



Faronics Anti-Virus & Deep Freeze and Glenpool Public Schools

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Intelligent Solutions for **ABSOLUTE** Control

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About Glenpool Public Schools

Glenpool Public Schools is a combined elementary and secondary school district located in Glenpool, OK, in the Tulsa County region. The district hosts approximately 2,100 students and 200 teachers and operates in an all-Windows environment.

Problems They Faced

Malware infections were incessant at Glenpool Public Schools, primarily as a result of online research and downloads conducted by teachers. The problems were so overwhelming for the district that the IT team spent the majority of their time troubleshooting computers.

“90% of our IT support tickets revolved around viruses or anomalies with software and system performance,” says Greg Atkins, Director of Technology. The IT department often battled advanced malware that modified the operating system files so they performed not only their usual function, but also served hackers who were looking to locate and steal information. This type of stealthy malware was extremely challenging to find, diagnose, and troubleshoot, and took a disproportionate amount of IT’s time.

Rogue anti-virus programs were also a persistent threat. In one instance, a teacher was browsing the web when a rogue anti-virus program convinced the teacher to purchase the program to ensure malware protection for a threat that was supposedly infecting her computer. In another example, a teacher’s computer became infected when a downloaded PDF was hyperlinked to an infected website. Atkins and his team required a solid solution to help protect teacher and student computers from malware threats that came via email, web, and USB flash drives.

Finally, the IT department was troubled by the lack of consistency among the computers’ software and configuration. It often took a few hours to rebuild a machine, resulting in even more lost productivity for both staff and the IT department.

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A Solution That Worked

Glenpool Public Schools turned to a layered security approach, using Faronics Anti-Virus and Faronics Deep Freeze. Faronics Anti-Virus thwarts all the incoming malware threats throughout the day to ensure run-time protection, while Deep Freeze ensures complete system consistency by returning computers back to their original state with a simple reboot.

The IT team has designed a schedule to protect their network throughout the day. Between 4pm and 6pm each day (depending on the time of year), Atkins and his team uses the centralized scheduling capabilities of Faronics Core to power off all the computers to save energy. Thanks to Faronics Deep Freeze, when the computers are automatically booted up in the morning, they are returned

to their original configuration and wiped clean of any unauthorized system changes. Also in the morning, a quick Faronics Anti-Virus scan is performed to ensure any malware is eliminated. A deep scan is performed as an extra precaution for any computers that are frequently infected.

Greg and his team were delighted to discover Faronics Anti-Virus was detecting much more malware than any competing anti-virus solutions that had failed to protect the district's computers in the past.

Glenpool Public Schools switched from their previous anti-virus solution to Faronics Anti-Virus for three reasons:

1. It is the only anti-virus solution that allows anti-virus definition files to remain updated even on a Frozen (protected by Deep Freeze) machine.
2. Faronics Anti-Virus is more effective in catching malware threats than other competing anti-virus solutions that Glenpool had previously used.
3. Faronics Anti-Virus has a better performance and lighter footprint.

“Faronics Anti-Virus and Faronics Deep Freeze are excellent complementary products to help keep your machines in tip-top shape,” says Atkins.

“Layered security is a no-brainer with the number of threats looming around,” says Atkins. “When we implemented Faronics Deep Freeze and Faronics Anti-Virus, 90% of our IT support tickets decreased instantaneously”. The district's remaining support tickets revolve strictly around hardware failure and configuration changes, or additional installations of software.

The IT team has now deployed Deep Freeze for all staff and student computers, and is in the process of rolling out Faronics Anti-Virus for the teacher computers. Both Faronics Anti-Virus and Faronics Deep Freeze are managed through the central enterprise management system called Faronics Core. “Faronics Core is a handy tool to manage your entire network since it allows you to conduct on-demand virus scans, updates, shut down and reboot computers remotely” said Atkins.

Faronics Core also allows the IT team to run on-demand anti-virus reports to prove the ROI of the solution. “If someone questions the effectiveness of Faronics Anti-Virus, it is extremely easy



FARONICS
ANTI-VIRUS™
TRUSTED Threat Protection

Industry:

- Education

Problems:

- Incessant malware threats
- 90% of IT support tickets revolved around viruses and system performance
- Rogue anti-virus programs

Benefits:

- Effective and efficient protection against malware
- Improved system performance

to highlight its value through workstation scan result reports which showcase what malware was blocked and at what time for each machine,” said Atkins.

The IT department also discovered they can proactively protect all computers in their network thanks to these reports. “With a click of a button, we can scan all our machines and keep them protected at all times.” The IT team has discovered this flexibility and control very useful in increasing their productivity and keeping their network of computers healthy and secure. The use of a single management console for both Faronics Anti-Virus and Deep Freeze has further simplified things for the IT team.

Along with the drastic reduction in support tickets, the IT team can now focus on other critical IT projects instead of spending the majority of their days chasing viruses and configuration issues, leaving Atkins very happy. “I keep recommending Faronics to other districts that report the same issues we were facing before we implemented Faronics Deep Freeze and Faronics Anti-Virus”.



Faronics’ solutions help organizations increase the productivity of existing IT investments and lower IT operating costs. In today’s economic climate of increasingly tightened budgets, continuous market pressure, and more work to do than time available, this is critical. Incorporated in 1996, Faronics has offices in the USA, Canada, and the UK, as well as a global network of channel partners. Our solutions are deployed in over 150 countries worldwide, and are helping more than 30,000 customers.

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