

# School District Simplifies **Mobile Device Management** with Deep Freeze Cloud



CASE STUDY



# Background

Klondike Independent School District (Klondike ISD) is a public school district located in Texas, USA. The independent school district (ISD) is rated as an Exemplary School District by the Texas Education Authority (TEA). Randy Leonard, the Technology Director at Klondike ISD, oversees all the IT operations at the school district, managing their technology needs and facilitating consistent learning experiences for the students there. Most importantly, he ensures the school district maintains the high learning standards, that have been set. Most ISDs often operate with limited budgets and minimal resources in place. This was the case for the Klondike ISD as well, where all the heavy lifting was being done with minimal resources. The school district had their share of challenges with endpoint management, operational standardisation and ensuring high availability. With mobility adoption in education increasing year-on-year, the need for an effective mobile device management mechanism was becoming apparent at Klondike ISD.



# The Environment

As the Technology Director at Klondike ISD, Randy Leonard manages all technology needs, facilitating uninterrupted classroom learning. This includes ensuring consistent configurations and high availability, for a multitude of devices - including Windows PCs, laptops, iPads and Chrome books.

Creating a consistent user experience depended on ensuring students had access to the right devices and resources, suited for their learning needs. Klondike ISD has a robust 1:1 device program implemented, for every student from the 5th grade right up to the 12th grade i.e a laptop for each student. Furthermore, some students use shared desktops, and some classes use Chrome books, while other classes see iPads get a great deal of use.

In short, the device landscape and user groups is quite varied, and the number of endpoints that need to be managed can be overwhelming. However, the volume of devices isn't the only issue.

"Previously, it was a fairly involved process to configure apps. It would take a week or so to do about 60 iPads. Updates were the same way. I could only update one device at a time. So overall, it would typically take a week or two."

**Mr. Randy Leonard**  
Technology Director for KISD





# Managing Mobile Devices

“Ease-of-use was a big factor. Deep Freeze MDM is a lot cheaper and works a lot better than the other MDM we’ve used. It saved me a lot of time managing iPads.”

**Mr. Randy Leonard**

Technology Director for KISD

Randy mentioned the school district was looking for an easy-to-use, affordable Mobile Device Management (MDM) solution for their Apple iPad devices. The district tested multiple MDM solutions, but none of them offered the combination of functionality and ease-of-use that the ISD needed to simplify their IT operations. Over the years, multiple MDM solutions were put into place but were so unnecessarily complex and difficult to work with that, it was time to move on.

Randy highlighted the following aspects of using Deep Freeze MD

- The ease-of-use and intuitive UI of Deep Freeze MDM, ensured a quick implementation.
- The ability to segregate groups based on separate app configurations, for different grades.
  - Previously, setting this up and managing it involved creating a single instance of the system and then plugging each machine into a computer with iTunes installed.
  - This also involved manually porting over the prebuilt setup, renaming everything appropriately and repeating the process across multiple devices.
- The ease-of-use and intuitive UI of Deep Freeze MDM, ensured a quick implementation. The ability to segregate groups based on separate app configurations, for different grades.

All of these iPads were school-owned, with students only allowed to use personal mobile phones on an open Wi-Fi network during lunchtime.

And with future projects in mind, other core features - like device restrictions, remote wipe, app management and a lot more - simplified the ISD’s decision-making when it came to finalising Deep Freeze MDM as their preferred solution.





# Managing the Varied Device Landscape

Keeping up with the device management cycle in a school isn't just a matter of rolling out updates and products. Instead, IT needs to deal with unpredictable changes that students make to the devices. At Klondike, this meant dealing with the reality that students will change just about anything.

- Maintaining standard configurations across lab computers
- Maintaining a consistent user experience for device users
- Keeping lab computers clean, while preventing malware/ spyware/ virus infections.

With Deep Freeze Cloud, the ISD was able to overcome these challenges using the platform's patented Reboot to Restore mechanism. While these problems are common in most ISDs, when they are combined with minimal resources and day-to-day workload, the effort needed to keep devices configured properly, endpoint management can become daunting.

"If it's not something that's intuitive - that I can look at, and click, and figure out - then I'm not going to waste my time on it. With Deep Freeze MDM, I used the 30 day trial and I was able to get it up and running in a few days. I had everything enrolled within 2 days."

**Mr. Randy Leonard**  
Technology Director for KISD





# Unifying Endpoint Management with Deep Freeze Cloud

While Mobile Device Management (MDM) was at the centre of Klondike ISD's initiative, when the MDM system was combined with the Deep Freeze Cloud, the school district was able to remotely manage all devices from a central console, reducing manual intervention considerably. With Deep Freeze Cloud, the easy-to-use setup eliminated any significant learning curve and made it simple to execute even complex commands and processes. The school district has been familiar with Faronics products, having used Deep Freeze in their environments. Randy had a special mention for Faronics support. "We've always had a good relationship with Faronics.

Anytime, I've had a problem or a question in the past, I was able to get on the phone/email with them and get it worked out." With the Deep Freeze Cloud platform in place, the school district now has the capabilities in place, to manage PCs, laptops and iPads from a single platform, unifying endpoint management across the school district.



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