



MSP Simplifies IT Support with **Deep Freeze Cloud**

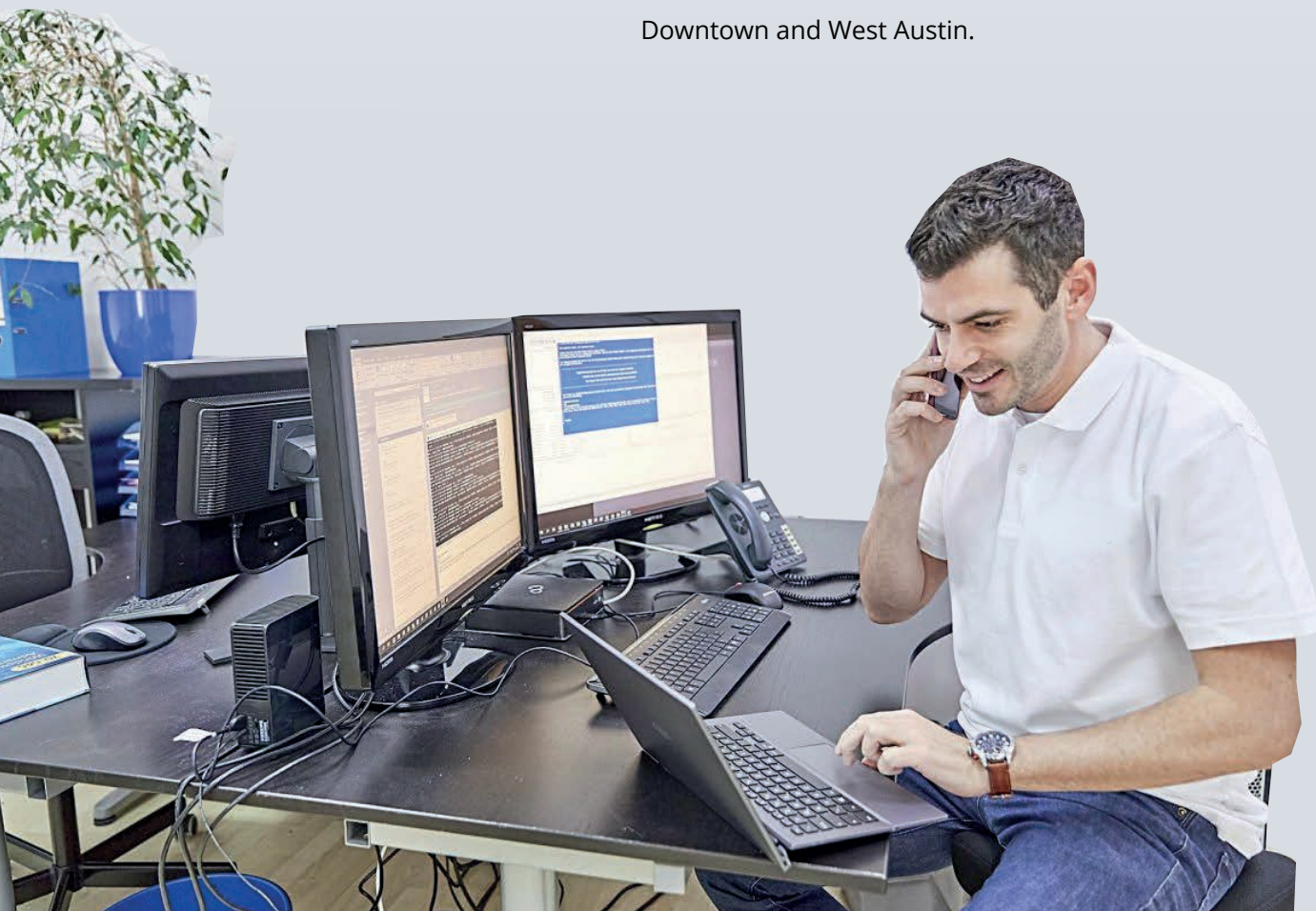


CASE STUDY

Overview

CMIT Solutions is a Managed Service Provider (MSP) that specializes in providing robust IT support to small and medium-sized businesses through 140 offices across the US and Canada. Around 400 technicians and owners make up the company's 24/7 support team, which means all kinds of enterprises - Multinational corporations to SMBs - can get the services they need, for diverse IT environments.

