

Chairo Christian School Transforms with Kaseya

Remote management from single pane of glass leads to massive time and cost savings with better learning outcomes

Technology has a critical role to play in the education of young people today. However, as schools become larger and connected across more locations, the ability to effectively manage and distribute IT resources has become a key factor for improving outcomes in the classroom.

Chairo Christian School in Australia's second largest state of Victoria, is a leader in the education sector, with 1,300 students and 150-plus teachers spread across four separate campuses.

An enthusiastic adopter of technology, Chairo has an extensive network of desktop computers, notebooks, PC tablets, iPads and digital projectors. More recently, it has seen a marked increase in the use of mobile devices and applications.

But while technology has become a critical enabler for students and teachers in the classroom, the IT department at Chairo started to wonder whether more could be done to realise its full potential. Managing software rollouts, upgrades, patching, technical support and more devices than users had all started to challenge available staff and resources.

"With so many IT-dependent students and teachers in multiple locations and on multiple devices we reached the point where we had a backlog of calls to physically visit sites," said Lyndon Calway, ICT client services coordinator at Chairo.

Late in 2013, while exploring a range of options, Chairo began explaining its situation to Kaseya, which then put together a strategy and suite of solutions. By 2014, the Chairo IT support team reported that they were able to remotely control the school's entire IT ecosystem from a single pane of glass, while fully automating all system processes.

This solution has led to significant savings in terms of time and money for the school and for the IT department. "Previously, our IT guys would visit schools armed with USB memory sticks containing applications, but we're now able to deploy required applications at a much faster rate without having to leave the office," Calway said.

For teachers and students, this has resulted in better utilisation of IT resources and better overall productivity in the classroom. "Tasks that were typically quite time consuming for our IT guys are now completed relatively quickly," Calway noted. "And the level of disruption caused in the classroom due to IT issues is now greatly reduced."

Ground control

With Chairo being spread over four separate campuses, the ability to remotely manage all of its systems and hardware has proved extremely valuable. Tasks from major software installations and upgrades to patching and individual support jobs are now all handled from the one location.

For instance, if an application like Microsoft Word, Excel or one of the typing programs deployed at the school crashed or experienced some other problem, class activities would previously need to be diverted to other tasks until one of the IT staff could physically tend to the systems.

"Previously, if our IT staff didn't have a VNC (Virtual Network Control) they would literally have to walk across the campus to visit the user, or jump in their car to visit another campus," Calway said. "It's an hour's drive between some campuses, so without the remote connection there would be time wasted just driving to sites."

Now the IT support team can log in and do whatever they need to do remotely and at any time including in the middle of the night or during school holidays.

Chairo has also put Kaseya's 'Live Connect' feature to great use in managing registry changes far faster than before.



Chairo Christian School

Business Challenge

Chairo Christian School, in the Australian state of Victoria, caters to over 1,300 students and employs 150 teachers, spread across four separate campuses. A leading adopter of technology in the education space, Chairo's IT environment had become a critical enabler for learning and general communications on and between campuses. However, the distance between sites meant it was becoming harder for IT staff to keep up with the expanding number of jobs; spanning technical support in the classroom, software deployment and updates, patch management and mobile device/application management.

Solution

Chairo deployed a remote and automated systems management solution from Kaseya, completely streamlining all aspects of IT management. Thanks to advanced automation and remote management capabilities, all technical support matters can be handled without the need for technicians to physically visit sites, while system rollouts, upgrades, patching and mobile device management can all be deployed and managed from a single command console. Chairo's IT managers are now completing more than double the number of jobs prior to Kaseya, while disruption in the classroom resulting from support queries has been virtually eliminated.

Calway added that the ability to remotely manage more technical tasks has meant that when IT staff members do attend a campus, they are able to spend more quality face-to-face time with teachers and students, achieving better results for all.

Wake-up

Kaseya's capabilities around remotely powering machines on and off has proved to be another important capability for Chairo. In the past, every computer needed to be manually switched on. Now all updates can be achieved remotely, even from Calway's home office, while students and teachers no longer have to remember instructions from IT staff.

"Having the ability to automatically power on and off machines enables us to deliver new software or updates out-of-hours through Kaseya, so when the students come in the next day it's definitely on the machine, rather than being just halfway through the installation process," Calway explained. "The new remote support functionality Kaseya introduced in 7.0 is absolutely fantastic."

Calway added: "Without fail, we haven't had a connection take longer than a second and a half to connect to those machines. It makes me smile every time!"

Hand holding

In addition to supporting a large number of desktop machines and laptops, Chairo has seen a surge in the use of mobile devices across its four campuses, with an accompanying increase in demand for mobile applications that weren't even considered until recently.

"We have a lot of portable devices now, so Kaseya allows us to deploy applications to those students without them needing to come back to our office to get the applications installed and without needing to take the devices away from them to get the job done".

"Teachers and students at the school now have greater freedom to explore and deploy mobile applications for learning," Calway said.

For Chairo, the deployment of Kaseya has resulted in significant improvements to the management of IT systems and devices across its four campuses, resulting in significant time and cost savings, but most critically, better utilisation of technology in and out of the classroom.

"All up, Kaseya is turning out to be a fantastic solution that we rely on every day to deliver powerful, technology-enabled learning," Calway concluded.

Key Benefits

- IT staff able to remotely control the school's entire IT ecosystem from a single pane of glass, while fully automating all system processes
- Previous system of physically visiting one of four school campuses with USB memory sticks phased out completely
- Support of important applications such as Word, Excel and typing programs now conducted remotely and quickly
- Better management of growing number of mobile devices and mobile applications
- Better utilisation of IT resources and better overall productivity in the classroom
- More efficient management of registry changes thanks to "Live Connect"
- Previously time-consuming tasks now completed in quick time
- Big savings in terms of time and money for the school and IT department

About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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