



Background

St. Benedict Schools have 120 employees with 300 PCs.

The Challenge

We had the enviable difficulty of dealing with the management of 100 laptops received through a state grant for education. The problem was providing teachers and staff with a means of monitoring student use, providing first line assistance with technical and user-knowledge issues, and still leave them time to actually instruct using the machines. In addition, we wanted the machines to be more than simply “digital workbooks” in which students might receive a digital document, but then fill it out and print it for review.

Situation

We had already been using NetSupport School for our fixed, wired lab environments, and it worked well in those situations, so we decided to attempt its adoption into this wireless environment.

We were offered, and declined, Deep Freeze, which is a PC change control product. The common thinking with Deep Freeze is to simply let users do what they want, since all their changes can be erased at a keystroke. While this may be effective in terms of IT troubleshooting time saved, it is extremely laissez faire management, and does not actually teach the students how to use computers responsibly, or ensure that they are doing so constructively.

The project is taking place at St. Benedict Elementary School. The current status is decidedly early. Teachers were given laptops, with NetSupport, to take home over the holiday break and explore on their own. This semester, students will begin using the laptops in the classroom for a few weeks before taking them home, and the teachers will use that time to gain additional familiarity with the software.

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NetSupport Solution

It is early in the project to assess its outcomes (this is a multi-year grant and undertaking), however our anticipated added value is significant, as NetSupport is allowing us to do things that the PCs otherwise could not do, such as group collaboration and communication. TCO will definitely be effected by the fact that we are now not planning on purchasing projectors for every classroom, at least a \$10,000 savings in a single calendar year, and several thousand yearly in maintenance.

Testimony

My name is Scott Bell, Director of Technology for St. Benedict Schools and I have been using NetSupport for several years in multiple schools. My first exposure was the free trial used in a lab I'd built for my students, and I very quickly found the software to be indispensable.

NetSupport has always been very quick to respond to questions and other inquiries, as well as any technical support questions I may have had. Thus my experience certainly rates as a 9/10.

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