

UNCA Migrates to Deep Freeze Cloud



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Challenge

The University of North Carolina at Asheville serves over 3,800 students and 1,000 staff. Computers are a major necessity for school tasks, but with only a two-person Academic Technology Support team, Alex Mitchell, Director of Academic Technology Support, began to feel the weight of managing and supporting computer and audio, video environments.



In order to serve an increasing student population and the 500 computers in place across campus, it was clear that something was needed to help Mitchell and his team manage everything effectively

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Everything got really out of date before we got around to updating and it caused a lot of issues, affecting student and faculty academic capabilities.

Alex Mitchell

Director

Academic Technology Support

Solution

UNCA, who became an Enterprise customer of Deep Freeze in 2006, chose to go with the Deep Freeze Cloud platform a while ago. Mitchell was especially excited about the Software Updater, Usage Stats and Power Save features that the solution offered.

"We can provide full access to the computer without worrying about what the next user's experience will be," Mitchell said. "If malware is downloaded or settings are changed, we're ensured that configurations will be reverted back to our standards." Every classroom and computer lab uses generic logins and has Deep Freeze installed. To prevent students from being distracted by changing settings and downloading unauthorized apps, each workstation's background warns that customized settings would be deleted.

As Deep Freeze evolved with the new cloud offering, Mitchell saw it as an opportunity to improve IT support capabilities. Mitchell cited the software updater feature as another major benefit. Earlier, they would need to send someone to each computer to install updates like browser plugins. It was a time-intensive task, which they were looking to automate. The software updater feature took care of these issues and ensured that computers would receive necessary patches and functionality updates, consistently.



We're trying to coincide tech implementation with the university green initiative, and the Deep Freeze Cloud platform offers a way to save power. It was a great chance to do something on all the computers that was well-integrated with Deep Freeze and enhanced the school's mission and goals.

Alex Mitchell

Director

Academic Technology Support

Results

Migrating to Deep Freeze Cloud enabled Mitchell's IT team to do more. The platform's with Fusion 360 in particular saved time and manpower for updates, and mitigated the need for manually managing these processes. Updates are delivered about every three months, but Mitchell no longer has to worry about executing them himself, as they will automatically run in the background.

The reporting features within Deep Freeze Cloud provides the necessary visibility, that Mitchell uses to gauge each program's use and value to the university. He can see how long a software has been used, for example. This visibility helps them in making critical decisions around which applications to support and which ones aren't being used as much. Power Save features within the Deep Freeze Cloud was the main push for UNCA to migrate to the cloud platform. It fell right in line with the university's green objectives, while hitting on other critical needs that Mitchell was looking for.

"We had some interest from the student environmental center about how we were handling our desktops," Mitchell said.

"Adding Power Save shows people that we're trying to be a sustainable campus. We're doing what's necessary to provide a good user experience while supporting green initiatives".



We saw one program that was only used for 15 minutes in the whole year, and were able to make a case for not using it rather than bogging down computers with another piece of software. The Usage Stats feature really helps us to gauge a program's usefulness to the campus overall.

Alex Mitchell

Director

Academic Technology Support

Benefits

Time Saver

Deep Freeze Cloud saves a considerable amount of time, particularly for smaller IT teams. The solution ensures that updates are done automatically, allowing IT to complete other tasks.

Consistent Experience

Configurations are restored to each machine automatically, removing unwanted applications and customized settings. This ensures that each student can sit at any workstation and receive the same experience.

Usage Statistics

Reports on software usage can show how valuable a program is. This can help build cases for which software to support and which apps should go.

Aligning with Green Initiatives

The Power Save features align well with the school's green initiatives and can help reduce power consumption across the 500 workstations on campus. complete other tasks.

Excellent Support

I've had really good experiences with tech support," Mitchell said. "They're eager to work with me and figure it out even if it takes multiple calls, multiple days or working overnight.



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