

Edmonds School District

Scoring High Grades on Lifecycle Management and Customer Service



Located in Lynnwood, Washington at the north end of the greater Seattle area, Edmonds School District encompasses five high schools, four middle schools, three K-8 schools and 20 elementary schools. After the district explored and evaluated an exhaustive list of lifecycle management systems to support its more than 8,000 PCs at 38 different sites, the solution that scored highest on its arsenal of tests and performance criteria came from LANDesk. As a result of its deployment of LANDesk® Management Suite, the district experienced a \$250,000 savings for a major rollout, cut provisioning times down from two weeks to two days, reduced its image library to a single image, and eliminated 300 man-hours spent each year to gather inventory data.

Business Needs

- Improve the lifecycle management of 8,000 computers distributed among 38 different sites.

Solution

- LANDesk® Management Suite
- LANDesk Support

Business Benefits

- Saved \$250,000 in a 2,000-computer rollout.
- Decreased the time to provision 200 computers from two weeks to two days.
- Reduced bi-monthly effort to update system image from two weeks to one day by reducing image library to a single image.
- Eliminated 300 man-hours previously needed each year to manually gather PC inventory information.
- Cut helpdesk call resolution times in half.

Provisioning Cost Savings

A few years back when Edmonds School District needed to roll out more than 2,000 laptops and student workstations, it realized that its then current mode of operation needed some drastic changes. Whenever the district needed a new computer, it would contract a third-party service provider to image the computer at a cost of \$39 per computer. Not only would this rollout cost the district more than \$78,000 for the third party to image its new computers, the district would also have to expend an enormous amount of internal manpower to manually make final configuration changes to each computer. Additionally, the whole process would have taken many months to reach completion.

“LANDesk® Management Suite enabled us to move away from having a third party set up and image our computers,” says Thien-An Hua, LANDesk system administrator for Edmonds School District. “In salary, benefits, third-party fees and overall manpower costs, LANDesk Management Suite saved us about \$250,000 for our 2,000-computer rollout. In addition to having to pay a third party to image all the computers, we would have had to hire five more field technicians if it wasn't for LANDesk.”

Cost savings weren't the only benefit that LANDesk delivered for Edmonds. Reliability and time savings had a huge effect on the district's rollout and overall provisioning operations. “With LANDesk we can roll out new systems a lot faster, more efficiently, and with greater reliability,” Hua says. “For a couple hundred computers, our third-party provider usually gave us a two-week turnaround time, but that doesn't include the time we would often have to wait in their queue. With LANDesk we can roll out 200 computers on our own in two days.”

Reduced Management Overhead

LANDesk® Management Suite also enabled the district to reduce the number of master images it needed to maintain for all of its systems, significantly reducing the associated maintenance overhead. Initially, the solution enabled Edmonds to cut down its image library to fewer than 10 images, but then with the help of the LANDesk support team the district was able to cut even further.

“The LANDesk support team has been a lifesaver for us,” Hua says. “Whenever I run into a problem that I can't fix on my own, they're always there to help me out and show me the correct or a better way of doing things. When I was first trying to make a hardware-independent image, they

gave me the insights and pointers I needed to make it work. They showed me how to set things up in Windows PE and provided me a wealth of helpful documents.”

As a result of the help from LANDesk Support, Edmonds was able to reduce its image library to a single, hardware-independent base image. The image works in conjunction with different provisioning scripts customized for the district’s different systems. “Reducing our image library really cut down my overhead,” Hua says. “I used to have to dedicate a week or two every few months going through all the images to update them, introducing new patches or updates, and fixing hardware conflicts. Now it only takes one day to update one image so I can spend less time being the OS image guy and better spend my time on other projects.”

Ongoing Management Time Savings

LANDesk Support also helped Edmonds School District better leverage the software distribution capabilities inherent to LANDesk® Management Suite, providing insights on how to make distribution packages more streamlined for faster deployment. “Software distribution is key to us,” Hua says. “We have a lot of educational software that we need to be able to push out to our different schools and LANDesk saves us from having to physically go to each computer and install it by hand. Instead of taking seven hours to install an application suite to 30 lab computers, we can push it out to them all at once and be finished in 15 minutes.”

The LANDesk® Inventory Manager add-on to LANDesk Management Suite delivered time savings for Edmonds as well. “Every year the state requires us to do a district-wide inventory of all of our systems,” Hua explains. “Our office managers used to have to wander through all the buildings looking at each computer, writing down barcodes and serial numbers, and guessing at what each computer had on it. The whole process would take a couple weeks, eating up about 300 man-hours. Now LANDesk lets me run a quick report, and in about two minutes I have a spreadsheet with all the data that I need on each computer.”

Higher Quality of Service

The helpdesk at Edmonds also enjoys significant time savings thanks to the remote control capabilities in LANDesk® Management Suite, as well as being able to deliver a higher level of customer service. “With the remote control feature, the helpdesk staff can rip through trouble tickets with no problem,” Hua says. “They can immediately see what’s going on at the computer and fix it. It also allows them to better multi-task since they can have multiple remote sessions going on at the same time. It easily cuts our call resolution time in half.”

In addition to the higher quality of service that LANDesk Management Suite enables Edmonds to provide its internal users, the district’s IT team especially appreciates the level of customer service it receives from LANDesk. “LANDesk support has been so amazing,” Hua says. “They’re always friendly and so tenacious. They stick with you on a problem until they resolve it or until they exhaust all of the possibilities.”

“LANDesk has been great to work with,” Hua concludes. “They always want customer feedback. They’re always driving to improve their products. Overall, the LANDesk solution and support has enabled us to do more with less effort, time and cost.”



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Edmonds School District