



Faronics Deep Freeze and Haywood Engineering College

Reboot-to-restore protection deployed on Netbooks

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Written in association with:

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Situation

Haywood Engineering College in Stoke on Trent is a high school specialising in Engineering. As such, HEC is a heavy user of information technology in the classroom. The school's IT consists of 430 workstations, 100 laptops, 190 netbooks, 200 thin client computers, 16 blade servers, 2 storage servers, 2 domain controllers, and a variety of application-based virtual servers. All of this technology is maintained by three in-house technology personnel and one external support engineer. HEC's computer user base is comprised of 150 staff members and 1500 students.

Problem

The recent acquisition of 190 netbooks provided students with the opportunity to take the netbooks home so that they could enjoy uninterrupted access to the school's e-learning portal. However, HEC recognized that keeping these computers running in optimal condition would be more challenging than the rest of their computers. The continuous mobility and large user base of the netbooks would accelerate the rate at which the system drifts away from its optimal configuration.

"A school network is an extremely challenging and dynamic environment," says Andy Tudor Nash, Network Manager for HEC. "Laptops, Netbooks, PCs, and thin client machines are used by different users on a day-to-day basis and these users can make critical changes to the system—both intentionally and unintentionally."

According to Mr. Tudor Nash, diagnosing and repairing a fault on a netbook can take up to two hours. He also commented that the logistics of scheduling repairs are difficult since the machines are constantly on the go. To solve these problems, Andy wanted an automatic, low maintenance, non-restrictive solution that would keep the netbooks running in pristine condition with little effort from IT.

Solution

Haywood Engineering College's technical support partner ICT Networks Ltd recommended Faronics Deep Freeze as a solution, which the school then evaluated. HEC was impressed with the results. Faronics Deep Freeze made the netbooks completely resilient to user changes, software damage, and system slowdowns. Once HEC installed Deep Freeze on a netbook, any changes that a student made to the computer were eradicated upon restart. "Prior to installing Deep Freeze, if a user changed the settings or installed new applications we would have to re-image a machine—a time consuming process to say the least," says Andy.

Evaluation

HEC is very pleased with the results that Deep Freeze has provided, and the fact that Deep Freeze enables them to do more with less. "Thanks to Faronics Deep Freeze, Haywood Engineering College can be sure that all our netbooks remain free from spyware, malware, viruses, and system downtime. Having the security of knowing our 190 netbooks will always return to our original settings on log off means that my team does not need to check the netbooks on a daily basis," says Andy. "Both Faronics and ICT Networks are great companies to work with."

