DEEP FREEZE CLOUD
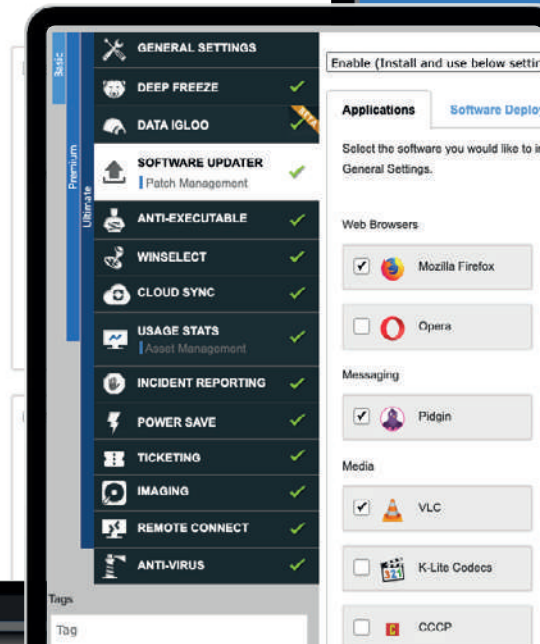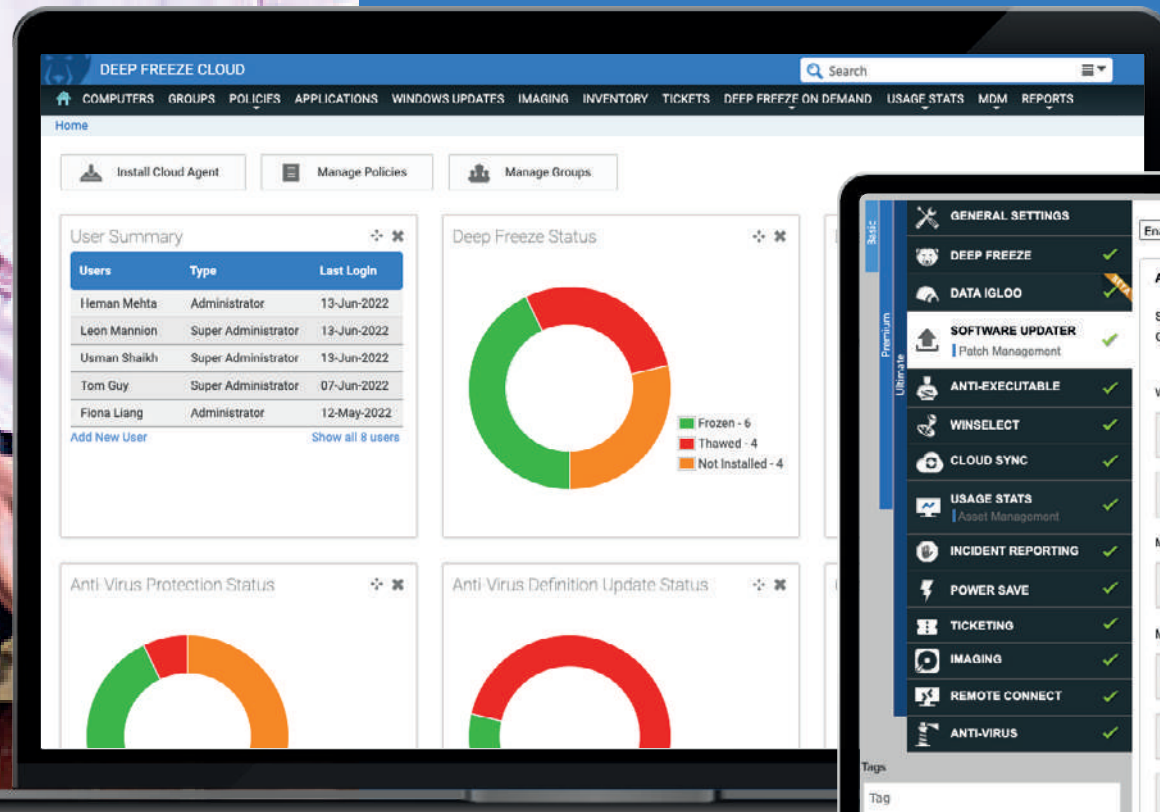
DAVIDSON-DAVIE COMMUNITY COLLEGE

Comprehensive Remote Monitoring and Management with Deep Freeze Cloud

# DAVIDSON-DAVIE COMMUNITY

A busy community college

Davidson-Davie Community College has a large footprint, spanning two main campuses and four locations throughout North Carolina.

Their IT department leadership team consists of Donald Beck, the Director of Information Technology Services, and Tim Maines, Coordinator of Information and Technology Services.

Their IT infrastructure includes over 2,500 computers associated with both students and staff members across the colleges' location.

