



Brevard Public Schools

Excellence in Education and IT Administration

Situated along Florida's Space Coast, where residents can observe a Cape Canaveral rocket launch or NASA Space Shuttle launch from anywhere in the county, Brevard County is home to Brevard Public Schools. With 85 schools, Brevard Public Schools leads the state of Florida in its graduation rate of 92.1 percent for the 2006-2007 school year. The U.S. Secretary of Education named three of Brevard's district schools as 2007 No Child Left Behind-Blue Ribbon Schools. The Florida Department of Education has awarded 28 Brevard schools the prestigious Music Demonstration School title, listing them among the best schools in the state for music instruction. Also, for seven years in a row, Brevard Public Schools has received the Association of School Business Officials International's Certificate of Excellence in Financial Reporting.

The pursuit of excellence has long been a hallmark for Brevard Public Schools, as shown with the recent awarding of the Florida Governor's Sterling Award for Organizational Performance Excellence, which has also carried over into the management of its IT infrastructure. This has been exemplified through the ability of Brevard's network operations team to recognize significant cost savings, operational efficiencies, user productivity increases, and security improvements as a result of its deployment of LANDesk® Antivirus, LANDesk® Security Suite and LANDesk® Management Suite.

Consolidating for Cost Savings and Higher Efficiency

Brevard's 75,000 students, 9,600 staff members, and more than 103 different locations make it the 46th largest school district in the United States (2007-2008), and the network operations team supports approximately 25,000 computer nodes throughout the county's school districts. At one time, Brevard employed five different IT solutions with five different management consoles from various vendors in order to secure and manage those nodes. To achieve greater levels of efficiency, reduce licensing fees, lower operational costs, and enhance its ability to serve its customers, Brevard replaced its old disparate solutions with an integrated solution set from LANDesk that can be administered from a single, centralized management console.

"When we looked at the combined financial benefits, the time savings, and improved level of service that its centralized management capabilities offered, we realized that LANDesk could be the solution for which we had been searching," says Bob Burns, network operations manager at Brevard Public Schools. "As it turns out, it not only helped us, but it has far exceeded our expectations."

In giving an example of the increased operational efficiencies that Brevard has experienced, Burns says, "Before, you might have had five different people in five different consoles trying to coordinate their efforts to get just one piece of information from one machine. Now one person can go into the LANDesk® console and pull up any information on any computer at any given time. That speeds up our processes tremendously. We can now get answers in moments instead of hours, and the answers LANDesk provides are much more detailed and refined."

Business Needs

- Consolidate the services of five disparate IT management solutions into a single integrated solution to increase savings and efficiency in managing 25,000 geographically dispersed computers.

Solution

- LANDesk® Antivirus
- LANDesk® Security Suite
- LANDesk® Management Suite

Business Benefits

- Increased cost savings, efficiencies, and productivity by consolidating on a single, integrated management solution.
- Reduced licensing fees by eliminating the need to purchase multiple licenses for disparate products from different vendors.
- Ability to retrieve detailed information on any of its 25,000 computers in seconds versus hours.
- Lowered hardware costs by reducing from nine to three the number of required management servers.
- Automatically detected and removed viruses and spyware that the previous AV solutions failed to detect or remove.
- Improved user productivity and Internet access by significantly reducing bandwidth consumption related to updates and other administrative services.
- Standardized patch management processes for all 25,000 computers.
- Automatically located \$50,000 worth of unaccounted inventory.
- Enjoying an estimated \$300,000 to \$500,000 in annual power savings.

Choosing LANDesk also enabled Brevard to recognize savings on license fees, since it no longer had to pay for separate licenses for five different products from various vendors. Additionally, this consolidation helped Brevard decrease its hardware costs through server consolidation and reduction.

“To do everything that is needed to manage and secure all 25,000 computers only requires three LANDesk core servers,” Burns says. “We used to have about nine servers, and that wasn’t even with a full deployment. A full deployment would have required more than 90 servers spread across our district, which would not be possible with our budget. Being able to provide all the services we need with three servers instead of nine, or 90, gives us a tremendous cost savings in hardware, not to mention power and energy savings.”

