



"Using our old approach, we were limited to annual configurations. Now using Casper, we're pushing updates, customizing configurations for instructors, and troubleshooting remotely as needed. No more 50-mile drive to provide emergency support. This is a great savings for everyone—the instructors love us."

-Jason Skoland

Iowa Lakes Community College

Estherville, IA

Casper Suite Case Study: September 2006

Unwanted road trips

Iowa Lakes Community College, located in rural northwest Iowa, aims to provide regional economic development through life-long learning for its residents. Their open door policy of guaranteed access to postsecondary education includes Macintensive programs such as broadcast media, graphic design technology, web publishing, and others.

The challenge for Jason Skoland, a Computer Support Specialist for the college, is that preparing and maintaining their Macintosh computers is increasingly expensive and time consuming. He says, "My office is a 50-mile round trip from the classrooms and labs I'm supporting. It's a struggle."

More than expected

When Iowa Lakes decided to expand their facility to include a new publishing lab, Jason was suddenly responsible for over 35 Macs. To assist Jason, the IT Director began investigating the Casper Suite to see if it could help with imaging those machines. After a demo, it became clear to the IT director that the Casper Suite would be able to handle more than just imaging. By using Casper they have not only increased their level of support, but they've also reduced Mac-based labor and expenses across the board. As Jason said, "We used to only configure our Macs at the beginning of the school year and troubleshoot from that point forward. Now I'm organizing packages by department, pushing them out remotely, and customizing applications for instructors whenever they need it. I can actually handle emergencies too without the 50-mile drive."

Situation

Needs:

- Imaging new Macs
- Improving maintenance and support
- Periodic or scheduled configurations

Environment:

- 50+ Macs
- Design lab, publishing lab, machines for instructors
- Remote IT staff
- All Macs logging in as local admin users by default

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software

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Benefits ahead

The benefits of the Casper Suite are felt beyond the IT department. The instructors are pleased too. Jason explains, "It used to take me a half-hour just to get to a classroom to troubleshoot, by then the class was almost over." Starting with a more stable base means Jason (and the instructors) are able to avoid troubleshooting. However, when needed, Jason can resolve issues from his office or guide instructors on the phone thanks to Casper's intuitive interface.

Jason recently completed his Certified Casper Training and he's anxious to implement what he's learned. "I have so many ideas now! We'll be using Casper's new documentation as a road map for the future. Casper is a great savings for me everyone. It's just awesome."

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