CASE STUDY

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Faronics Deep Freeze

PHILADELPHIA FIGHT

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THE SITUATION

Philadelphia FIGHT (FIGHT) is a non-proft organization designed to improve the lives of people living with HIV/AIDS. FIGHT provides primary care, consumer education, advocacy, and research. An important component of FIGHT is the Critical Path Project, which enables low income people of all ages to gain digital literacy and learn how to access essential health information on the Internet. Ensuring all communities have access to the Internet is a key step in FIGHT's mission to end the AIDS epidemic.

As of 2010, FIGHT's Critical Path Project has embarked on a mission to create 27 Public Computer Centers with the purpose of providing digital literacy to more than 2900 people in the most vulnerable neighborhoods of North, South, and West Philadelphia.The Critical Path Team is setting up 27 centers to fulfll its overarching objective of providing free and convenient Internet access for everyone.

Within each center there are six to twenty machines available for public use. In conjunction with the Freedom Rings Partnership Project, there will be 77 Public Computer Centers built in total resulting in more than 850 workstations available across the city.

THE PROBLEM

Managing groups of workstations located across 27 Public Computer Centers distributed throughout the community would be challenging even for a large team of technicians. In this case, Critical Path has only a very small Information Technology staff to manage all of the machines across all these centers, and that includes handling updates, maintenance, software, and fixing machines infected with malware. The volume of support tickets would simply be unmanageable for a team of this size, especially when accounting for travel time to and from each center.

Before stumbling upon Faronics Dee Freeze, the Critical PathTeam had previously used a competitive sofware solution, but found that it was riddled with too many bugs and did not ofer a simple, user-friendly environment. After the migration to Windows 7, the previous solution was no longer compatible, encouraging the team to research alternative system restore solutions. Allison Wolf, Manager of Information Systems, and Kevin Yonn, Desktop Specialist, quickly discovered Faronics Deep Freeze as an instant reboot-to-restore solution that would enable easy computer management.

This unique feature allows computers to be restored to their original conditions instantly following a restart, which eliminates the need for IT personnel to manually troubleshoot, reconfgure, and reimage machines every time something goes awry. To make life even simpler, it's conveniently equipped with central management capabilities, which was an essential requirement given the sheer number of computer centers and machines requiring ongoing attention.
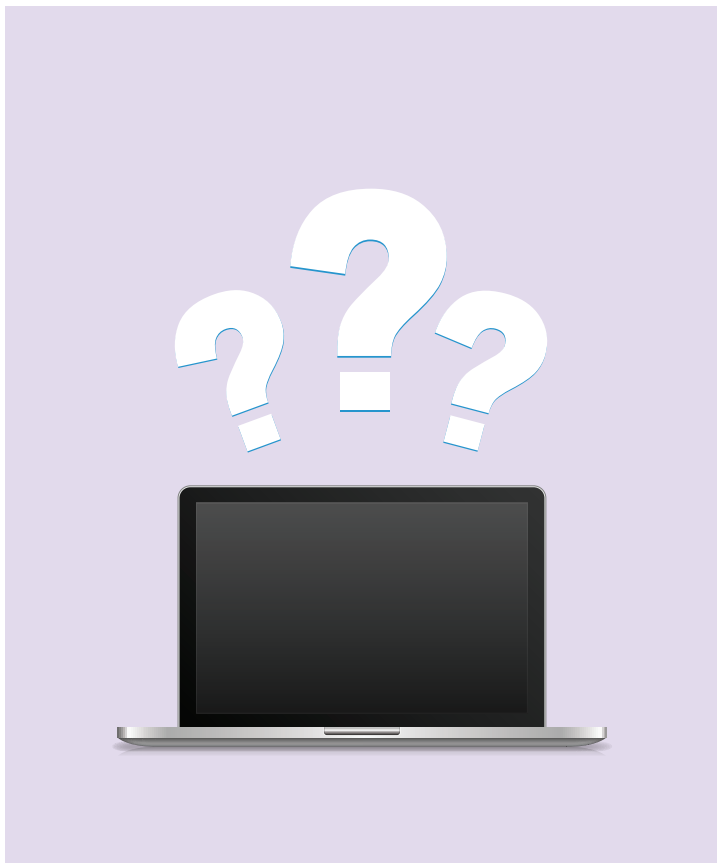
> **Deep Freeze gives network administrators at each site peace of mind with better control over their labs and assurance against viruses.** "

"Deep Freeze provides the best of both worlds—freedom for the users to explore the Internet and freedom from malware and other security issues for the administrators," according to Allison Wolf.

