

Guilford County Schools Reduces IT Operational Costs and Increases Support Response Times through Remote PC Management & Support System

Guilford County Schools, NC (GCS) is composed of 102 schools and four administrative sites. The school system stretches out over 2,200 acres of land including over 280 buildings with over eight million square feet of space. Our schools are both rural, and urban, and make up the landscapes of Guilford County, High Point, Greensboro, and the communities of Stokesdale, Colfax, Summerfield, Gibsonville, and Brown Summit.

With a projected 2002- 2003 enrollment of 64,500 students and almost 8,000 employees, the system is the state's third largest school district and the second largest employer in a 12-county area.

Background/Problem

Guilford County Schools' technical support department consists of thirty people responsible for supporting 102 schools and 4 administrative sites. The school system stretches across a 40 mile radius of the county. Previously, when a support call came in, the support staff had to travel to one of the hundred plus sites to investigate the computer problem. Physical site visits encompassed a large chunk of our work day. Operational costs were building up for travel reimbursement and the technical department's resources were not being maximized to its potential. Guilford County decided to seek out a centralized solution that would allow our technical department to work remotely from the main office.

Solution

After trying a large, costly PC management solution with no success, Guilford County researched three software products that we found researching on the Internet. "We tested and evaluated all of the solutions in our test lab of 30 computers. We selected NetSupport Manager remote control software for its high level of security, ease of deployment (including remote installation) and dynamic PC inventory features."

Benefits

Guilford County has significantly reduced operational travel costs and increased support productivity since implementing a central PC management solution. Guilford County has successfully been using NetSupport Manager through four software versions and deployed the solution in over 11,000 PCs in less than a year with virtually no problems. "Our technicians are able to do more work in less time and our schools are being supported in real-time. Most of the time our support issues just have to do with remote software installs, file transfers and updates, and using the remote software has made this job much easier. We will continue to roll out NetSupport Manager deployment across the entire school county. We are currently at about 60-70% and are on our way to covering the entire system."

"NetSupport Manager has significantly increased our response time with help requests and saved us hundreds of dollars previously spent on travel costs. With NSM, there is no longer a need to travel to a site when it's a simple fix. We also do a lot of work with the file transfer feature and are able to utilize the multiple user distribution feature which saves us a lot of time. NetSupport Manager is definitely a product people are happy with here."

Patrick Figgatt
Network Administrator
Guilford County Schools
Greensboro, NC

"We have deployed over 11,000 NetSupport Manager licenses in less than a year with virtually no problems. That is practically unheard of in computing."

Environment:

Windows 2000 Domain, Windows 2000 and Windows NT4 Servers
Client machines are mostly Windows 2000 Professional
Some Win9x machines