

# Faronics Anti-Virus and Deep Freeze and **Ballston Spa Central School District**

---

CASE STUDY



## About



The Ballston Spa Central School District (BSCSD) is a New York based school district serving close to 4,200 students from pre-kindergarten through grade 12. The Ballston Spa High School opened in 1998 with innovative computer and science labs, a modern library media center, auditorium, and a swimming pool.

More than 700 educators, administrators, and support staff make up the district's dedicated team of employees. There are 1,700 workstations and 30 servers, in an all-Windows environment.

## Problem

When Brian Merchant, Coordinator of Technical Support Services for BSCSD, joined the district 10 years ago, the tech staff spent a good amount of their time rebuilding computers. They re-imaged approximately one computer a week which prevented them from focusing on other projects.

The time constraints from rebuilding computers and responding to IT support tickets weren't the only problems the district faced. With global malware attacks increasing and becoming more evasive, BSCSD knew they needed a more network-efficient anti-virus solution, one that didn't slow down network and system performance, and was able to deliver anti-virus updates without delays.

## Solution

“Faronics Anti-Virus and Deep Freeze have simplified our job and allowed us to focus on other critical projects.”

**- Brian Merchant**

Coordinator of Technical  
Support Services for BSCSD

Mr. Merchant was already familiar with Faronics Deep Freeze during his tenure with a smaller school where Deep Freeze was deployed on all lab computers for five years prior to coming to Ballston Spa. Deep Freeze is an instant system-restore solution, which protects original workstation configurations by restoring the computer settings to their original condition with a simple reboot. Deep Freeze eliminates the need for IT professionals to perform rebuilds, re-image, or troubleshoot computers. The bullet proof protection of Deep Freeze reduced the district’s support calls, allowing the IT team to focus on strategic objectives instead of mundane & time consuming technical support issues.

Mr. Merchant was already familiar with Faronics Deep Freeze during his tenure with a smaller school where Deep Freeze was deployed on all lab computers for five years prior to coming to Ballston Spa. Deep Freeze is an instant system-restore solution, which protects original workstation configurations by restoring the computer settings to their original condition with a simple reboot. Deep Freeze eliminates the need for IT professionals to perform rebuilds, re-image, or troubleshoot computers. The bullet proof protection of Deep Freeze reduced the district’s support calls, allowing the IT team to focus on strategic objectives instead of mundane and time consuming technical support issues.

The district didn’t hesitate in deploying Deep Freeze across their entire network of workstations, but they still needed a compatible antivirus solution. The software needed to be able to deliver anti-virus updates without delay seven on computers in Frozen mode (protected by Deep Freeze). Standard anti-virus solutions required workstations to be in Deep Freeze maintenance mode to deliver updates and, even then, the network traffic generated to update the machines was substantial and degraded network performance. Often times, updates weren’t even successful during the maintenance cycle, which resulted in more work for the busy IT team. Further more, computers weren’t updated in a timely manner, making them vulnerable to new malware threats.



“Not only is Faronics Anti-Virus the only solution which is fully compatible with Deep Freeze, but it is also faster, more network efficient and more effective against malware.”

**- Brian Merchant**  
Coordinator of Technical  
Support Services for BSCSD

Mr. Merchant evaluated a few major antivirus vendors, amongst which was Faronics with the newly released Faronics Anti-Virus and was quickly impressed. “Not only is Faronics Anti-Virus the only solution which is fully compatible with Deep Freeze, but it is also faster, more network efficient and more effective against malware”, says Mr. Merchant of his final election of Faronics Anti-Virus.

With so many things to worry about, from software issues to malware infections and staying compliant, Mr. Merchant is elated with his setup of Deep Freeze and Faronics Anti-Virus. “It gives me peace of mind to know that my district is fully protected both at runtime and upon reboot. These two products have simplified our job and allowed us to focus on other critical projects”.





# Results

“Deep Freeze gives us the assurance that portable laptops and computers in the district are not retaining any sensitive student data so in case of a security breach, there’s nothing to steal.”

- Brian Merchant

## **Do More With Less Staff**

Once Deep Freeze was implemented on all 1,700 workstations, there was an immediate 80% reduction in software related issues and equal reduction in system crashes. “Deep Freeze has provided us with the ability to manage our environment in the most efficient manner with half the staff compared to similar school districts”. Faronics Anti-Virus doesn’t require a maintenance mode to receive updates. These are consistently applied even if the workstation is in a Frozen state so that computers are effectively protected at all times against malware. Faronics AntiVirus also delivers updates efficiently, thus reducing unnecessary network traffic.

## **Ensure Full System Up Time**

To get staff familiar with Deep Freeze, Merchant encouraged them to test it for 30 days before disregarding its strength. “It was an educational effort explaining what’s in it for the user: more reliable computers and higher up time”. Every staff member up to the Superintendent is now protected with DeepFreeze. Mr. Merchant and his team have also been very responsive to staff who need changes on their computers. IT simply asks staff to create a list of things they want added or changed on their workstations and put Deep Freeze in a maintenance mode to apply the changes. All users save their documents and data directly on a network share, which is backed up, and secure.



## Ferpa Compliance (Family Educational Rights & Privacy Act)

Like most educational organizations, Mr. Merchant and his team take security very seriously. FERPA, a Federal law that protects the privacy of student education records, applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA requires school districts to notify the organization if there is a suspected security breach, which can be embarrassing and costly to any school. “Deep Freeze gives us the assurance that portable laptops and computers in the district are not retaining any sensitive student data so incase of a security breach, there’s nothing to steal,” said Mr. Merchant.



[www.faronics.com](http://www.faronics.com)

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, 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.

### SINGAPORE

20 Cecil Street, #104-01,  
Equity Way, Singapore,  
049705  
Phone: +65 6520 3619  
Fax: +65 6722 8634  
Email: [sales@faronics.com.sg](mailto:sales@faronics.com.sg)

### CANADA & INTERNATIONAL

1400 - 609 Granville Street  
P.O. Box 10362, Pacific Centre  
Vancouver, BC, V7Y 1G5  
Phone: +1-604-637-3333  
Fax: +1-604-637-8188  
Email: [sales@faronics.com](mailto:sales@faronics.com)

### PLEASANTON, CA

5506 Sunol Blvd, Suite 202  
Pleasanton, CA, 94566 USA  
Call Toll Free: 1-800-943-6422  
Fax Toll Free: 1-800-943-6488  
Email: [sales@faronics.com](mailto:sales@faronics.com)

### EUROPE

8 The Courtyard, Eastern Road,  
Bracknell, Berkshire  
RG12 2XB, England  
Phone: +44 (0) 1344 206 414  
Email: [eurosales@faronics.com](mailto:eurosales@faronics.com)

COPYRIGHT: This publication may not be downloaded, displayed, printed, or reproduced other than for non-commercial individual reference or private use within your/an organization. All copyright and other proprietary notices must be retained. No license to publish, communicate, modify, commercialize or alter this document is granted. For reproduction or use of this publication beyond this limited license, permission must be sought from the publisher.