"I have done extensive research and have been working on public systems for ten years and have not found a better product. I cannot imagine a public computer center or public library not running Faronics Deep Freeze and WINSelect."

Thanks to Faronics Deep Freeze, FIGHT is able to rely on one Information Technologist, Langston Clement to manage the networking hardware, procurement, technical labs, and installation for all 27 Computer Centers. He also liaises between another technical support company, which is comprised of an additional two people maximum dedicated to assisting with technical support issues as needed. Within every Public Computer Center, they have one onsite Lab Assistant responsible for the daily management activities in the public computer center.

Deep Freeze gives the network administrators at each site peace of mind with better control over their labs and assurance against viruses.

-Langston Clement
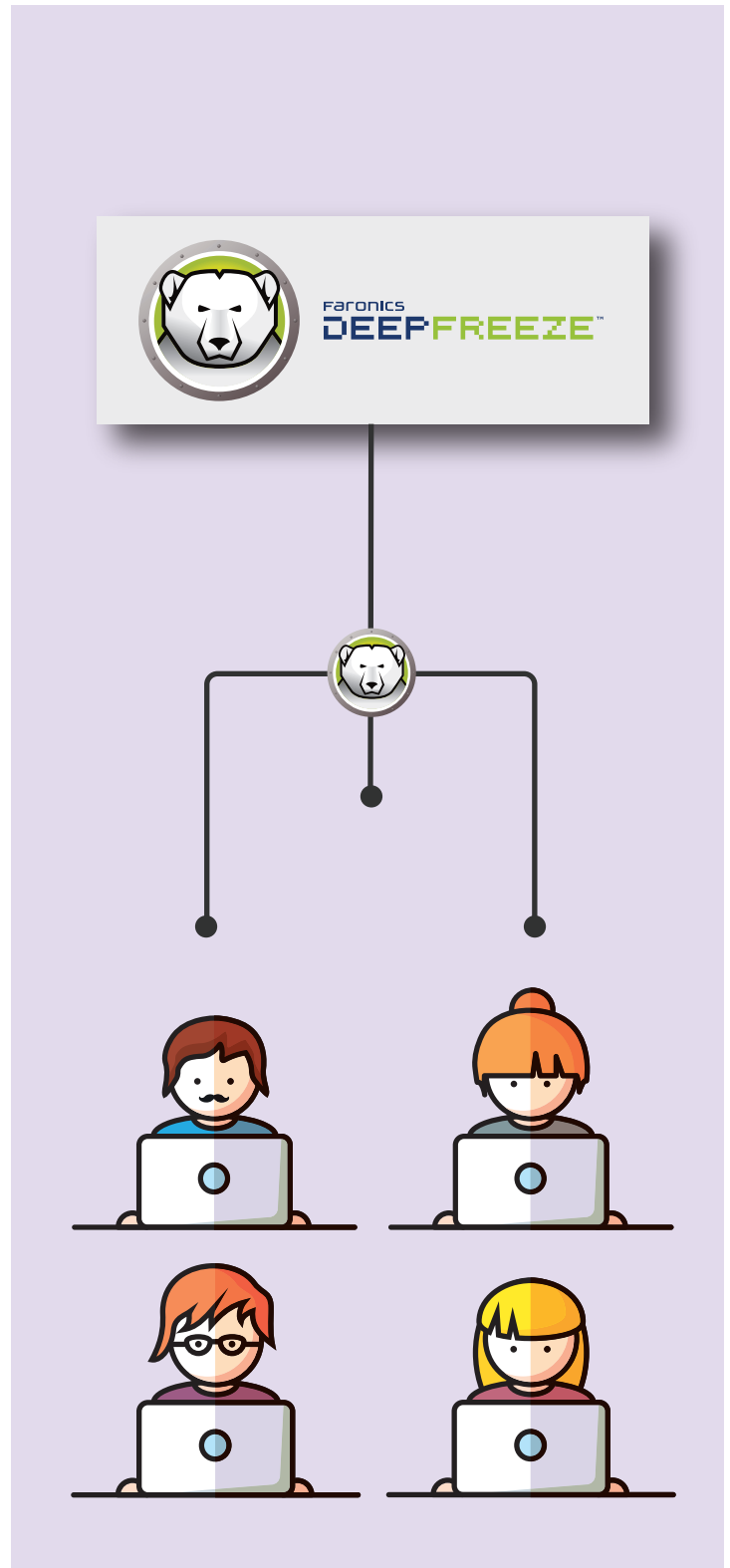
SOLUTION

For the Critical Path Team, the answer was Faronics Deep Freeze Enterprise. To date, FIGHT has installed Deep Freeze on 241 workstations and is currently in the midst of installing on the remaining 51 workstations. In addition, they have also selected Faronics WINSelect Server Edition to ofer them advanced control and security features overtheir public computing environment. Deep Freeze helpsto maintain machines in their intended state and virus free, without worrying about users downloading undesired sofware that would slow processing down and could ultimately reduce the lifespan of their machines. Keeping hard and sof expenses low is a major advantage given that FIGHT is funded primarily through grants and donations.

"This product has made my life so much easier and has made our public outreach project even more successful for the entire community."

> It's absolutely amazing that users or administrators can reset their machines with a simple restart.

