

Edinburgh Napier University  
harnesses **Deep Freeze** to  
simplify IT operations



# Content

	<b>01</b>	Challenge	P-2
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	<b>02</b>	Solution	P-2
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	<b>03</b>	Result	P-4
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	<b>04</b>	Benefits	P-5
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## Challenge

With nearly 20,000 students enrolled across undergraduate and postgraduate programs, Edinburgh Napier University comprises of both onshore and offshore campuses. The university also offers online programs, and has students from across 140 countries. An award-winning and globally acknowledged university, Edinburgh Napier has several innovative provisions to enhance the learning experience of students. The laptop loan service is one of the commendable facilities offered by the university that has gained momentum among students.



The service needed the IT team to maintain the laptops in good condition to ensure each student who borrowed experienced optimum device performance. This required laptops to be wipe-cleaned when they were returned. Once a student returned a laptop, IT staff had to re-image it and install Windows updates so that it is ready to be lent again. On an average, the entire process took 2-3 hours to be completed. The downtime and associated costs, especially due to the installation of Lapsafe Loan lockers, further exacerbated the situation for the IT department.



Donald Ross

*Senior IT Developer,  
Information Services*

Due to security concerns it has been the policy to wipe these laptops when they are returned. This would involve re-imaging the devices to a clean state and running windows updates to complete the turnaround. With the introduction of Lapsafe Loan cabinets, this downtime, and the associated spend on technical staff required to perform this, could no longer be justified



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The older our “image”, the longer it would take to re image these devices. Generally speaking, it would take 2-3 hours at least to turn around these laptops.

**Donald Ross**

Senior IT Developer,  
Information Services



## Solution

Their IT admins were on the hunt for a technology that would eliminate the need for the complex and time consuming re-imaging process. In other words, the need of the hour was a solution to simplify system maintenance and management. Authorities identified few products that seemed capable of resolving the pressing IT issues that Edinburgh Napier University was experiencing.

Offerings by various vendors were deployed on a few workstations for testing their capacity to combat the challenges. Deep Freeze Enterprise emerged as the most suitable solution with robust capabilities to address the issues.

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Donald Ross  
*Senior IT Developer,  
Information Services*

We knew that we wanted this kind of system in place, and although there were a few available, Deep Freeze appeared to be the most mature product, with excellent remote console capabilities. We tried the various available solutions on several models of our laptops (and the occasional workstation) for stability and security.



## The Solution That Worked

Harnessing Deep Freeze Enterprise, IT administrators at the Edinburgh Napier University were able to restore the clean state of the laptops in minutes. Based on the Reboot to Restore technology, Deep Freeze enables IT admins to revert devices to the desired state with a simple restart. Thus, the laptops were ready to be lent instantly to another student when returned by one. As a result, the laptop loan process was streamlined and simplified the task for the IT team.

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The real “killer app” was the Deep Freeze Console, and its ability to schedule various tasks at specific times

**Donald Ross**

Senior IT Developer,  
Information Services





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Completely simplified our loan procedure - the laptops can now be returned to a secure baseline simply by restarting them. Windows and AV updates can now be applied on a schedule via the Deep Freeze console when the Laptops are in the cabinets – these are applied and the ‘Deep Freeze’ state locked again.

**Donald Ross**

*Senior IT Developer,  
Information Services*

# Key Benefits

## ■ Optimized Performance

Deep Freeze ensures that all the devices within an enterprise network are in their pristine state by restoring the baseline configuration with every reboot. End-users, therefore, experienced optimum performance, with minimum to zero downtime.

## ■ Improved Efficiency

The intuitive 'reboot to restore' feature of Deep Freeze Enterprise empowers even the end-users to roll-back the system to the admin-defined state. This eliminates the need for IT teams to manually intervene at every level when a system malfunctions and crashes. As a result, fewer staff members can manage more number of devices.

## ■ No More Redundancy

The usage statistics provided by Deep Freeze Enterprise enables administrators to identify the programs that are used rarely or not at all. Such programs can be removed to optimize the storage and memory consumption.

## ■ Power Savings

Deep Freeze Enterprise comes with Power Saver feature which allows scheduling of shutdown, restart, and hibernation. These are laudable energy saving features that can be deployed when the device is idle. Detailed reports on power consumption and applicable local charges assist in determining ROI accurately.



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