

Top Ten Education IT Systems Management Pain Points

From dealing with rogue “IT hobbyists” to naïve bosses, Kaseya presents common IT systems management pain points in the education industry and our solutions



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Managing the IT infrastructure for a university, community college or K-12 public school system is a thankless job. People just don't understand the expertise, time and patience required.

Systems are likely spread over a large geographic area. Users have varying levels of computing needs and experience. Students, faculty and researchers require the intellectual freedom to explore their academic interests in an open and independent learning environment. To say the least, IT professionals in education need to walk a tight line between providing for the needs of users and managing the IT infrastructure.

Kaseya presents the top ten IT management pain points in education environments and our solution for making your life easier.

1 "My machines manage me, rather than the other way around"

The Pain Teachers don't let students write their lesson plans and they don't teach to just half of the class. They work with each child, every day, to ensure that all their students receive the best, quality education. IT systems management should be tackled in the same way. A proactive, comprehensive approach boasts efficiency, performance and availability.

The Solution The Kaseya IT Automation Framework is an IT management platform that allows administrators to head off problems before they occur by ensuring all systems in a campus environment are maintained and updated regularly. By preventing train wrecks and fire drills, Kaseya makes IT management manageable, allowing you and your staff to reduce manual, tedious administration and focus on more important, strategic projects.

2 "I already have management software up the yin yang"

The Pain IT infrastructure is growing increasingly complex as technologies such as virtualization, cloud computing and distributed computing continue to enhance education networks. These solutions can help facilitate greater collaboration and learning but require much more attention from administrators than traditional architecture. Unfortunately, many education IT professionals rely on a 'siloed' management strategy, deploying multiple point products that manage each network or layer separately.

The Solution The Kaseya IT Automation Framework provides complete and clear visibility throughout your IT infrastructure, giving you a holistic management view as well as the ability to drill down to individual systems or groups of systems. Kaseya's single, consolidated IT automation solution replaces the scores of management tools you currently use, reducing complexity and your budget.

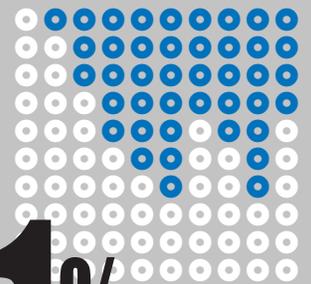
¹ Turner, Mary Johnston. IDC. "Automated, Integrated IT Operations Improve Efficiency and Deliver Cost Savings." January 2010.

² Business Software Alliance, IDC. "Sixth Annual Global Software Piracy Report". May 2009.



40%

More than 40 percent of total resolution time is spent on problem isolation and root cause analysis rather than actually solving the problem.¹



41%

Forty-one percent of all software installed on global PCs is unlicensed, resulting in more than \$50 billion in losses for software companies.²



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3 "I have no idea what is installed on my machines"

The Pain Not knowing what is out on your network exposes the network to much risk. Unlicensed software is rampant on college campuses. However, it's illegal and could lead to lawsuits or heavy fines. Unlicensed software is also unsupported, which could lead to security, performance and compatibility issues. On the flipside, over-provisioning, while safe, is an expensive and wasteful strategy and takes up much needed bandwidth and server capacity.

The Solution Kaseya can automatically audit the entire IT infrastructure and find machines whether they are connected to the network or not, giving you unparalleled visibility and access into all systems. You know exactly what is out there, what is being used, what is not being used, what is secured and what is vulnerable. You can even go in remotely and delete unwanted software, uninstall unnecessary hardware components and keep legitimate software updated. This allows you to secure the network, maximize resources and reduce risk.

4 "Is 'doing more with less' even possible?"

The Pain Some say it just can't be done. Some say it's an urban legend. Others claim it's a phrase that the accountants made up to drive IT departments crazy. But there is no denying the pressure to reduce costs and headcount at the same time responsibilities are growing.

The Solution Kaseya can do just that. By embracing the use of automation to improve efficiencies, increase performance and reduce risk, Kaseya eliminates much of the tedious manual tasks associated with IT maintenance, allowing you to reallocate resources to other, more important projects.

5 "I have to tell users to get a coffee while I work on their computer"

The Pain Time is invaluable, and the time it takes for you to defrag a hard drive, download new software or backup someone's computer is a lost opportunity. How would you feel if a researcher was close to a major breakthrough only to be disrupted by you trying to download a patch? But there's nothing you can do. Two people can't use a computer at the same time, can they?

The Solution With Kaseya, they can. Basic administration through Kaseya's central, Web-based console is done remotely, in the background and allows the user to keep working right through maintenance. It's non-disruptive and ensures that not a second of wasted productivity can be attributed to the IT department. As a result, you'll be the first person they'll call when the lab finally finds that cure for male pattern baldness.

6 "I need to get new users up and running quickly"

The Pain Setting up new students and new hires is a pain. Incoming students need a user name, an email address and access to the files and applications they need for their particular field of study. New faculty may also need to be given a workstation with specific user settings. They may need to be trained and educated on the school's IT policies and procedures. And everything needs to be done quickly so they can get started with their new responsibilities. Not only is this a major time suck but information about access rights needs to come from student affairs or the hiring manager—information that is essential but not necessarily available.

