



Software-Streaming Platform

Ardence Software Customer Success Profile: Bethel Park School District, Bethel Park, PA

Bethel Park, PA, School District

"We definitely see Ardence playing a significant role in the district's technology future. Our initial deployment of 250 PCs has quickly shown us that Ardence is both economical and extremely dependable. The savings we're documenting in the support and maintenance areas are remarkable – better than 80% improvement in both the number of trouble tickets and in maintenance man hours. We're already looking at using Ardence in many more labs and possibly for a large-scale rollout at the high school."

Christopher Fox,
Network Administrator,
Bethel Park School District

80% Decline in Trouble Tickets and Tech Support Man Hours in First Year of Ardence Software Deployment in Computer Labs

ARDENCE CUSTOMER

The **Bethel Park, PA, School District** is located in suburban Pittsburgh and comprises five elementary schools; a middle school for grades 5-6; a middle school for grades 7-8; and a Senior High School. The district educates more than 5,000 students annually and has approximately 1,600 PCs in use.

BETHEL PARK TECHNOLOGY CHALLENGES

The district sought to deploy more affordable and more manageable technology to upgrade 250 PCs in media centers, and in computer labs at the Senior High School and two Middle Schools.

The district's affordability and technology-management challenges went hand-in-hand and it was searching for a solution that would cut the up-front PC acquisition costs and the ongoing maintenance and support expenditures. Additionally, streamlining the PC-management process was particularly important because a staff of two full-time technicians supports the district's 1,600 computers, which are located in multiple buildings.

In the proposal to the Board of School Directors recommending a new approach to technology management, Network Administrator Christopher Fox wrote: "The most time-consuming task when supporting computer labs or large computer implementations is updating the machines when a new piece of software becomes available, or a problem arises that needs to be corrected on each individual machine.

"These tasks currently must either be done after school hours, causing the technician to be unavailable during the day to service users' needs; or they must be done during the school day, which could interrupt the classes in that lab for hours. Supporting a district of our size with upwards of 1,600 machines is a daunting task for our technicians, with a service load of 800 machines per technician."

SOLUTION: ARDENCE

Ardence software enables on-demand streaming of both the operating system and applications to the desktop from a central server. In deploying Ardence, Bethel Park:

- provided the district's IT department with the remote, centralized management capabilities and system control it was seeking, while having no negative impact on users in terms of the PCs' speed or its functionality;
- allowed the 250 replacement PCs to run diskless, lowering the PC acquisition costs by 20%, and more importantly, according to Chris Fox, "making them a great deal more cost effective to own and to manage over the long term."

"Ardence is saving us so much in terms of support time. What used to take us hours and hours of time to re-Ghost a lab (re-image a PC using Ghost software) we can now do in 20 minutes... and the PCs with Ardence are much more dependable than what we had previously. Our trouble tickets are down 80% in the areas where we installed Ardence, compared to those same areas a year ago," Fox said.

When he initially heard about Ardence's ability to allow diskless PCs to run from the server, Fox said he thought it was a thin client solution that would perhaps give Bethel Park the central IT management he wanted, but he was "leery about not having hard drives in each PC" and feared that Ardence would not provide the user functionality that was needed in the classroom.



Ardence Software Customer Success Profile: Bethel Park School District, Bethel Park, PA

Software-Streaming Platform

A pilot evaluation during the spring of 2004 proved to Fox that Ardence gives users the functionality of a fully-loaded PC – full access to peripherals such as printers, and full application processing at the desktop, even for CPU intensive applications such as CAD/CAM, that thin clients cannot. Plus, Ardence-enabled PCs can be centrally managed for cost-effective support/maintenance.

Importantly, Ardence does not require a change in existing architecture or a large investment in server infrastructure, allowing for the immediate return on investment (ROI) that schools are demanding.

In his proposal to the Board of School Directors, Fox noted that during the summer evaluation, Ardence showed that the district could “reduce our (acquisition) cost per computer by 20%, reduce the technical cost of servicing the units by 50% and reduce our electrical consumption for the units by 80%.” Actual performance thus far this year has been even better than estimated, according to Fox, who now puts the annual technical support costs reduction at 80%.

Ardence has enabled cost cuts in other ways, Fox said. Because Ardence enables the PC image to be managed centrally, any changes in a PC's software when it is in use, whether by user error (erasing files, changing system settings, etc.) or external elements (viruses, worms, automatic internet software installations, etc.) are simple to reverse. To receive a clean “image” from the server the machine simply needs to be turned off, then on again. This removes the need to purchase any software to protect the physical machine (virus software, spy ware software, security software, etc.). This kind of software is becoming more and more necessary on traditional machines, and would be a large expenditure on a district of Bethel Park's size, Fox said.

ABOUT ARDENCE, INC.

Ardence, Inc. is a global leader in designing and developing software solutions that enhance the control, dependability and management of Windows® operating systems.

Ardence streaming-software solutions enable on-demand streaming of the operating system and applications, providing economic, system-management, and user benefits at the desktop and in the data center. Additionally, because it is a software-only solution, Ardence software streaming works with, and extends the life of existing hardware. Ardence streaming solutions have widespread application throughout the Enterprise and are deployed world-wide.

The company's embedded solutions include RTX, Phar Lap ETS, and ReadyOn. RTX is a real-time solution that enhances the control of Windows, providing greater flexibility and reliability. Phar Lap ETS is the smallest-footprint Win32 real-time operating system in the market, and ReadyOn provides instant-on functionality for Windows devices.

The company has a worldwide base of nearly 3,000 customers in 45 countries, including more than two dozen in the Fortune 100.

Leading customers include: Time Warner Cable, EMC, Siemens, Lockheed Martin, Honeywell, Network Engines, Diebold, Dow Corning, Boeing, Radio Shack, Rite Aid, Bombay Company, the U.S. Government and Education/Worldwide

Partners include: Dell, HP, IBM and Microsoft.



NORTH AMERICA
266 2nd Avenue
Waltham, MA 02451-1102
Toll-Free: 1-800-334-8649
Main Number: 781-647-3000
Web: www.Ardence.com
E-mail: info@Ardence.com



GOLD-LEVEL MEMBER