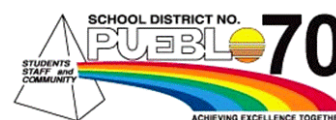


Pueblo County School District 70 uses Dell KACE Appliances to gain productivity, and improve service desk integration and systems deployment



“When we deployed our Dell KACE Management Appliance, we immediately saw how it handled so many different functions with ease. We had several pieces of equipment to do these things prior to the Dell KACE Management Appliance and have reduced our technology to just one appliance.”

*Julie Budz, IT Specialist,
Pueblo County School District 70*



Customer Profile

Industry:	Education
Country:	United States
Students:	8,000
Web:	www.district70.org

Business Need

With 6,000 unfinished service desk tickets, the school district's small IT staff was overwhelmed with growing end-user needs and a "one-to-one" program that was about to put computers into the hands of 2,500 students and 500 teachers. All those computers needed to be tracked, inventoried and imaged, and the district did not have adequate tools.

Solution

The school district implemented the Dell KACE™ K1000 Management Appliance and the Dell KACE K2000 Deployment Appliance for their ease-of-use, low-cost point, ease-of-deployment, timesaving capabilities and the simplicity with which they could integrate with existing technologies.

Save Time. Save Your Organization Money.

- More than 3,200 IT team hours saved by improved physical inventory and auditing, service desk and imaging capabilities of the Dell KACE Appliances
- 7,000 travel miles eliminated that had been spent on systems management tasks and IT maintenance, saving the district at least \$25 per day
- More than \$150,000 saved the first year by bringing 5,000 nodes under one centralized system management and deployment solution
- Less than 6-month ROI
- More than \$47,000 saved in service desk time savings
- 20% decrease in user downtime
- Almost 70% of the time saved which previously had been spent on image capture

Pueblo County School District 70 (D70) is located in scenic Pueblo, Colorado, a few hours drive south of Denver where the eastern foothills of the Rocky Mountains meet the Great Plains. It is the largest geographical school district in Colorado, serving more than 8,000 students throughout Pueblo County. Four high schools, as well as 19 middle, elementary and pre-schools, and one administration center represent D70. To better prepare its students for the 21st century, D70 adopted a one-to-one initiative to put technology into the hands of every high school student. The thinking behind this initiative: 21st century tools equal 21st century education.

“To think we almost hired additional IT team members to handle our growing systems management demands is laughable when in the end we just needed the Dell KACE (appliances).”

*Julie Budz, IT Specialist,
Pueblo County School District 70*

As one of the largest school districts in the state, D70's entire IT department is managed by only seven IT professionals that support 5,000 laptops and computers spread throughout a total of 23 schools. IT staff found themselves drowning in a sea of service desk tickets and physical inventory management tasks and often on the road covering a 1,700 square mile radius for in-person support. More than 7,000 travel miles were logged to perform systems management tasks last year alone. To make matters worse, the addition of the 'one-to-one program' meant thousands of new systems needed to be imaged, tracked and updated.

Individual Tools Not The Answer

Previously, D70 depended on Windows® Active Directory® for inventory management, but over time realized they couldn't rely on the technology given its limitations in terms of functionality and inability to integrate with D70's existing service desk system, Numara's Track-It!. According to Julie Budz, an IT specialist at D70, it became inconvenient, at best, to use individual tools for the IT team's major tasks because each worked independently of the other.

Already sinking deeper beneath the weight of unfinished tasks, when the administration approached the district

about the "one-to-one" program, which kicked off the summer of 2008, the writing was on the wall for an IT department change. Under the terms of the program, each of D70's 2,500 high school students and 500 teachers were to receive computers, all of which needed to be imaged and maintained. The district narrowed its options to either hiring additional IT staff to help support the team or put a new technology in place to provide management relief as service levels were deteriorating quickly.

