



"We use it every day for new workstation deployments, software installs and remote upgrades. It's simple to manage for administrators. The product has been quite reliable and the number of configuration options are infinite."

-Greg Priglmeier

# Star Tribune

Minneapolis, MN

## Casper Suite Case Study: 2002

### Conversion to Mac OS X

The Star Tribune, the Twin Cities' leading news organization, has used Casper since 2002 to manage their Macintoshes that create the newspaper.

When the Star Tribune originally participated in the beta program for Casper 1.0, the tool set was limited, but useful. Package creation and management, coupled with flexible local imaging, made the original suite the tool of choice because it allowed for multiple configurations based on the same packages. The software used in different departments could be added to configurations based on their needs, building on a basic image of the software they had in common. As a result, the newspaper needed only one set of packages for all the different departments.

### Release Management

When the Star Tribune needed to update the software on their computers, the release of the Casper Suite 2.0 met their needs. With added features of remote distribution and inventory, 2.0 helped the IT staff identify which computers needed updating, then it allowed them to send the software to the desktops through a forced pull. The functionality alone wasn't the only factor in choosing Casper, the cost and complexity of the software were also considered. "We looked at other products, but cost was well beyond our budget and they were too complex to manage," said System Engineer, Greg Priglmeier, "We needed a clear, manageable method to distribute software to our Macintosh clients with a very competitive price point." Casper was the solution.

### Situation

#### Needs:

- Conversion from Mac OS 9 to Mac OS X
- Deploy new software to targeted machines
- Establish after hours software release and maintenance schedules

#### Environment:

- 1 location
- 400 Macintosh computers
- Multiple sub nets



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## Multiple Users

Since the Star Tribune runs many shifts, one of the challenges the IT staff faces is how to manage multiple users of the same computer. Creating separate environments tailored to individual users was difficult using their previous imaging utility. "We had shared accounts on our machines and desktop shortcuts, bookmarks and any other customizations were trashed on a daily basis. Now, due to the fill user templates, our users have their customizations in every individual account on their machines," said Betty Prystal, another System Engineer at the newspaper. Prystal went on to say, "It's really easy to use, the technicians can do much more complex installations without supervision: they can reload and configure an entire computer in under an hour. It's nice to have the same types of tools as our PC counterparts; we can now work they way they do."

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