The Solution Kaseya streamlines the process, letting you apply pre-configured user profiles to new students and employees. Through scripting technology, you can build user profiles (ie. Archeology Grad Student, Journalism Undergrad, Photonics Researcher Level 3, etc.) and automatically apply them to new users, making sure they have access to the tools and information they need from day one and the tutorials to learn how to use them. Instead of hunched over a workstation entering a laundry list of applications and security clearances that need to be configured while the new user hovers over your shoulder, you can do this remotely with the push of a button—and from the comfort of your own cubicle—allowing you and the new student or employee to move on to more pressing matters.

³ O'Donnell, Glenn. Forrester. "IT Operations 2009: An Automation Odyssey". July 2009.
⁴ Pisello, Quirk. Network World. "How to quantify downtime". January 2004.



75%

Seventy-five percent of a typical IT budget is spent on simply maintaining existing IT operations.³



60 MINUTES =\$42,000

Gartner estimates that one hour of network downtime—planned or unplanned—costs the average company \$42,000.⁴ However, the impact of downtime on education networks can be immeasurable.



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7 "Their hearts are in the right place"

The Pain The problem of working in higher education is that everyone thinks they're an expert. It seems that every "IT hobbyist" who's taken a computer science course thinks they can conduct their own backups, install patches, update software and run security scans. They mean well, but you need to align their enthusiasm to areas that do not pose a huge risk for the organization. Otherwise, they could turn into a gigantic pain in your butt. After all, if someone downloads a virus that wipes out the SQL server, it's your head on a platter.

The Solution Kaseya provides a central, Web-based console that you can use to monitor, administer, back up and secure all systems on the network while limiting users' ability to make risky changes to systems or the network. Unlimited control allows you to block illegal downloads and lock computer settings and profiles. True transparency allows you to keep track of and control all machines on the network while empowering users to take a larger role in their computing experience.

8 "Remote Security and Backups are a pain in the butt"

The Pain Education IT environments are inherently distributed, heterogeneous and complex by nature. Unfortunately, you likely don't have the time or staffing resources to be everywhere your equipment is deployed—and, frankly, you shouldn't. However, remote workstations, servers and mobile devices need to be backed up and secured as reliably as machines in the academic building next door.

The Solution Recognizing that today's distributed architecture is more vulnerable than ever, Kaseya centralizes the management of your data protection and security strategies. Backups and end point security can be conducted from Kaseya's Web-based console manually on demand or automatically. Alerts can be routed through email or text message to ensure failed cycles and security breaches are dealt with swiftly and efficiently.

9 "I know I need to embrace virtualization but don't have the time or budget"

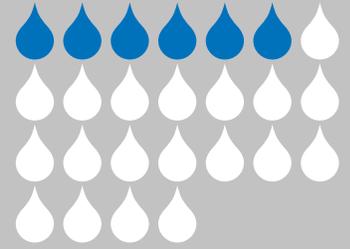
The Pain Computing needs dictate that IT resources (server capacity, applications, storage, etc) need to be pooled across campus and shared between geographically-diverse users. This new architecture can increase productivity, save money and create efficiencies, however, it can also be quite complex and expensive to maintain.

The Solution Kaseya centralizes IT management and gives administrators a holistic view of all IT resources, giving you the visibility to efficiently distribute resources as demand ebbs and flows. Kaseya makes virtualization and cloud computing cost-manageable without having to add more staff or expertise.

10 "My boss wouldn't know a Layer 2-7 Switch Module if I dropped one on his foot"

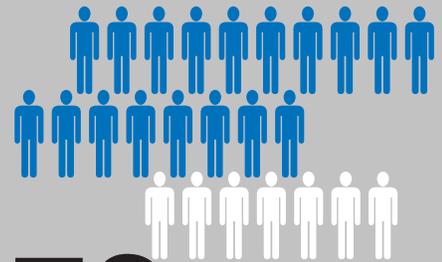
The Pain Education decision makers don't always understand IT, leading to miscommunication, misunderstandings and missed opportunities. It is essential that you articulate the work your team has done, the current state of IT and what you need to support the school's goals. Like it or not, politics does play a role in budget planning and priorities. If no one understands what you're doing, it's likely no one has your back in these closed-door meetings.

The Solution Kaseya produces easy-to-read reports that help you keep the decision makers informed of current status, future needs and IT's value to the school's mission. They also help you plan for scheduled maintenance, upgrades and expansions. Reports can be run at the push of a button in simple, explainable language that educators can understand—and more importantly—appreciate.



24%

According to Symantec, 24 percent of global data breaches are on education networks.⁵



72%

Seventy-two percent of respondents to a VMWare survey of IT professionals at small businesses said that virtualization helps significantly with "Time spent on routine IT administrative tasks."⁶



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⁵ Symantec. Symantec Global Internet Security Threat Report. April 2008.

⁶ VMWare. "The Benefits of Virtualization for Small and Medium Businesses" 2009.

In Closing

Managing IT infrastructure doesn't have to be thankless. Nor does it have to be difficult or require tons of overtime. Embracing the Kaseya IT Automation Framework allows you to manage your IT assets more efficiently without being a nuisance, helping you to do your part to improve productivity and raise your reputation within the organization.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya's 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. To learn more, please visit www.kaseya.com

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