4
LOCATIONS

600
STUDENT COMPUTERS

300
STAFF COMPUTERS

650
STUDENT LAPTOPS

950
STAFF LAPTOPS
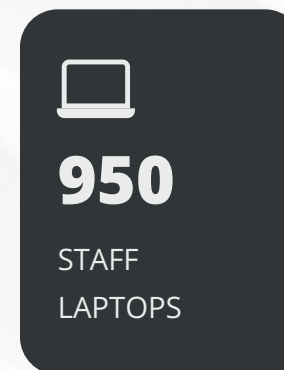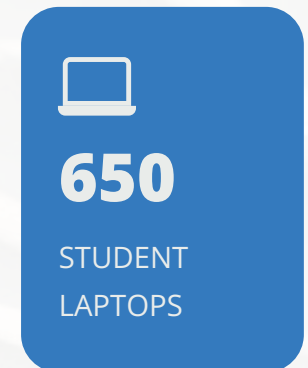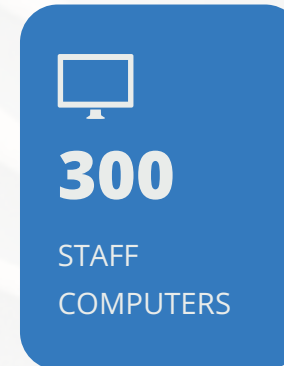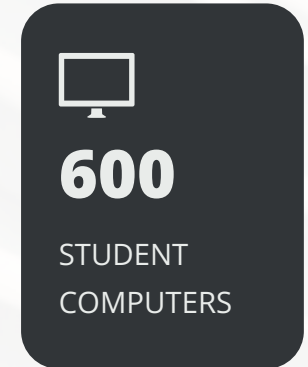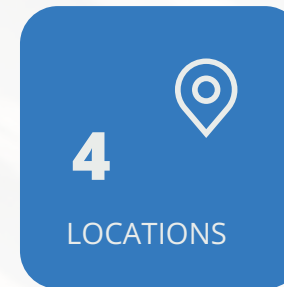
THE PROBLEM

The History – disappearing icons and the discovery of Deep Freeze

Nineteen years ago, the IT team on campus struggled with student and faculty reports of disappearing icons and missing printers. This meant Tim and his team spent a significant amount of time recovering the missing shortcuts and reinstalling printers.

Tim recalled how they heard about Deep Freeze at a conference in North Carolina: "We found out that it would allow us to Freeze the computers. Once they are in a Frozen state, if your student, by mistake, accidentally deleted something, just reboot and it came back. It became a wonderful time saver for all of us here. "

Today – managing a large fleet at a social distance

Donald and Tim found that at a time when they had unprecedented staffing challenges, they were spending too much time manually maintaining their satellite campuses. The IT team would spend hours traveling on-site, manually diagnosing and updating each machine. Additionally, security updates needed to be rolled out more consistently to better protect the fleet. During COVID, the need for remote support intensified as the IT staff were working from home part time.

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One of the best parts of Deep Freeze Cloud is the silent update setting. We never have to interrupt someone's workflow or experience to conduct necessary system maintenance. This software enables us to access the system remotely, conduct any necessary updates, and complete any maintenance in minutes.

Donald Beck
Director of Information Technology Services,
Davidson-Davie Community College

THE SOLUTION

Deep Freeze Cloud remote management

Faced with the newfound challenges of remote computer management in the COVID era, Donald and Tim decided they needed a flexible remote management solution that was easy to use.

After using Deep Freeze on-premise for over nineteen years, the college IT team made the decision to move to the Cloud platform. "We had more and more software to support, and we don't always have time to manage the servers. We had hardware costs and hardware management to deal with too, "said Donald.

At the start of the pandemic, Deep Freeze was primarily being used on classroom computers. The IT team chose to migrate over to Deep Freeze Cloud to maintain all of the College devices because it included all the tools they needed in one console. Being able to manage these computers from anywhere was vital to maintain a high level of support for staff and students during the pandemic.

Today, updates across all sites can be managed centrally through the web. Computers are tagged and organized for quick searches. Students and staff are protected by the Deep Freeze reboot-to-restore technology to ensure system integrity. Tim and his team have noticed how much faster OS and software updates are now, and that there has been a massive increase in efficiency across all departments since implementation.

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Rather than interrupt a workday or student learning time, we could step into their machine remotely and create an automatic update schedule across the fleet that suited our needs. We've saved multiple hours per day just by taking that step alone.

