

## SUCCESS STORY

# IMAGE MANAGEMENT IMPROVEMENTS

## help increase efficiency for New Hanover County Schools



### What Data Networks Did for New Hanover County Schools

- Implemented Novell ZENworks and ENGL Imaging Toolkit
- Improved efficiency of image and software delivery
- Used phase scripts to “lock down” and customize images
- Secured access to images with LDAP authentication
- Reduced costs by optimizing technology staff time

### Abstract

Implementing ENGL Imaging Toolkit, Novell ZENworks, and LDAP authentication increased this school system’s image management efficiency.

### The challenge

New Hanover Public Schools, located in southeastern North Carolina, is the 12th largest school system in the state with 43 fully accredited schools and approximately 24,000 students. The school system’s 46 sites also include 3 administrative buildings and a computer environment of over 13,500 machines for faculty, staff, and students.

Managing over 13,500 desktop and laptop images with only six dedicated technology staff members posed a significant challenge for NHCS. The school system relied on their limited resources to maintain 158 desktop and laptop images at their technology offices, another 3-10 images with site-specific software at 46 other sites, and daily software update releases without a realistic upgrade maintenance schedule. Response times for image troubleshooting were extremely long. These obstacles left most of the technicians’ time focused on driver-related troubleshooting.

*“Data Networks recommended a solution for New Hanover County Schools that will dramatically reduce the amount of time needed for creating, delivering, and managing images,” says Darius Swierzewski, Data Networks Engineer.*

### The solution

NHCS’ goal was to standardize on just two images and find a solution that would help them deliver images and software more efficiently and securely. Data Networks transitioned the school system to Novell ZENworks and introduced them to ENGL’s Imaging Toolkit. This solution delivers images, software installations, and updates more efficiently, dramatically reduces image process time, offers secure access to images, facilitates the

creation of user-specific customizations, and eliminates hardware/software dependency for images. The overall solution for NHCS included a technical assessment, deployment of Novell ZENworks and ENGL's Imaging Toolkit, and documentation and knowledge transfer for the new technology.

Data Networks designed and implemented a comprehensive solution that included using phase scripts in ENGL Imaging Toolkit to "lock down" and customize NHCS' images. Through LDAP authentication, Data Networks was able to minimize access to images and further secure the school's computer environment. The implementation of Novell ZENworks and the ENGL Imaging Toolkit afford NHCS' technology staff more time to focus on other initiatives instead of being burdened with image management.

## Mission accomplished

*Our goals have been realized and ENGL Imaging Toolkit easily supports all of our hardware from HP to Dell to Asus. Having a new model arrive today no longer means hours of trying to find drivers and install software, it can be in the end user's hands in just a few hours," says Cindy Dodson, Client Services Engineer for New Hanover County Schools. "With the help of Data Networks, the implementation of Novell ZENworks and the ENGL Imaging Toolkit has improved security, and reduced costs through better use of our technology staff's time."*

## About Data Networks

Data Networks provides effective technology-based solutions to meet your unique needs. Our solutions are specifically developed to help you drive productivity and manage change.

### INNOVATIVE TECHNOLOGY

By partnering at the highest levels with the industry's most respected manufacturers, Data Networks can deliver the right products for your environment with the most aggressive pricing possible. Our strong vendor relationships also bring technical training opportunities, expedited help desk resources, and professional service liaisons for consulting and project engagements.

### INSPIRED ENGINEERING

Our goal is to be your trusted technology advisor. So we staff highly-qualified engineers who bring years of experience and the most advanced technical certifications to every engagement. We assign them a single area of technical focus, a unique approach that allows them to continually update their skills and expand their specialized technical knowledge. And we arm them with documented best practices developed over more than 30 years of public-sector service.

We invite you to learn more at [datanetworks.com](http://datanetworks.com) or by calling 800-283-6387.