

## Gresham's School Learns IT Infrastructure Lesson with Kaseya

### History

Gresham's School is an independent, full co-educational HMC boarding school set in the beautiful town of Holt in the North Norfolk countryside. Established in 1555, the senior school has approximately 520 pupils with four boarding houses for boys and three for girls. The Preparatory School is on a separate site with its own Headmaster and staff and is fully co-educational with 200 full and weekly boarders as well as day pupils. The Pre-Preparatory School is a day school catering for 100 boys and girls between 3 and 8 years of age.

### ICT Support

As a successful and long-established independent school, Gresham's has a number of educational establishments for pre-prep, prep and older children which caters for over 800 pupils in all. The three schools are situated three-quarters of a mile from one another, so providing central IT computing, help desk and networking support for the educational establishment is a logistical challenge.

As ICT Manager, Steve Denzey and his support staff deal with all school's on-going technology requirements and IT problems as they crop-up - from software installations, hardware faults, systems upgrading and on-going maintenance.

"We have a constant demand from all the different departments to support their ICT needs. If we need to go to the prep or pre-prep schools to provide support, we have to travel, as they are three-quarters of a mile away. When many pupils are enjoying their long summer break, we are at our busiest, undertaking large-scale IT infrastructure projects whilst the systems are not in use. For instance, we have just laid 600 metres of fibre-optic cable," comments Steve Denzey.

### The Need

The ICT department at Gresham used a number of different IT packages to manage separate network infrastructure roles. For instance, it had a different package to manage auditing and another tool to distribute software and obtain images of each machine.

"We had four or five separate IT tools to manage our IT infrastructure management requirements. This involved a lot of chopping and changing between software packages, which produced an inconvenient and cumbersome working environment for our technicians. We needed a comprehensive enterprise solution that could manage all necessary functionality in a single system. This would make our lives much easier," states Denzey.

The large number of packages made life more difficult for the school's ICT function. For instance, some of the packages didn't like running on particular machines with Windows '98. This meant there were constant error alerts.

### The Solution

Gresham's ICT department looked for a single solution that handles a wide and varied range of functions. These included: auditing, to build-up a complete picture of hardware and software on school PCs; a licensing tool to keep a register of software licenses for the wide range of applications demanded by various departments; and the ability to 'push' software automatically to where it was being used, rather than having to manually install it.

The ICT department found the answer in Kaseya Professional Edition which is a complete IT automation solution for managing the school's entire computing infrastructure. The ICT staff at Gresham's can now manage their complete range of IT administrative tasks. Where a number of separate solutions were required, the new system has rationalised the department's IT view of the world by offering a wide range of functionality in a simple, web-based IT platform.

### The Benefits

Kaseya provides a reliable, flexible platform which has replaced a number of separate tools. "We like Kaseya because it has a simple screen in front of you. Rather than having to switch continually between IT systems, you can simply click and send," adds Denzey.

A key benefit is the system's auditing functionality. "We have a number of specialised software packages for the various departments - such as AutoSketch, Adobe Photoshop and a wide range of language programmes. Kaseya means that I can simply push the applications down the line to the right machines, as and when needed," comments Denzey.

The centralised remote help desk features of Kaseya mean that, should a problem occur, the IT staff can administrate from their own desks without having to get up and go to the individual PCs. The support staff know what is running on every PC, its entire software and hardware inventory as well as all associated software licensing issues.

For the individual departments, the ICT function delivers the software applications they require very rapidly. Aside from the right programmes being 'pushed' to the department for the right lesson, it means that they won't have to wait for software upgrades. These are remotely deployed using the Kaseya tool.

### The Future

The ICT department at Gresham's is looking forward to utilising the full power and functionality of the Kaseya system. Once fully deployed, the system will make the technical staff's and individual department's lives far easier when it comes to maintaining our temperamental, complex software applications.

### About Kaseya

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

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