

# Kaseya helps City Year reach more students at risk of not graduating.

Proactive IT systems management strategy creates operational efficiencies and improves productivity.

Founded in 1988, City Year is a national nonprofit organization that unites young people of all backgrounds for a year of full-time service, giving them the skills and opportunities to change the world. These diverse young leaders, called corps members, work directly with at-risk children throughout the entire school year to improve student attendance, behavior and coursework, turn around high-need schools and get children back on track to graduation. City Year's work has been described by U.S. Secretary of Education Arne Duncan as "filling a gap, a unique need that no one else is meeting" to focus on turning around chronically underperforming schools.

In 2010-2011, City Year placed 1,750 corps members in school districts across the U.S. with the tools and support needed to help transform schools and communities. IT support plays a large role in this empowerment, ensuring that users have access to a laptop or desktop and applications throughout the week. Unfortunately, not even large enterprises with virtually unlimited budget can afford to hire an IT administrator to support 21 offices in 21 cities and hundreds more users logging in from their assigned schools.

"Our partners, the federal education department and the grim realities prevalent in many school districts around the country encourage us to continue to expand our programs and stop the high school dropout crisis," said Kirsten af Klinteberg, National Director of Corporate Development for City Year. "There is a lot of work left to do, and we need our finite resources to go toward touching as many at-risk students as we can. For that reason, IT needs to be as efficient and economical as possible. Yet, we still need to provide our employees and corps members with the tools they need to make a lasting impact in their communities."

For the City Year IT staff, the lack of on-site staffing required them to utilize the United Postal Service (UPS) to ship systems that needed repair back and forth from the organization's Boston headquarters. At least twice a week, a system would come in needing a new hard drive, malware eradication or some other update. The machine would sit around for a period of time while the repairs were made before being shipped back to the user. Not only did this cost up to \$500 per month in shipping costs, it took the system out of production for up to two weeks, leaving users unable to work effectively. The result was an inefficient and risky IT systems management strategy and lost productivity.

"It was the wild, wild west," admitted Pat Walsh, Directory of IT Operations for City Year. "We had absolutely no control over distributed systems. Forget about being proactive, forecasting potential issues or predicting capacity needs. We were totally a manual shop."

### "Just Run with It"

New to his position, Walsh waited a few months before he felt the organization was ripe for change. He knew that he needed to arm City Year's 500 full-time employees and 1,750 corps members with the tools they needed to affect change in their communities. And, most importantly, he knew that he needed a management tool that would allow his existing staff to improve IT services to users without additional headcount.

Already familiar with Kaseya, Walsh introduced the automated and remote IT systems management solution to his administrators and told them to deploy it on a few systems, test it out and then run with it.

"I'm glad I did," Walsh said. "Kaseya has changed everything."



### Kaseya Customer

City Year  
Boston, Massachusetts  
[www.cityyear.org](http://www.cityyear.org)

### Industry

Education Non-Profit

### Business Challenge

- Provide IT services and support to more than 1,000 systems distributed in 21 remote offices and numerous home office locations around the country
- Manage expanding and distributed infrastructure to support high organizational growth
- Enable a 24x7x365 organization through always-on, always-available infrastructure
- Set up employees and corps members quickly with the tools they need to start working with local schools

### Solution

- Kaseya IT Automation Framework

### Key Benefits

- Proactive and remote IT management strategy ensures availability of the organization's 1,054 distributed systems
- Systems can be updated and remediated remotely instead of shipping computers back to IT, resulting in a 50% reduction in shipping costs
- Enable high organizational growth, improved IT services and increased productivity without having to add staff, a savings of \$45,000
- Issues are resolved automatically or quickly by a technician without users aware the problem existed



### Complete Visibility Into and Control Over Distributed Systems

City Year's three administrators now use Kaseya to monitor, maintain, update, secure and control the organization's 54 servers and more than 1,000 distributed laptops and desktops from a single Web-based management console—regardless of the physical location of the managed system and whether it logs in from the inside the firewall or outside the network. Complete visibility into and control over the distributed systems no matter where they sit allows City Year to better track and maintain the availability and performance of users' machines so that employees and corps members have reliable access to the tools they need to work effectively with local schools.

"Kaseya allowed us to go from a completely reactive strategy to a proactive, preventative approach," Walsh said. "Automation and remote access enables efficiencies that have allowed City Year to dramatically improve IT services without adding staff."

Automation built directly into the Kaseya framework is key. Proactive monitoring alerts Walsh and his staff to potential problems such as high CPU utilization, limited drive space or failed operations before they lead to downtime. Administrators receive the alert and either let Kaseya automatically fix the problem itself through agent procedures or manually fix the issue themselves. Regardless, users rarely notice that a problem has occurred at all and continue accessing their systems, applications and services.

On-boarding new employees and corps members—which happens every year—has also been improved. An administrator just has to remotely install the Kaseya agent and push out a software image that includes the operating system, applications, settings and remote access. According to Walsh, the new user can be up and running within a few hours.

"People were apathetic about IT systems management. There was an acceptance among users that systems were incapable of meeting their needs. Kaseya assisted in changing that mindset. People don't think about IT anymore, and that's a good thing. They are able to focus on the job at hand," Walsh said.

### A Proactive, Preventative Approach to IT Systems Management

The efficiencies and automation in Kaseya allow Walsh and his staff to provide more powerful IT services and support to a growing infrastructure and user base without having to add head count. According to Walsh, this has saved City Year \$45,000 in salary alone, in addition to enabling himself and existing staff to focus on more strategic projects that benefit the organization. In fact, that is exactly what Walsh has done. While before Kaseya, most of his day was spent rebuilding servers and addressing help desk issues, he now can take a high-level role in helping to further enhance IT services for users around the country.

Remote maintenance has eased the budget as well. City Year is spending half of what it did before implementing Kaseya on UPS shipping costs in an effort to keep up with basic maintenance. But the benefit goes well beyond quantifiable dollars and cents. The ability to remediate issues in minutes instead of weeks has had an unquantifiable effect on operational productivity. With systems back in production quicker, users are able to do their job more efficiently and effectively, which benefits the entire organization top to bottom.

#### About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

For a free 30 day trial visit [www.kaseya.com/download](http://www.kaseya.com/download)

Contact Kaseya: [www.kaseya.com](http://www.kaseya.com) | [sales@kaseya.com](mailto:sales@kaseya.com)

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*"Kaseya improves productivity across the board and helps keep us on our mission to turn around our nation's schools. The students who are now graduating on time are the real winners here."*

**Kirsten af Klinteberg**

National Director of Corporate Development,  
City Year

### Kaseya Enables Organizational Growth

According to af Klinteberg, City Year recently opened a new office in Denver, where new teams of corps members will work with schools to reduce their dropout rate and improve students' academic performance. This aggressive growth strategy is a direct result of being able to support an infrastructure and user base efficiently without adding IT costs.

"We need every dime and penny for our mission," af Klinteberg said. "Secretary Duncan has urged us to grow across the country to help as many students as possible stay in school and on track. Kaseya has enabled us to grow this year without taking budget away from our core mission."



[www.kaseya.com](http://www.kaseya.com)