

St Laurence's College Streamlines Deployments, Saving 336 Hours on Inventory and Audit



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*Anthony Kennedy,
IT Operations Manager,
St Laurence's College*

Customer profile

Country:	Australia
Industry:	Education
Number of Employees:	1740 (200 staff and 1540 students)
Website:	www.slc.qld.edu.au

Business need

St Laurence's College was dissatisfied with its existing software imaging and application deployment for desktops, laptops and servers. The College wanted to gain more control over its infrastructure, reduce the time and expense of managing its systems and make its help desk more efficient and responsive.

Solution

St Laurence's College rolled out a Dell KACE™ K1000 Management Appliance and a Dell KACE K2000 Deployment Appliances to automate its software imaging, application deployment, inventory and helpdesk processes. The systems provide asset management and reporting, patch and licence management, end-point security and a self-service feature that enables staff to install their own applications.



Save Time. Save Your Company Money.

- Saved 336 hours (\$10,752) on physical inventory and audit tasks in the first year
- Saved 576 hours on (\$18,432) on configuration management tasks in the first year
- ROI within a few months

St Laurence's College is a Catholic school for boys located in South Brisbane that caters for students from Year 5 to Year 12. The college strives to implement the Charter for Catholic Schools in the Edmund Rice Tradition and has a strong music and vocational programs. It has around 1540 students and 200 staff.

"Previously our IT staff would sometimes have to physically go to the machine and install the application suite, which could take up to one hour. The Dell KACE Appliance takes about 15 minutes to push out Microsoft Office 2010 to a desktop."

*Anthony Kennedy,
IT Operations Manager,
St. Laurence's College*

In late 2010, St Laurence's College's IT department undertook an initiative to deploy a cost-effective and reliable system for managing applications and images on 600 [Dell OptiPlex desktops](#) and 200 [Dell Latitude laptops](#) as well as 200 Apple Mac computers and five [Dell PowerEdge R710 servers](#) across its network..

These computers run a range of operating systems including Microsoft Windows 7 and Windows XP for its desktops; Microsoft Windows Server 2003 and Windows Server 2008 for its servers; and Mac OS. The systems also run Microsoft Office applications, the Adobe CS5 Suite, a school management application and AutoCAD software.

"We weren't happy with our existing systems management platform and we realised we needed to work smarter when it came to managing and controlling our devices," said Anthony Kennedy, IT Operations Manager, St Laurence's College.

Systems Were Inefficient and Expensive

Manually installing applications across this large fleet of computers was time-consuming and costly for the school. It proved difficult to maintain an up-to-date and accurate inventory of hardware and installed software.

"With the Microsoft Office suite, our IT staff would have to physically go to the staff machine and install the application suite, which could take up to one hour for each machine. It could take weeks to do a stocktake; we would have to walk around the whole school and make sure every asset was accounted for and recorded in a spreadsheet," Kennedy explained.

The school's IT department also lacked a coordinated approach for responding to support requests. There was no systematic way to escalate urgent jobs or keep track of response times.

Dell KACE Appliances Automate Management, Deployment and Support

St Laurence's College turned to Dell, as its major supplier of computers. Dell recommended the [Dell KACE K1000 Management Appliance](#) and the [Dell KACE K2000 Deployment Appliance](#) to streamline essential IT tasks.

Technology at Work

Solutions

[Dell KACE™ K1000 Management Appliance](#)

[Dell KACE K2000 Deployment Appliance](#)



St Laurence College now uses these systems to deploy operating systems and applications; manage inventory; provide asset licensing and patch management; automate help-desk tasks; and provide endpoint security.

The school uses the K2000 Deployment Appliance to roll out all operating systems and updates to its OptiPlex desktops, Latitude laptops, Apple Macs and PowerEdge R710 servers. IT staff creates a single base image with packaged applications and a software script. They can then deploy the images instantly to any machine across the network.

"Our IT team can set upgrades and updates to be sent out of normal business hours and the next time a user logs into his or her machine, the updates are loaded automatically," said Kennedy. "For instance, it takes about 15 minutes to push out Microsoft Office 2010 to a desktop."

The school recently used the K1000 Management Appliance to deploy the Adobe CS5 software suite. Rather than rolling out a 20GB file with all the applications, IT staff deployed individual applications to the computers that needed them.

"Some teachers and students need Dreamweaver, some may only require

Photoshop and Illustrator," said Kennedy. "The Dell KACE Appliance made the upgrade run smoothly and helped us avoid errors that cropped up when manually installing applications. In addition, the Appliance includes a self-service software portal enabling certain staff the authority to install their own applications."

Saved Over \$10K on Inventory and Audit Tasks

St Laurence's College also uses the Dell KACE K1000 Management Appliance to automatically create and maintain an inventory of all its Dell and Apple Mac hardware.

"We simply plugged in the appliance, installed the agent on clients from within KACE and it completed a stocktake of our assets in real time. This is the beauty of the Dell KACE K1000 Management Appliance," said Kennedy. "As a result, we have saved 336 hours or \$10,752 on physical inventory and audit tasks and 576 hours on (\$18,432) on configuration management tasks in the first year.

IT staff can now examine a range of statistics relating to each user's PC or laptop such as the size of the hard disk, amount of RAM and any accessories for the machine. They can add an asset tag

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to each PC or laptop and keep track of when any machine's warranty will expire. This happens automatically if it's a Dell PC or laptop.

"We can also schedule reports that tell us which machines haven't been turned on over what period of time; which machines have DVD drives, or how many of a particular model we have across the college," said Kennedy.

Service Desk Automated

The Dell KACE Appliances have automated many of the school's service desk functions by enabling users to click on an icon on the desktop or send an email to request support. The system will automatically generate a support ticket and users can visit an internal website to monitor their ticket and the response.

"Gone are the days when we had to go

out and fix a machine," said Kennedy. "Service desk tickets are helping us identify issues and are now quickly closing service desk queries. Users simply ring or email the service desk and IT can access their machine within seconds and remotely solve the problem.

"Our response times have drastically reduced because we are working smarter. Each time we install an application, it is deployed across the school with the settings we need. This offers a level of security because people can't install applications with custom settings."

Service desk requests are easily escalated up the chain based on service level agreements with each department. The system sends email warnings to managers and department heads to ensure IT staff are following up tickets and resolving problems within the specified timeframe.

Ensuring Compliance for Software Licences

St Laurence's College also uses the Dell KACE Appliances to monitor the lifecycle of its software packages. IT staff easily monitors when software licences are up for renewal, ensuring users can always access the applications they need.

The college will soon take advantage of the Appliances' endpoint security features to automate security updates for PCs, laptops and mobile devices.

"With all the increases in efficiency and time saved by automating manual tasks, the Dell KACE Appliances paid for themselves within a few months," said Kennedy.



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