Due to the functionality of Deep Freeze, the sofware allows machinesto be returned to their original image confguration every time they are rebooted. This enables greater user privacy and increased security for the machines. Rather than saving work to the machine and worrying about unintentionally sharing confdential data with other members of the community, users' work is saved to USB devices, which they receive upon graduation of their frst digital literacy class. This feature ensures users take their data with them wherever they travel, so that if they happen to use a diferent machine or Computer Center next time, their flies are available and ready for use. In the event that a user brings an infected USB device into the Computer Center, the machine will be wiped clean with a simple computer restart. The Critical Path Team also elected to install Faronics WINSelectto assist with the general management of the Public Computer Centers. Using a token-based system, Critical Path has set-up WINSelect to manage user times in 30 minute or 60 minute intervals ensuring that patrons have access to the machines when they need them for both fun or business. The print management function helps keep It's absolutely amazing that users or administrators can reset their machines with a simple restart. 4 Case Study printing costs at acceptable levels and limits printing to either fve or ten pages per session.

EXPERIENCE WITH FARONICS

"I would highly recommend Deep Freeze for reducing maintenance workloads and giving administrators more control over computer operations,"said Langston Clement."Not only does Deep Freeze increase the security of our Public Computer Centers, but it helps me worry less and makes my job of managing hundreds of workstations a breeze. Whenever there are any technical concerns, one call to Faronics customer support resolves my challenges in an easy and knowledgeable step-by-step approach."
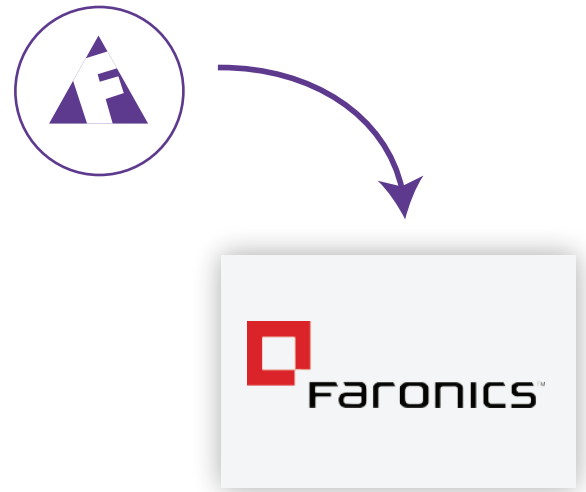
OVERALL BENEFTS

Faronics sofware solutions have helped to provide the community of Philadelphia with a positive computing experience, free from malware, confguration changes, and computer downtime. The IT operations are completely transformed into an easily manageable, streamlined system that allows Computer Centers to be extremely self-sufcient. Users can count on computers being available for their education, research, and business needs, which helps FIGHT's Critical Path Project to fulfll their mission of bringing computer literacy to the broader community.

FARONICS DEEP FREEZE

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