



#### Business Needs

- Centralize management processes in a way that will enable the school to maintain a corporate standard type network with a small support staff.

#### Solution

- LANDesk® Management Suite for ThinkVantage™ Technologies

#### Business Benefits

- Reduced image deployment times from four days down to five hours.
- Freed up more time to enhance the overall IT environment and infrastructure.
- Improved patch management such that the school can ensure systems run at full capacity at least 99.9% of the time.
- Realized an 80% time savings in systems troubleshooting and problem resolution.

## Balwyn High School

### Making the Honor Roll in Desktop Management

Located in the east suburbs of Melbourne, Australia, Balwyn High School provides a comprehensive, challenging, and academic curriculum for its more than 1,900 enrolled students. Balwyn's dedicated, professional team of 145 teachers and 35 support staff have built an outstanding reputation for fostering intellectual growth and personal development as a foundation of future success for all of its students.

In an effort to enhance its teaching and learning environment even further, the school has significantly expanded its technology infrastructure over the past few years. Central to its ability to maintain, manage, and foster this growth has been the comprehensive hardware and software management power inherent to LANDesk® Management Suite for ThinkVantage™ Technologies, a Lenovo offering in conjunction with LANDesk.

#### Doing More with Less

Even though Balwyn High School is one of the largest schools in Australia, as a public institution it doesn't have a significant amount of money to allocate to infrastructure, especially in terms of IT support staff. This puts the school in a position similar to many other schools and businesses of having to do more with less. "Since we have only a minimal support staff, we needed to be able to centralize our management processes in a way that would enable us to maintain a corporate standard type network," says Shaun Goethals, IS&T Manager at Balwyn High School. "When trying to decide what management system would best address our needs, LANDesk® Management Suite for ThinkVantage™ Technologies came out on top."

#### Enhancing the Environment

During the holiday breaks is really the only time when Balwyn High School can perform major IT tasks, such as rebuilding existing desktops and provisioning new ones with its standard OS and application image. In the past, image deployment for the school took three to four days. LANDesk® Management Suite has cut that deployment time down to five hours. What's more, LANDesk Management Suite has simplified image management by enabling the school to continuously update its existing images with new software or updates, rather than starting from scratch every time there's a change to a base image.

"LANDesk has completely changed the way we handle the provisioning and management of our desktops," Goethals says. "It has freed up our time to allow us to spend more time enhancing our environment. We can now look at implementing newer technologies. We can dedicate time on projects that keep the school moving forward and progressing into the future."

## Facilitating Patch Management Success

The fact that Balwyn High School has more than 1,000 classes running each week, with 145 teachers and 35 support staff, all with different needs, created some unique challenges, especially in terms of maintaining the integrity and productivity of its systems with the latest patches and updates. While the school had used a patch management solution previously, many of the patch tasks had to be performed manually, such as driver and BIOS updates. As a result, these manual update tasks had to wait until the holiday break to be performed. It wasn't until Balwyn employed LANDesk® Management Suite for ThinkVantage™ Technologies that it could completely automate the process and reach the level of patch penetration that it required.

“LANDesk provides us a much cleaner patch service with complete reports that keep us up-to-date at all times on our patch status,” Goethals says. “With the stability and integrity that provides to our systems, we can now nearly guarantee that 99.9% of the time our systems will be running at full capacity.”

One of the key reasons for Balwyn's patch management success is that LANDesk Management Suite for ThinkVantage Technologies ties into the Lenovo ThinkVantage System Update tool, facilitating the school's ability to update its Lenovo ThinkCentre desktops and ThinkPad laptops with the latest drivers and BIOS updates. “Being able to reapply different BIOS settings and update drivers and BIOS from within LANDesk has been huge for us,” says Goethals. “LANDesk Management Suite for ThinkVantage Technologies has completely centralized all of our patch management efforts, enabling us to always be up-to-date and on top of our game.”

Balwyn also leverages the LANDesk® solution's ability to centrally manage the Access Connections feature for managing user profiles and the Rescue and Recovery tools for protecting laptops that the ThinkVantage system offers. “LANDesk has made it easier to better take advantage of the ThinkVantage tools that we use everyday,” Goethals says. “The combination of the two solutions bridges our systems management gaps, enabling us to seamlessly and centrally manage all aspects of our IBM systems.”

## Remote Control

To facilitate system troubleshooting efforts, LANDesk® Management Suite for ThinkVantage™ Technologies enables the IT support team at Balwyn to remotely control any system in any classroom, as well as remotely control any staff member's computer no matter where they are. It has eliminated the need to walk to classrooms or try to solve problems over the phone for staff members that might be off-campus. “Remote control in LANDesk has given us at least an 80% savings in the time it takes to troubleshoot and resolve computer problems,” Goethals says. “Now we can spend more time working on issues that are important to the school's success.”

The LANDesk® solution has enabled Balwyn High School to change the school's infrastructure, simplifying and centralizing its overall management. “Over the last 10 years, in both the corporate world and in the school system, I've worked with many different management systems, and LANDesk Management Suite for ThinkVantage Technologies is one of the best products I have ever used,” Goethals says. “It ties together everything that an IT group needs in order to manage their entire fleet of desktops, servers, and software. It's fantastic.”



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— Shaun Goethals  
IS&T Manager  
Balwyn High School

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