

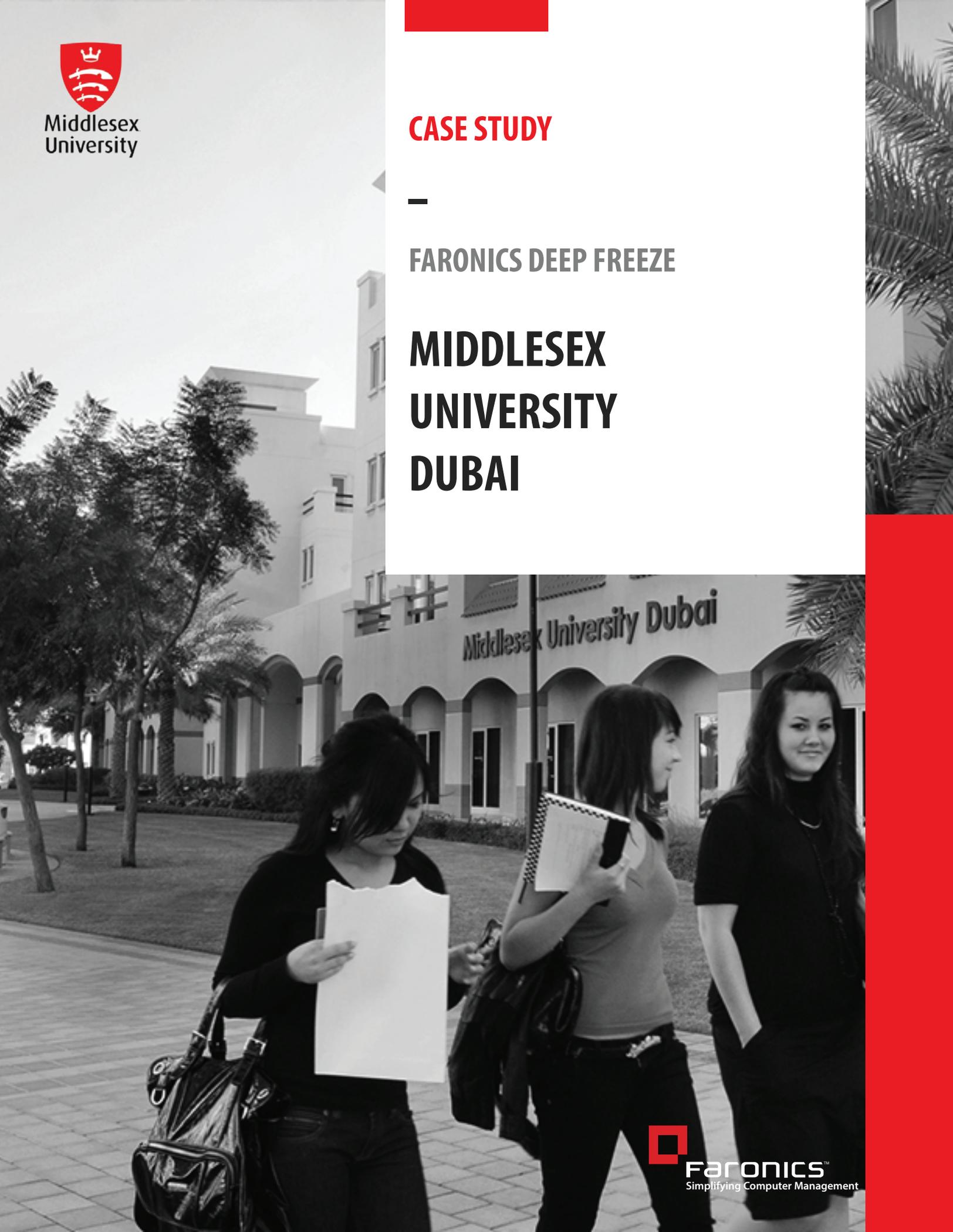


Middlesex
University

CASE STUDY

FARONICS DEEP FREEZE

MIDDLESEX UNIVERSITY DUBAI



FARONICS™
Simplifying Computer Management

BACKGROUND



“This product is just too good for an educational institution not to have.”

Mahir Vrazalic
IT Manager
Middlesex University, Dubai

Middlesex University Dubai is the first overseas campus of the internationally renowned Middlesex University in London. It is a global university committed to meeting the needs and ambitions of a culturally and internationally diverse range of students, by providing challenging academic programmes.

Middlesex University is attended by over 1,700 students from over 60 nationalities, and offers 30 undergraduate and postgraduate programmes in a wide variety of subject areas. They operate on a single server with 145 work stations (used only on the student network).



Faronics
DEEPFREEZE™

PROBLEM

The IT department at Middlesex University was continually plagued with system unavailability and malware threats. Student workstations were frequently damaged from user activity—both innocent and malicious. Students often mistakenly deleted operating systems files or installed malicious software on workstations. Without a dedicated solution to prevent this from happening, the IT team resorted to policing the students. The university required a solution that ensured complete workstation availability, while reducing the demands of IT support.



SOLUTION

Mahir Vrazalic, the university's IT Manager, became aware of Faronics Deep Freeze from another colleague in a previous job. Deep Freeze is a reboot-to-restore solution that ensures any changes made to a workstation during a user session—regardless of whether they are accidental or malicious—are erased with each restart.

Deep Freeze has significantly lowered IT support at Middlesex University, allowing their IT team to now focus their time on critical.



Because Vrazalic had already used Deep Freeze, he was familiar with its ability to reduce IT support requests by 63% and was aware Deep Freeze was almost impossible to “break”. Vrazalic didn't waste any time testing other solutions and was quick to deploy the workstation protection software. Middlesex University is now just one of over 10,000 educational facilities benefitting from Faronics Deep Freeze. Deep Freeze users can count on total system integrity, while IT personnel are freed from tedious maintenance issues. Deep Freeze is also cross platform and supports most operating systems, including Windows 7 and Snow Leopard.



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Faronics' solutions help organizations increase the productivity of existing IT investments and lower IT operating costs. 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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