

Faronics Deep Freeze Mac

and the University of Alabama
at Birmingham



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About

The University of Alabama at Birmingham provides higher education to more than 18,000 students, making it one of the largest educational institutions by enrollment in the Yellowhammer state. Making sure that these students, as well as faculty and staff, have the computer resources they need to thrive isn't a feat for the faint of heart, but information system specialist Kevin Worden is up to the task.



Worden and his team of techs are responsible for, among other things, managing approximately 100 Macs scattered across various labs on campus. Some of these computers are accessible by students 24/7, and all of them need to deliver the same experience to every user, upon every login, regardless of the hour.

Here's the story of how Faronics Deep Freeze for Mac made this, and other operational necessities, exponentially more convenient.

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Having the Macs reproduce the same computing experience every time is important to us at UAB.

Kevin Worden

*The University of Alabama
at Birmingham*

A Re-Imaging Nightmare

Worden recalled that prior to the installation of Deep Freeze across his Mac computing environment, he and his team had struggled to maintain a clean computing environment for the thousands of students who rely on these machines for educational purposes.

In fact, Worden said that the downtime from rebuilding just one machine could last for hours. In addition to configuring the operating system, Worden was responsible for maintaining Microsoft Office, Adobe products and other critical software. The time spent reverting configuration drift and IT troubleshooting was occupying sizable chunks of Worden's schedule. Additionally, Worden and his team also needed to keep the OS and applications up to date on each and every computer.

Needless to say, Worden and his team were stretched thin in those days.



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The computers were customized with every background or screen saver that a user could think of, The docks were not identical and programs were missing or would stop working because someone deleted a file. This was a big problem for us and the rebuild of the machines took a lot of time, which we did not have.

Kevin Worden
*The University of Alabama
at Birmingham*

UAB Does a 180 With Deep Freeze for Mac

In 2006, Worden put his foot down. His team needed a more streamlined methodology for IT troubleshooting and general computer maintenance. This is when they first started to work with Faronics. They haven't looked back since.

Deep Freeze allowed Worden to keep labs in a 'frozen state', so that every user session would feature a consistent experience for the student or teacher, regardless of the configuration changes that may have been made between them. This also meant that most cases of IT troubleshooting required nothing more than a simple reboot. The results were better than Worden could have ever imagined. "Support tickets since Deep Freeze was deployed have dropped to almost nothing," he said. But Worden's personal favorite Deep Freeze feature was its integration with Apple Remote Desktop, which significantly simplified patch management by distilling it into a single intuitive interface.

It's safe to say that pre - and post-Deep Freeze situations at UAB were like night and day.



Being able to turn off Deep Freeze for an entire lab then update all the stations from one computer and freeze the computers again has saved many hours at the university. Allowing one tech to update a lab of 26-35 computers alone is a wonderful feature.

Kevin Worden

*The University of Alabama
at Birmingham*

Less Work for IT and a Better Experience for Students

Deep Freeze's legacy at UAB is probably best summarized by the person living it – Worden himself:

“Deep Freeze has given IT more time to work on faculty and staff issues and not be tied to the labs on a daily basis, I know the students enjoy their computing experience better now, as downtime for them can sometimes mean getting an 'A' or an incomplete for the course”.

“My experience has been very positive and I believe we will continue to use Deep Freeze for as long as I'm at UAB”.

Kevin Worden

The University of Alabama at Birmingham



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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, Singapore, 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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