris, LANDesk, and Microsoft SMS.

KBOX quickly moved to the top of the class

Staff training on the KBOX Systems Deployment appliance took less than one week, and it was rolled out to production in just a day. The team appreciated the exceptional ease-of-use and was quite pleased to report they were able to start deploying clients even before they made their first training call.

KBOX Systems Deployment Appliance offered almost instant benefits as imaging tasks that took weeks to perform with the previous method were now performed in a single day. Using KBOX, Peercy and his team were able to image and prepare the 600 machines for the 1-to-1 program with ease for the Battle Ground Academy's new class of students. Together, the KBOX Systems Management and Deployment Appliances have allowed Peercy and his team

to solve two of their biggest challenges: imaging and maintaining all student computers each term, and to then have them run problem-free without taking up a disproportionate amount of IT resources.

"KBOX has drastically changed my life at work," said Peercy. "For the first time in a long time, I can do most of my work from where I am supposed to be, at my desk. KACE technology has basically become another member of our IT department. We joke that when people come in and ask if a task can be finished by a certain time, I smile and say 'KBOX is already doing it!'"

Because the time for computer imaging and maintenance was slashed, additional staff hiring was avoided. Peercy added, "Imaging tasks used to take forever—a day per machine, to be exact. Using KBOX we're able to image almost 100 machines in a day. This is a tremendous amount of time savings for our small team. Soon after installing KBOX, we were given a complex software deployment project for the biology department. With KBOX we were able to deploy the software to all of the necessary computer stations, and classify all of the students using the new program. We were given two weeks, but with KBOX we finished in just two days. This is the type of time savings we began seeing on day one."

In addition to saving a tremendous amount of money in time savings, KACE technology allowed the academy to avoid having to hire additional IT personnel. Looking at the breadth of capabilities that KBOX offers and the needs of the school, Peercy felt another two to three employees may have been necessary to manually run the same tasks that KBOX performs. This meant a lot to an already budget-strapped IT department. With the rising costs of IT salaries, it's estimated KBOX saved the academy the salary of a new employee in the first year alone.

"The time and dollar savings we've seen with KBOX has more than paid for itself in less than a year," Peercy concludes. "And we fully trust that the tablets our students use will perform and that they have the necessary security patches and software deployed to help students maximize their education here at BGA."

SAVE TIME AND MONEY WITH KBOX SYSTEMS MANAGEMENT APPLIANCE

Faster and More Reliable Imaging

- Able to image 100 computers daily, compared to a single computer daily with previous tools
- Eliminated a tremendous amount of network downtime caused by antiquated imaging methods

Cost Savings

- Eliminated the need to hire two to three new IT employees
- Provided swift ROI: KBOX more than paid for itself in its first year

Time Savings

- Began imaging with KBOX on first day
- KBOX allowed IT staff to complete what normally would have been a two-week imaging project in just two days

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— Andrew Peercy, Administrator of IT Operations, Battle Ground Academy



1616 North Shoreline Boulevard
Mountain View, CA 94043
877-MGMT-DONE Main
650-316-1050 International
650-649-1806 Fax

www.kace.com
info@kace.com

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