Quest vWorkspace Helps Texas School District Reduce Desktop Maintenance Costs by 50 Percent

The Donna Independent School District (DISD) operates 20 student campuses throughout the Rio Grande of Texas. The public school district serves nearly 15,000 students and 1,000 teachers who rely on classroom computer systems for innovative, technology-driven education.

The Challenge

DISD, like many K-12 school districts, considers computer technology a core component of its daily curriculum. However, 90 percent of its 3,600 PCs were more than three years old, out of warranty and becoming obsolete. Some PCs were not operational at all, and with the district's 10 full-time PC technicians devoting so much attention to the PCs, maintenance time and costs were rising dramatically.

In addition to addressing its rapidly aging classroom PC infrastructure, DISD wanted to increase the average number of student desktops from two per classroom to four while adding additional instructional labs. But the cost of adding new PCs—estimated at $5 million—was prohibitive. Also, the electricity use and ongoing maintenance would be an additional resource drain.

"Our field technicians were spending the majority of their time responding to PC hardware and software issues in the field," said Richard Weaver, network administrator. "And because most service calls require a physical touch with the PC, repairs would often interfere with classroom instruction. We needed a new solution that would not only cost less to implement, but also reduce long-term management and maintenance expenses."

The Quest/Parallels/ARC Solution

To address these challenges, DISD decided to research desktop virtualization, and sought the expertise of solution integrator Austin Ribbon & Computer (ARC). ARC recommended a virtual desktop infrastructure (VDI) that included the Quest vWorkspace solution for application delivery, deployment and management of virtual desktops, running on the Parallels desktop virtualization platform. vWorkspace is an award-winning solution that logically presents desktop infrastructure assets as well as allows administrative responsibilities to be securely delegated among the IT staff. vWorkspace's "always on" operations provide consistent and reliable access to desktops and hosted applications. Rapid provisioning, recovery and issue resolution from a central location helps ensure high service levels, while the agility to quickly deploy applications significantly reduces administration time. vWorkspace allows students to have the same personalized user experience at home as they do in the classroom; they can log in remotely to continue work on classroom projects, without compromising system security.

Key personnel from Quest, Parallels, ARC and Dell collaborated with DISD's technology staff to create a desktop virtualization environment that would meet the DISD's budget and educational needs. This system enabled DISD to replace its aging PCs with 5,600 inexpensive Wyse thin clients and increase in-classroom desktops from two to four.

> *"The Quest vWorkspace/Parallels/ Dell virtual desktop solution delivered by ARC gives us remarkable advantages in terms of cost savings, resource optimization and energy efficiency. It enabled us to double our number of classroom computers while saving 50 percent in maintenance costs."*
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> — Marie Evans,
> Technology Director,
> DISD

OVERVIEW

Headquarters

Donna, Texas

Critical Needs

- Reduce student desktop costs
- Double the number of classroom computers
- Centralize desktop management and improve security
- Leverage existing virtual environment without adding infrastructure costs

Solution

Quest® vWorkspace

Parallels™ Optimized Computing

ARC 25 YEARS

Results

- Saved $60,000 per year in reduced energy costs
- Reduced maintenance costs by 50%, saving $800,000 over four years
- Improved reliability, security and instructional uptime
- Doubled the number of student desktops by using cost savings

"The Quest vWorkspace/Parallels/Dell solution delivered by ARC gives us remarkable cost savings, resource optimization and energy efficiency," said Marie Evans, technology director. "More importantly, it enabled us to nearly double the desktop systems in the classroom. Over time, the incremental savings and low costs for thin client replacement will continue to support our instructional technology goals."

The Bottom Line

DISD saw an immediate return on its implementation investment. First, maintenance costs have dropped by 50 percent, for an estimated $800,000 savings on desk-side support activities over four years. Using vWorkspace, administrators can now manage and provision the desktop infrastructure from a central data center, which significantly reduces site travel requirements and classroom support costs. And during the summer, the IT staff can load software for the upcoming school year without needing to physically access the client hardware, allowing maintenance crews to prepare the classrooms without interruption.

vWorkspace has also helped the DISD to control licensing costs by helping staffers to manage student profiles with greater ease. The staffers can now deploy licenses to particular users rather than to the general student population.

"The cloning capabilities of our new VDI solution with vWorkspace enabled us to deploy new desktops in seconds instead of days and applications can be installed on the fly," said Weaver. "vWorkspace helps us to apply security best practices with efficiency. The students no longer need USB drives; we can centrally disable the drives to prevent students from accessing prohibited web sites or downloading unapproved software. Desktops are protected from viruses and data can no longer be transported outside the school's firewall."

About Quest's Desktop Virtualization Group

Quest's Desktop Virtualization Group is a platform-agnostic global provider of virtual application delivery and dynamic desktop deployment solutions. Quest vWorkspace aggregates application delivery and desktop deployments from any virtualization platform, blade PCs, and Terminal Services. Quest vWorkspace is an enterprise-grade desktop management solution that transforms the corporate desktop infrastructure into an on-demand service with an optimized user experience for LAN and WAN deployments. The solution is a two-time winner of 2008 SYS-CON Virtualization Journal Readers' Choice Awards and a finalist in the Best of VMworld 2008 awards. For more information, visit **www.vWorkspace.com**.

About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit **www.quest.com** for more information.

About Parallels

Parallels is a worldwide leader in virtualization and automation software that optimizes computing for consumers, businesses, and cloud services providers across all major hardware, operating systems, and virtualization platforms. Founded in 1999, Parallels is a fast-growing company with 700 employees in North America, Europe, and Asia. For more information, please visit **www.parallels.com**.

About ARC

Since 1984, ARC has been the technology partner of choice to government, education, and healthcare entities throughout Texas. As a State of Texas-certified HUB, ARC is not only an authorized reseller for more than 385 manufacturers, but also offers complete solutions for professional services and staff augmentation. Visit ARC at **www.arc-texas.com**.