“With the one-to-one program underway, we realized we weren't going to be successful if we didn't get a new technology in house that could integrate our service desk and physical inventory functions,” Budz says. “We were up to almost 6,000 unfinished service desk tickets with our students as it was, and it came to a point where we either had to spend the money to

Technology at Work

Solutions

Dell KACE™ K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

hire additional IT staff or find a tool that would keep pace and solve our systems management challenges.”

Dell KACE Appliances Bring Stability to D70’s Time-Challenged IT Department

D70 decided in the long run it would be much more beneficial and cost-effective to implement a replacement technology, if there was such a technology out there that could do what D70 needed, over hiring additional staff. The new technology search kicked off with the evaluation of tools from several of the industry’s leading systems management vendors, including LANDesk, Altiris and Dell KACE.

D70 sought a cost-effective, easy-to-use, all-in-one management solution that didn’t require a lot of training and had the ability to integrate with the infrastructure already in place. After thorough research and evaluation, the software-only solutions were disqualified due largely to their complex deployment process and high prices. The Dell KACE K1000 Management Appliance and the Dell KACE K2000 Deployment Appliance got the nod and were selected for a host of reasons, including ease-of-use, low-cost point, ease-of-deployment, timesaving capabilities and the simplicity to integrate with existing technologies.

“After evaluating several technologies from a variety of vendors, we found an ‘all-in-one’ solution in the Dell KACE (Appliances) that not only does what it is supposed to do, but actually also saves us time and money each month,” Budz continues.

After deployment, D70’s Dell KACE Management Appliance immediately began tracking physical assets, revealing exactly what was running on each of its 5,000 computers. It was with the newly instituted one-to-one program where the most immediate and positive impact

was felt. Prior to the Management Appliance, students often downloaded unwanted applications and software onto their systems. Now, the Management Appliance automatically informs the IT team of questionable applications on personal systems and limits the use of unwanted software.

“When we deployed our appliance, we immediately saw how it handled so many different functions with ease,” Budz says. “We had several pieces of equipment to do these things prior to the Dell KACE Management Appliance and have reduced our technology to just one appliance. The appliance is truly a time and money saver.”

Dell KACE’s Deep Dive Adds Visibility To IT

According to Julie, one of the things she appreciates most about the Dell KACE Management Appliance is its ability to handle the large amount of service desk tasks with ease. With other service desk solution providers on the market, administrators are forced to manually type in computer names or serial numbers, which leads to a high percentage of human error. With the Management Appliance, however, administrators quickly dive into the inner-workings of each machine, allowing IT to have a great sense of what is happening and help them foresee when a machine is having performance issues. Using the Dell KACE service desk, it is estimated that the team saved almost 2,000 hours annually, leading to almost \$47,000 in cost savings.

The Management Appliance also shines in its handling of software distribution, physical inventory and audit tracking tasks. The IT team estimates with the appliance they are able to conserve almost \$9,000 in cost savings yearly. Total, the appliance has reduced user downtime relating to these tasks by more than \$163,000.

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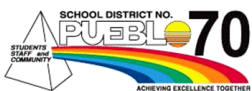
*Julie Budz, IT Specialist,
Pueblo County School District 70*

System Imaging, Check!

The final major area where D70's IT team benefits greatly with its Dell KACE Deployment Appliance with imaging. The Deployment Appliance keeps image creation and maintenance to a minimum by eliminating manual steps from the operating system deployment process. With the Deployment Appliance, Bodz and her team were able to re-image all district computers prior to the end of the school year with ease. This is an essential task necessary to ensure the most up-to-date operating system is running on computers on the network. Prior to the Deployment Appliance, Bodz and her team had to

drive all maintenance work to capture images. Now, the capturing process is painless. The team can currently capture and image 60 computers a day.

"To think we almost hired additional IT team members to handle our growing systems management demands is laughable when in the end we just needed the Dell KACE (Appliances)," Bodz concludes. "The easy-to-use Dell KACE Appliances provided us with a breadth of capabilities. We calculated the appliances have saved our department more than \$150,000 in the first year alone in time and cost savings."



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