

# Faronics Deep Freeze Cloud and **Interserve**

CASE STUDY



## About Interserve



Few, if any, modern organizations can function without well-maintained computer systems. Interserve, a technology service provider, supplies government clients with the computer-based resources that they need to maximize business productivity in the workplace. Often, this includes delivery of custom-built systems that are configured with the specifications and software bundles that a company requires to get the job done, whether they are being applied to a desktop, laptop or printer.

## The Challenge

In order to ensure customer satisfaction, the systems Interserve provides to clients must be meticulously maintained. This is not easy given the volume of users who may log into a computer while it resides within a customer's workplace. Settings may have been altered while the machine was in use. Software may have been installed, and preloaded applications may have been tinkered with. Alternatively, malware and other forms of cyberthreats may have been introduced to the system.

The last thing that Interserve would want is for its systems to put users' data at risk, especially since many of the company's clients are in government. In order to prevent this from happening, they must make sure that user data is frequently wiped from the system. This was a complicated process that had to be manually completed every day by Interserve's IT staff.

“We needed a solution that allowed clients to work on a PC and take tests without leaving any data on it at the end of the day”

**- Interserve Representative**

## Solution

“Using Deep Freeze and putting the client PCs in a frozen state, we are able to guarantee that there isn't any customer data left. Any trace of their work is gone before the next user starts to use the PC.”

With the reboot to restore functionality of Faronics Deep Freeze, Interserve was able to turn back the clock and give each and every one of its PCs a refresh with the touch of a button.

As a result, users could rest assured that any traces of sensitive data would not end up in the hands of someone else, and new users could be guaranteed PCs that were spick and span. The best part is that little to no IT intervention was necessary for this simplified computer maintenance process, which allows Interserve staff to focus on other critical tasks.

Furthermore, as Interserve entered into the final stages of a merger, its estate nearly doubled. With more computers to manage over a greater number of sites, staff were faced with new and unique computer management challenges that called for a new and unique adaptation of Deep Freeze.

“We were already using the on-premises Deep Freeze solution with the servers in our demilitarized zone and a separate multiprotocol label switching for the client PCs connecting to the servers in the DMZ. But we wanted to simplify the environment even more alongside upgrading and increasing the size of the solution.”

Interserve Representative

Enter Deep Freeze Cloud. With cloud control functionality, all client networks at sites that are running Interserve's systems can connect directly to the Internet rather than via an MPLS. In addition to cutting costs, this provided cloud control systems that allowed for management of the solution across clients' scattered computing environments. As an added bonus, Interserve began leveraging Faronics Anti-Virus to protect client PCs.

# Results

With cloud-based reboot to restore capabilities and a comprehensive anti-virus solution from Faronics, Interserve was able to streamline maintenance and management of its computer systems, and supply clients with clean, secure PCs. In particular, Deep Freeze Cloud provided Interserve with vital functionality that added value to its customer offerings without straining staff.

“This solution is Groundhog Day for the PC. Every morning the PC is back to a clean healthy state regardless of what the user did to it the previous day.”



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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, 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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