

Nutrition Services Fuels Successful Learning with the Help of Ivanti LANrev



Profile:

The Dallas Independent School District is located within a metropolitan population of 6.5 million people in 12 counties in North Central Texas, and comprises 384 square miles. The district is the second-largest in the state, and the 14th largest in the nation.

Location:

Dallas, Texas, USA

Industry:

Education, K-12

Website:

www.dallasisd.org

Solutions:

- Ivanti® LANrev

Key Benefits:

- Eliminated frustration and wasted time of FCNS with remote control for IT support
- Cut time to upgrade FileMaker in FCNS environment from seven hours to under one hour
- FCNS staff can easily distribute and update applications and software as needed
- FCNS can protect against vulnerabilities with automated patch management



Kids in Dallas eat 125,000 lunches, 98,000 breakfasts, and 10,000 snacks at school every day. During the summer, the district keeps 300,000 kids fed. Food Child Nutrition Services (FCNS), the group responsible for food services at the Dallas Independent School District, needs to make sure that the point-of-sale (POS) systems in its cafeterias run flawlessly so that the kids can get the brain food they need to stay focused on learning.

Legacy Tools Don't Make the Grade

David Marrow, senior program analyst for FCNS, was charged with the upgrade to Windows 10. But its existing client management software was a roadblock, with buggy Windows 10 imaging tools.

Beyond hobbling the progress to Windows 10, there were other, bigger frustrations. The remote-control functionality of its client management tool was bolted on, rather than smoothly integrated, and it only worked through a web browser. The analysts wasted 10 to 15 minutes reconfiguring the tool every time they needed to connect into a computer remotely to fix an issue. Whether the problem was with a POS system or an administrative system, those delays added up.

With more than 1,000 Windows desktops, laptops, and payment systems in 219 school sites, the IT team needed a better way to manage its clients.

Graduating to a Superior Solution

Marrow began using Ivanti LANrev for client management. He had previously used LANrev, so he knew firsthand that it would solve the frustrations with remote control and help with other client support tasks.

“It’s very easy to support people with LANrev. Remote control and you’re in—all it takes is five minutes for each machine.”

— David Marrow
Senior Program Analyst

It’s very easy to support people now with LANrev,” says Marrow. “Click on the machine, remote control, and you’re in. In our environment it saves us several minutes for each machine.”

Food service managers and staff in the schools are happier now that they can get computer problems resolved faster. “The cafeteria managers are really happy that we can support them remotely more quickly now. We’re getting great feedback from them,” says Marrow.

Giving Users the Software They Need

The IT team uses LANrev to package and distribute software so food service staff always have the applications they need to keep the meals flowing. “On the software distribution side, for software that needs to be upgraded, we can deploy the updated software quickly and easily, no problem,” says Marrow.

Marrow uses custom scripts to target users or groups based on whatever criteria are needed. For instance, computers are grouped by elementary schools, middle schools, and high schools as well as by geographic area within the district. “I can create different smart groups, then write my own script and push it out to deploy patches or software,” he says. “Before we had LANrev, we couldn’t do this. It saves so much time.” Most recently, Marrow used the script and LANrev to identify and upgrade the cafeteria point-of-sale systems across the district.

Using LANrev for software distribution and updates saves FCNS significant time. For example, a recent FileMaker

upgrade on 66 desktops took one hour in its environment. The previous product took seven hours.

Maximizing Productivity, Minimizing Disruption

The IT team at FCNS also uses LANrev to automate patch management, which ensures that server and endpoint operating systems and third-party applications are up to date. And that minimizes the risk of vulnerabilities and security threats. For the most recent server update, Marrow says he saved 10 hours, and he likes having more control over scheduling patches.

LANrev keeps comprehensive and detailed inventory of IT assets for FCNS, which simplifies troubleshooting and makes managing software licenses easier. “The list of computers loads very quickly,” says Fabian Purvis, executive analyst at FCNS. “By allowing us to run queries on the site computers, we are able to be proactive and diagnose and address issues before a system failure.”

FCNS is using LANrev to roll out Windows 10 to take advantage of the latest functionality. Most recently, it upgraded its staff-training computer lab overnight—a project that would have taken two weeks before. FCNS also uses LANrev to image Windows systems remotely when there’s a system upgrade or to resolve an issue. With LANrev, FCNS can install the complete operating system and application set and migrate folders and settings automatically without disrupting the user.

It also takes advantage of LANrev to power down computers based on work schedules to save energy.

Overall, Purvis is impressed by the power and simplicity of LANrev. “I, for one, find LANrev faster and easier to use than previous products. The menu is straightforward—Right-click > Remote Control,” he says.

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— Fabian Purvis
Executive Analyst

Looking Ahead

FCNS can expand the benefits of LANrev by integrating it with other applications and systems. Today, LANrev is integrated with Active Directory to automate policies and the team is looking at integrating LANrev with its custom trouble-ticketing system, which allows IT support to become more proactive. Future plans also include using LANrev's software license management capabilities to better understand and control the use of and cost for purchased software.



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