ST. EDWARD'S UNIVERSITY
CONNECTS TO
DEEP FREEZE **CLOUD**

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ABOUT
ST.EDWARD'S UNIVERSITY

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St. Edward's University prides itself on a reputation of academic excellence. But the Austin-based university of about 5,000 undergraduate and graduate students couldn't have earned the ranking of 14th-best college in western United States without giving students and staff the computer-based tools they need to succeed.

This is where Jason Arellano, manager of user services, and Brant Christiansen, senior IT analyst, come into the picture. Arellano and Christiansen lead a five-person IT team that manages 1,800 workstations campus-wide. Here's how their partnership with Faronics helped them optimize their computing environment, and saved time and money in the process.

SO MANY ENDPOINTS,
SO LITTLE TIME

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Arellano and Christiansen are responsible for managing a computing environment that includes computer labs, classrooms, teacher workstations, an on-campus police department with 24/7 dispatching and a remote campus in France. Among other things, the five-man IT team is responsible for:

Restricting profile creation and data storage on shared systems to prevent system degradation.

Troubleshooting issues for teachers, staff and students.

Patching operating systems (Windows 7, 10 and El Capitan) and applications on all 1,800 systems weekly.

Performing these tasks manually would tax an IT team that's twice its size. So, in 2006, St. Edward's deployed Faronics Deep Freeze to streamline day-to-day maintenance. Because Deep Freeze lets computers run in a frozen state, configurations can be reinstated upon every reboot. This made IT troubleshooting and general workstation maintenance much easier. Nevertheless, one problem remained: the software and operating system process was still done manually.

"

My team was spending a tremendous amount of time every week doing the same thing over and over again. We wanted to be able to automate this process in a way technician interaction wasn't required.

Jason Arellano.
User Services Manager,
St. Edward's University

ENTER DEEP FREEZE CLOUD CONNECTOR: SOFTWARE UPDATES SIMPLIFIED

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Arellano and Christiansen needed a computer management solution that integrated seamlessly with Altiris package server, and could automatically connect to Windows Server Update Services (WSUS). They found an answer in the form of the Deep Freeze Cloud Connector, whereby they were able to connect their Enterprise Console computers to Deep Freeze Cloud with just one click.

Rather than manually patching endpoints campus-wide, St. Edward's implementation of Deep FreezeCloud lets Arellano and Christiansen schedule updates to run automatically. Now applications such as Flash, Java, Firefox and Chrome are automatically installed and kept up-to-date without user intervention. They do this in three separate maintenance windows:

1 One night, updates for important software applications are applied on all computers.

2 Another night is dedicated to performing Windows updates.

3 A third night is left open for any additional applications that may need to be installed via third-party.

As a result, the university doesn't just save time on troubleshooting and reversing configuration drift. Arellano and Christiansen can now patch their entire Windows environment expeditiously, automatically and non-invasively. The benefits are tangible.

As for the police dispatch systems, St. Edward's had previously run them in a no-maintenance window, so both computers would require manual patching every three months. Now, one computer can be automatically thawed, patched and frozen on a Saturday, and the other on a Sunday, so they're never down at the same time.

Of the 80 or so supported applications, St. Edward's patches about 20 different applications via Deep Freeze Cloud's Software Updater solution.

> "Each computer takes up maybe one hour of support per year - because it's frozen we don't really have to worry about it," adding that most of that time spent is on annual re-imaging. "Deep Freeze Cloud is doing all the updates for us, so the actual time spent by the administrator is maybe 20 minutes per year. So, in the past year, automatic updates alone have saved us several hundred hours of work."
>
> **Brant Christiansen.**
> Senior IT Analyst,
> St. Edward's University

BONUS BENEFITS: USAGE STATS, MOBILE APP, MORE

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Deep Freeze saves St. Edward's time and money in other ways. The Usage Stats feature lets Arellano and Christiansen monitor application and endpoint usage across their computing environment. They know, for instance, that users are more active on Thursdays than Mondays, and that some applications are utilized more than others.

Key sources of direct savings include the following:

> After St. Edward's added Creative Cloud on top of their Adobe CS6, usage stats determined that the former was being used more than the latter. Thus, the team now knows to reevaluate their CS6 installation at the end of the year.

> "We use disability software, and a few people mentioned extending that license count," Christiansen said. "We looked at the app usage and we never had more than three or four people using the software out of five concurrent licenses. Just based on that number we were able to say 'we're good with current license utilization."

Another feature of Deep Freeze that has proved valuable is the Deep Freeze Administrator Mobile App. The Mobile interface lets classroom technicians who work on teacher stations reboot the computer into a thawed state from a smartphone while en route to perform maintenance.

Last but not least, the university IT team has found use for Faronics Power Save. Just running the software in audit mode has shown potential sacings of an additional $2,086 per year on 200 computers by optimizing power usage. Arellano and Christiansen are still exploring the Cloud platform's capabilities to further optimize their IT operations.

Contact Faronics today to explore how Faronics simplifies Higher Education IT operations drastically.

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