



Georgia's White County Public School System Saves IT Time and Costs with BOSS Products and Services

DIAGWIN ENTERPRISE
and
BOSSAssist

August 2007

Education Case Study

Case Summary:

Location:

Cleveland, Georgia

Products/Services:

- **DIAGWIN ENTERPRISE**
- **BOSSAssist** (service desk)
- Migration to Active Directory
- Customized Training

Critical Needs:

Upgrading to Active Directory and securing the school network through group policies and decreasing the time spent deploying applications and trouble-shooting computers. The system also needed a reliable way to gather system inventory from workstations and servers and report on it.

Results:

- Faster access to information about systems
- Customizable reports that allow querying on specific information
- Secured network
- Quicker deployment of system-wide applications
- Swift resolution of end-user issues
- Fast knowledgeable support from BOSS technicians

Background

The White County Public School System supervises six schools encompassing Kindergarten through 12th grade. Located in Cleveland, Georgia, the system has 3,800 students and 1,800 computers with 40 different servers connected with a fiber gigabit

Ethernet on a switched network. Seven technicians make sure that the system runs smoothly. The network contained several vulnerabilities, including very few restrictions on teacher and student access and permissions.

The Situation

William Sperin, Technology Director of the White County School System, attended the Georgia Educational Technology Conference in 2005. There he met Suri Anantharama, Technology Business Manager of BOSS. The school system had planned to move to Active Directory, but Sperin had heard "horror stories" about doing the migration with in-

house staff, and was leery of the move. Anantharama, who has a development background, was able to put him at ease.

"Every issue that I brought up, Suri was able to answer," Sperin says. "My staff had been hounding me for the past couple of years to migrate to AD. It was inevitable; I knew we had to move to it for a more secure environment."

The Solution

Anantharama did the initial analysis and inventoried the school's network in a few minutes. He submitted a proposal to Sperin to establish an AD domain with the subsequent migration. Sperin and his staff felt equally comfortable with BOSS.

"From a network administrator viewpoint, you don't want just anybody tampering with your system. We felt comfortable with the BOSS expertise," says Sperin. ***"After the implementation (of AD), the IT staff was provided training for two days. We didn't want to find ourselves in a dependent vendor situation."***

When BOSS was migrating the network, they demoted one server and promoted another to the AD domain, the school system did not experience any operational interruptions, Sperin explains. ***"The whole staff was like WOW! We just did it! No downtime and very smooth migration. It exceeded my expectations."***

In making the environment more secure, BOSS supplied scripts and set up group policies that restricted both students and teachers. Access was restricted to the teacher's own grade book. Teachers were no longer able to have access to every other teachers' grade books.

White County uses DiagWin Enterprise to change the Desktop screen for teachers and students as well as deploying applications. There is also a group policy to keep teachers from deploying unauthorized applications. The high school has also been using BOSSAssist, which complements DiagWin Enterprise, for about six months. When school opens for the 2007 year, all schools will be using BOSSAssist. Two schools use Apple's Macintosh computers, and can enter tickets for issues by using the Web-based BOSSAssist portal.

Support

Sperin notes the quick support that BOSS supplies to the school system whenever needed. In one instance, ***"Active Directory seemed to be crippled. The BOSS technicians discovered immediately that a remote server in one school was down and creating havoc. They diagnosed and troubleshot the network,"*** says Sperin. ***"They saved us a lot of heartache and frustration and resolved the problem in a timely manner."***

For more information,
contact BOSS at
800.317.6639 or
info@boss-solutions.com

The Results

Time savings

- Pushing applications to multiple computers now only takes a few minutes, as compared to 50 to 60 hours per application.
- Able to quickly obtain the correct reports on the state of the network.
- Technicians follow up with teachers. Previously, teachers had to e-mail or walk to the media center, enter the issue and then a technician would read the log, a laborious and time-consuming process.

- Inventory is virtually instantaneous. Previously, technicians gathered inventory from each separate machine, which took all day. Also, the inventory collected by DiagWin now is more complete than that gathered manually.

Increased security

- Group policies implemented by BOSS translated into decreasing vulnerabilities from unauthorized access.

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Conclusion

“I highly recommend BOSS to any school system needing high-end technical consultation,” says Sperin, “They exceeded my expectations.”



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About BOSS

Business Oriented Software Solutions Inc., a Norcross Georgia based company was established in 1991 and serves more than 350 customers worldwide. BOSS is an infrastructure management firm who specializes in IT lifecycle management, comprehensive asset management, integrated service desk solutions, network services, software solutions, and technical support.

BOSS enterprise solutions enable you to leverage your infrastructure management, business processes, and overall performance.

BOSS is committed to exceeding your expectations by providing industry expertise, software customization and a stellar support help desk.

BOSS is Microsoft GOLD Certified Partner with Microsoft Competencies:

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The logo consists of the word "DIAGWIN" in a large, bold, blue sans-serif font, with "ENTERPRISE" in a smaller, blue, all-caps sans-serif font underneath.

The logo features a blue square icon with a white stylized figure on the left, followed by the word "BOSS" in a bold, black sans-serif font and "Assist" in a blue, lowercase sans-serif font.

The logo consists of the letters "U-WIN" in a bold, green, sans-serif font with a slight shadow effect.



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