

RES Software removes corruption at Eastbourne College

Overview

Eastbourne College is a co-educational school in which 310 boarders and 310 day pupils enjoy a full boarding experience in an inspiring and stimulating environment. Robin Wilson, IT Manager, is responsible for ensuring that the computing network is available 24x7 to both staff and students.

Challenge

The main challenge Mr. Wilson faced was to be able to remove roaming profiles. Within his computing environment he had a mixture of Terminal Services, Thin Clients, and multiple OS platforms that were non-compatible. This melee of different platforms was resulting in profile corruption, which was causing severe user frustration. This in turn was leading to many helpdesk calls. So Mr. Wilson embarked upon a search for a solution.

Solution

Having attended a London show where RES Software demonstrated RES Workspace Manager, Mr. Wilson immediately recognized it would resolve all of his issues. While his incumbent solution had some elements of what RES Workspace Manager provided, as did other solutions on the market, they were more expensive and not as comprehensive. Mr. Wilson worked with his RES Software authorized partner, M-Tech Systems to evaluate RES Workspace Manager. As he found the solution to be extremely intuitive, the evaluation process took only a week, and he worked with M-Tech to install RES Workspace Manager. Mr. Wilson found M-Tech Systems to be extremely proficient and knowledgeable in RES

Software solutions. The deployment was conducted over the summer vacation, so there was no disruption to service.

Mr. Wilson comments, "While we are a college, IT has to run like a business. As such, I have business parameters in place which RES Workspace Manager enables, such as data and software integrity. While user logins always work, so my users are happy, they can no longer just add any old piece of software to their PC. We have a process in place that is managed within RES Workspace Manager for new software deployments. This is a huge benefit for ensuring integrity of my network and systems." He continues, "We are very much into proactive, and reactive measurement at the college and RES Software solutions have enabled us to be far more proactive, as we know what we will do, when we need to do it, and what time it will take to do it. The ease of management is something I didn't have before. It is so comprehensive."

Benefit

The biggest benefits to be gained through Eastbourne College's RES Software deployment have been centralized

administration and reduced technician time to visit end point devices, which has virtually been eliminated. Mr. Wilson comments, "I now have a clearer focus on my network performance,

superb logins, I know what is working and what is not, and we have seriously reduced technical overhead."

The unified, common desktop that a user gets no matter where they log in



from or what platform they are using has resulted in very satisfied users. "The users are now far more productive and I have significantly reduced cost of ownership of my PC population," commented Robin Wilson, IT Manager, Eastbourne College.

Mr. Wilson has also rolled out Microsoft Office 2007, which was achieved using RES Workspace Manager and RES Automation Manager, "to configure the user profiles, including delivery of multiple email configurations to users' desktops, within RES Workspace Manager was a dream," states Mr. Wilson.

As Eastbourne College runs some proprietary software, this has sometimes resulted in some support calls to both RES Software and M-Tech Systems. "I cannot state how highly I regard the support we have received from RES Software and M-Tech Systems. I have given them some huge challenges, and they have viewed my log files and come back with resolutions extremely quickly. By responding to my requests so promptly, it means my users are happy, and that means I am happy," says Mr. Wilson.

More recently, Mr. Wilson deployed an extra 1,000 nodes to their network by providing network access to each and every student's desk in the boarding and day houses. He thought that getting this live would be a challenge with logins and software deployment, but using RES Workspace Manager and RES Automation Manager "it all just happened instantly."

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— Robin Wilson, IT Manager, Eastbourne College



Mr. Wilson comments, “RES Workspace Manager provides centralized administration of all aspects of the users’ workspace and enables a unified common desktop, whatever platform they log in to and wherever they log in from,” commented Robin Wilson, IT Manager, Eastbourne College. “The college’s users are now far more productive and I have significantly

reduced the cost of ownership of my PC population. I know this because we no longer get any helpdesk calls on logon issues; quiet helpdesk = happy users!”

Future Plans

Mr Wilson is looking at a number of new desktop transformations, namely Windows 7 and VDI. Trials are taking place currently, and when a decision

is made, RES Workspace Manager will most certainly be the solution for the new desktop transformation for the college.

Mr Wilson summarizes, “If you are adding hundreds of new users to your network, don’t worry. Just add them into Active Directory and let RES Workspace Manager do the rest.”

About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @RESSoftware and visit www.ressoftware.com.