Every office is independently owned and operated. This means that the support they provide is much more personal and localized, which is a huge benefit for SMBs that work with them. CMIT Solutions of Austin Downtown and West is one such franchise which is having great success supporting customers in Downtown and West Austin.





Challenge

“We needed a process through which we could reset them and clean them off quickly before the next student uses them. We didn't want to spend too much time manually cleaning them and digging out malware, viruses and trojans.”

Kevin Krhovjak

Senior Technical Analyst CMIT
Solutions of Austin Downtown
and West

Two of the Austin-based service provider's long-time customers:

- The Austin International School
- The Boys & Girls Club

were primarily facing issues with their endpoint maintenance and fragmented system availability. These organizations had similar issues requiring a high-tech solution, with proven capabilities.

One of their biggest problems was that student computers which were used everyday, were breaking down frequently. Not only is it hard enough to keep an enormous number of computers running efficiently, but the fact that the users were young children increased the risk of breakdowns.

What's more, utilizing a factory reset for each machine that wasn't working simply did not make sense.

Doing so takes hours for every individual computer , and it would have tied up a lot of resources each time. Therefore, they needed a reliable mechanism that could bring a computer back to a pristine state in an expeditious manner.

Additionally, they was also looking for a solution that could cater to different kinds of endpoints - iOS and Android mobile devices, as well as Windows and Mac computers. An adjacent need that existed was to manage and implement varied policies on mobile devices as well.

And in this case, CMIT Solutions of Downtown Austin and West, specifically needed to leverage a solution that could simplify IT operations in these school IT environments consisting of mainly iOS mobile devices, Windows laptops and desktop computers.



Solution

“We reached out to Faronics because I knew you had a MDM product. You can do a lot with Deep Freeze, and Deep Freeze Cloud offered everything we needed to provide to our clients plus a lot more.”

Kevin Krhovjak

Senior Technical Analyst CMIT Solutions of Austin Downtown and West

For the student computers, the MSP was looking for a solution that could mimic a factory reset, but instantly. After some deliberation and research, the company decided that Faronics Deep Freeze fit the bill. Additionally, the integrated MDM capabilities of Faronics’ cloud-based platform - Deep Freeze Cloud - simplified their search for the optimal solution.

The Deep Freeze Cloud platform has a host of features for simplifying endpoint maintenance, management and security. The core feature that they needed in this scenario was the ‘Reboot to Restore’ mechanism. Faronics’ patented ‘Reboot to Restore’ technology enables end-users/ IT admins to restore their computer configuration back to a known/ pristine state, with a simple reboot.

For the Boys & Girls Club, they deployed Deep Freeze Cloud on all their laptops. For the Austin International School, they needed to handle both laptops and iPads.

While Faronics’ patented ‘Reboot to Restore’ technology has certainly helped speed up the process of troubleshooting and restoring problematic endpoints, with the integrated mobile device management offering, the cloud platform’s unified endpoint management (UEM) capability allows MSPs like CMIT Solutions to secure and implement varied policies on a host of endpoints - iOS and Android mobile devices as well as Windows and Mac computers. The MSP specifically needed to leverage a solution that could work with iOS devices and Windows computers. And with Deep Freeze Cloud, they got the optimal flexibility they needed. As an added bonus they could manage both clients with a single console.





Result

“Faronics Customer Support is highly responsive and one of the best we've dealt with.”

Kevin Krhovjak

Senior Technical Analyst CMIT
Solutions of Austin Downtown
and West

Kevin stated, “Working with Deep Freeze is a no-brainer. We charge clients on an hourly basis. Which means we have little time to waste, when it comes to managing inconsistent endpoints”. Therefore, struggling with complex enterprise-level management suites simply wasn't an option.

What's more, they are finding that the integrated MDM solution within Deep Freeze Cloud is working just as they hoped. Kevin's experience with Faronics' Support elicited a special mention - “Faronics Customer Support is highly responsive and one of the best we've dealt with”.

The MSP's primary selling point is the no-nonsense, honest and personal approach they bring with their IT services, and Faronics' helps them with providing just that.

If you'd like to know what Deep Freeze Cloud can do for you contact Faronics today!



To learn how your computing environments can benefit from Faronics Solutions, visit

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