

CASE STUDY

Brainerd Public School District



The Customer

Brainerd Public School District of Minnesota is one of the largest school districts in the area. Nearly 7300 students and 1000 faculty and staff members comprise their thirteen schools. As with most public educational facilities, budget cuts constantly create setbacks with technology, affecting Quality of Service (QoS) delivered to teachers and students.

The Challenge

Brainerd initially operated 2 different networks of Macs and PCs. With only 4 technicians for the whole district, Brainerd constantly faced difficulties supporting a large network and at the same time keeping Total Cost of Operation (TCO) down. There simply wasn't enough time to physically touch and update every single machine and help all users. Additionally, the district covers nearly thirty miles and driving across town to fix a printer is costly and time consuming.

In response to the school's growing technological needs, Brainerd rolled out a Terminal Server 2000 lab. Students have access to a standardized curriculum dispersed through TS. MS 2003 Office is the main productivity suite while other curriculum is predominantly web-based apps. They standardized on having 1 mandatory profile and have everyone login the same way.

Citrix was also initially deployed for 80 secretaries that used a financial and student management application. "With 80 clients at \$40 a client per year, we were looking at nearly \$3200 a year alone on Citrix. And that was only for the administrative staff!" said Pam Dyson, Director of Media Technology of Brainerd Public School District are among many daily issues" said Dyson. "We also didn't want to use roaming profiles because of all the issues associated with it."

"Once I saw the differences and changes that had been made between Terminal Server 2000 and 2003, I knew that an application like triCerat would be the icing on the cake for us. Adding triCerat was going to help us do exactly what we needed."



Who is Brainerd?

A public school district in Minnesota comprised of 13 schools spread throughout the county.

Customer's Challenge:

- Eliminate print driver administration
- Ensure system stability and performance
- Reduce support costs and downtime

Benefits Delivered by triCerat:

- Reduces time and effort involved in administering Terminal Services
- Reduces support effort and cost
- Improves user satisfaction and productivity

"With budget cuts the way they are, the savings from Simplify Suite can create a much better Quality of Service for the district. It's really a small price to pay to get to the point where technology can be used towards an educational means versus having to deal with technology impeding on education."

– Pam Payne-Dyson, Director of Media Technology, ISD 181 Brainerd Area Public Schools.

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Achieving Technology as well as Educational Goals

Brainerd Public School District initially deployed Simplify Suite on 900 of their 3,700 clients. Within a few months of roll-out, they've seen problems of the past eliminated. The ability to enable personalized user settings without roaming profiles, deploy secure desktops and print from any printer with any printer setting has decreased downtime within the district's network, considerably increasing performance and productivity.

"The frustration level went from everyone being upset and stressed with the technology before triCerat was deployed, to now looking at the wonderful transformation it's made on a daily basis for both the teachers and students." Now, they're looking to roll-out triCerat to any new TS clients that are distributed throughout the district. "I know this is one of the best investments we've made because I've seen how the teachers and students struggled without triCerat compared to a regular TS environment. Now, we can shadow a session and help a teacher work through a problem and instantly have a solution without making the kids wait and waste valuable time. Our goal, with the help of triCerat is to have the ability to provide a QoS that we've never been able to imagine before. It is truly a small price to pay."

It is a known fact that schools everywhere are in need of financial aid and are constantly fighting against budget cuts. Public or private, every school yearns for better curriculum and smaller class sizes. Unfortunately, the maintenance and cost of technology hinders fulfillment of these goals. "With Simplify Suite running on our server farm, we are keeping the cost of technology down and making it possible to have those things for our students."

Brainerd Public School District is a shining example of the benefits of Day Zero® Protection, triCerat's proactive mechanism for reducing support and hardware costs, while improving performance and reliability of Terminal Services-based environments and ensuring QoS. Their investment in triCerat's Simplify Suite has given them a stable platform for continued growth, helping to achieve their educational goals as well as meeting the technology needs of the district.

Try Us Out!

Visit our Website at tricerat.com or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

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