Securing and Enhancing System Performance

One of the LANDesk services that Brevard enjoyed significant benefits from immediately was in the area of antivirus and anti-spyware. “In our first two months of implementation, LANDesk® Antivirus removed over 1900 pieces of spyware that our previous solution failed to find or remove,” says Kevin DeBickes, technology coordinator at Brevard Public Schools. “The virus definitions in LANDesk support all the top 100 reported viruses. LANDesk provides us centralized reporting. It gives us granular control over whether to automatically remove viruses or simply alert us. Also, it has a very small footprint, so it doesn’t bog down users’ machines. Overall, LANDesk Antivirus does a phenomenal job for us.”

In addition to its superior ability to detect and remove viruses and spyware, the way LANDesk updates its antivirus DAT files provides Brevard another considerable benefit. “We only have T1 lines to many of our schools,” DeBickes says. “When we would get new DAT files or software updates for our old antivirus solution, it would max out our network bandwidth since it would send the update to each computer over our WAN links. As a result, it would take almost a week to get the updates to all the computers, not to mention the negative impact it would have on user productivity. LANDesk has an amazing update feature that just sends the update over the WAN to only one computer at each location and then the other computers at that location grab the update locally.”

This local peer-to-peer update feature also benefits Brevard in its patch management efforts. “The need at our schools for more Web access, including streaming video, has gone way up, and so we need to be able to reduce the amount of bandwidth that our IT administration efforts consume,” Burns says. “The way LANDesk has designed its antivirus and patch updating significantly reduces our bandwidth consumption. It enables us to push out updates at any time of day without affecting our users. As a result, productivity at all of our schools has gone way up. The Internet is readily available to all machines at all hours of the day with more usable access and services. We have saved a tremendous amount of bandwidth just by implementing LANDesk.”

Another leading solution, LANDesk® Security Suite, has also enabled Brevard to standardize its patch management efforts at all 103 sites, improving its ability to secure all 25,000 of its computers and optimize their performance. The solution has also enabled Brevard to reduce the time and energy it expends in deploying those patches. “It used to take months to deploy a patch, and we had no way of verifying its success rate,” DeBickes says. “With LANDesk we can deploy patches to all of our machines in six days or less and its reporting feature is a tremendous help, enabling us to see how many computers are affected by a patch, how many already have the patch, and how many still need it. Also, it has helped patch troubleshooting go down to a bare minimum.”



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Improving Inventory Management and Savings

The inventory management capabilities inherent to both LANDesk® Security Suite and LANDesk® Management Suite have also paid immediate benefits to Brevard. In a school system of its size, tracking assets can be a very difficult task, yet LANDesk has made that task extremely simple. "LANDesk does a great job with inventory," Burns says. "Its inventory tracking is real-time, so we can easily keep track of equipment even if it's moved. It tracks both our Windows and Macintosh machines. It provides us an inventory history. It even allows us to associate our internal asset tracking tag numbers with a machine's serial number. It automatically finds things that we thought were lost. In just the first two months, LANDesk inventory management has found about \$50,000 worth of equipment that we had trouble locating before."

Conducting Business Faster, Better, and for Less

Brevard has only been using the LANDesk® solutions for less than three months, and while it hasn't yet implemented all of the solutions' features, it has recognized major benefits. In the coming weeks, Brevard also plans on leveraging LANDesk capabilities in the areas of remote control, software deployment, imaging, network access control, power management, and more. In the area of power management for example, Brevard estimates that by simply using LANDesk to turn off or put in sleep mode most of its 25,000 computers each day at 6:00 p.m. automatically, it will be able to enjoy between \$300,000 and \$500,000 in annual power savings.

The combination of increased savings, efficiencies, and productivity delivered in so many areas by LANDesk® Management Suite and LANDesk® Security Suite has been remarkable for Brevard Public Schools. "I've been with Brevard for 15 years and LANDesk is by far the best solution we've ever brought in to use within the Network Operations Group," Burns says. "It has given us the ability to do our business faster, more efficiently, and with cost savings. It's given us controls that we've never had before. Our systems are more stable and better protected. We see fewer computer issues. We're enjoying tremendous savings. The success of the LANDesk solution is more than I could have anticipated."