Donald Beck
Director of Information Technology Services,
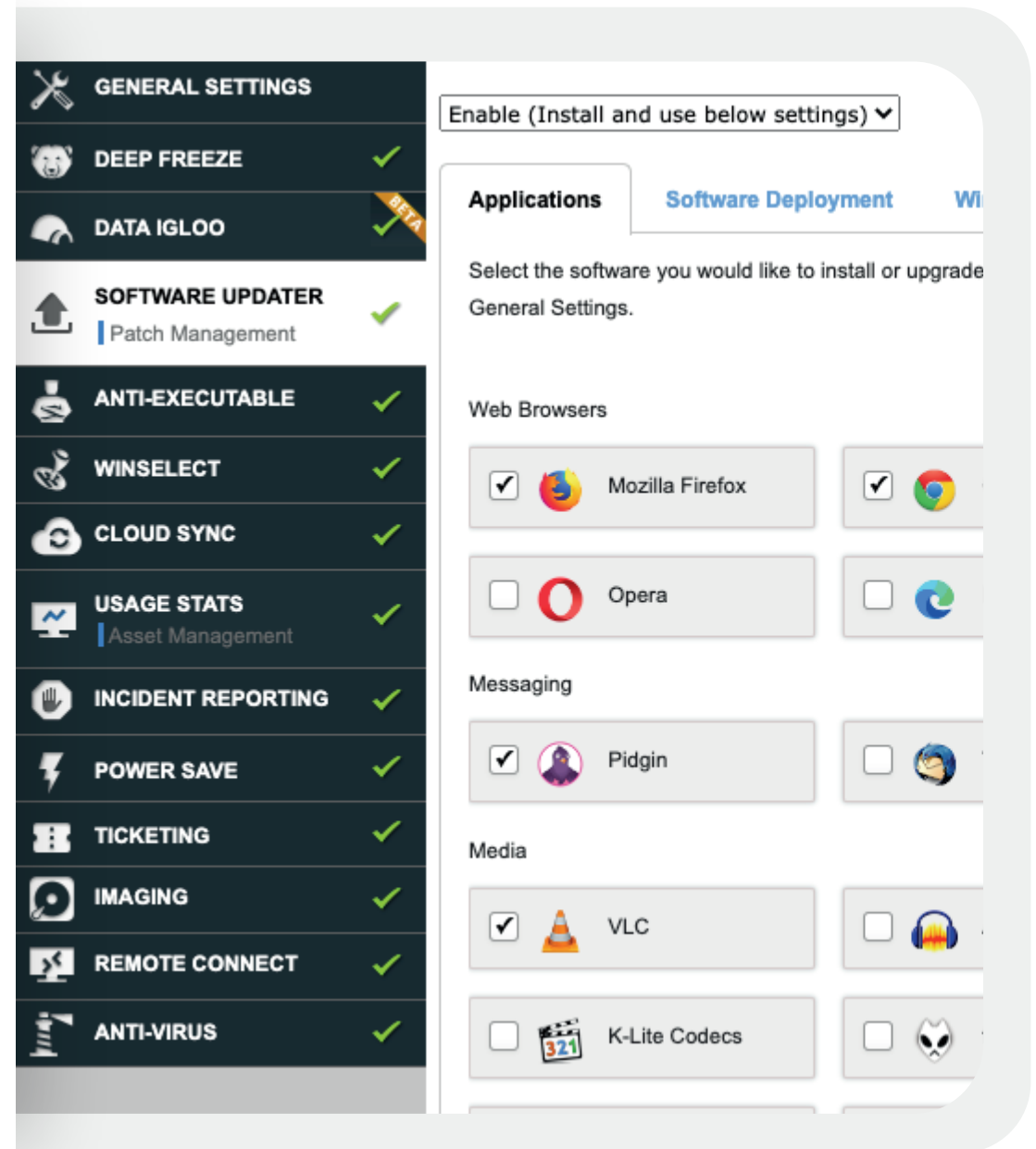*Davidson-Davie Community College*

REMOTE MAINTENANCE & AUTOMATIC UPDATES

Tim and Donald commented on the ease that Deep Freeze Cloud provided to manage updates and maintenance across a fleet of thousands of computers.

"The silent and automatic update capabilities of this tool are unmatched, "according to Donald. "Rather than interrupt a workday or student learning time, we could step into their machine remotely and create an automatic update schedule across the fleet that suited our needs. We've saved multiple hours per day just by taking that step alone."

The IT department at Davidson-Davie Community College continues to rely on Deep Freeze Cloud to remotely manage their computers, providing a standardized OS experience, and ensuring all computers are patched in a timely manner.

INVALUABLE PROFESSIONAL SERVICES

As the Davidson-Davie Community College made the decision to move to Deep Freeze Cloud during the pandemic, they wanted a dedicated resource to help during a time when there was a lot going on. "In my opinion Professional Services is just as valuable as the software itself." David recalled a story jokingly, "I set a little too aggressive of a policy, something stopped working... and it was not the product's fault! We got with Professional Services, and he was able to resolve it in a matter of minutes. "

MK from Professional Services has been a wonderful help, we've enjoyed working with him and he has taught us a lot in the last couple of years.

Tim Maines
Coordinator of IT Services and Support
Davidson-Davie Community College