

Background

Salford City Council exists to serve its residents and provides a complete and comprehensive range of services and facilities. The council's mission statement is "to achieve the best possible quality of life for the people of Salford."

Jon Burt, Network & Infrastructure Manager within the ICT Services (Desktop and Infrastructure) for Salford City Council had the arduous task of finding a solution that would deliver the best possible management of Windows desktops within primary and secondary education establishments for both staff and students.

"Desktop Authority is an all encompassing, all-in-one control system and its ease of use is very impressive," says Mr. Paul McCormack, Principal Infrastructure Officer at Salford City Council. "Without ScriptLogic's Desktop Authority it would have proved far more difficult to implement such a massive network."

The Challenge: Providing a Safe and Secure Desktop Environment

Jon Burt is responsible for over 26,000 student accounts and 5,000 staff accounts within the Education domain at Salford City Council. Four years ago none of the 100 sites were networked and Mr. Burt and his team had the formidable task of building one massive education domain that would network all the schools, provide off-site storage, and could be accessed safely and securely by staff and pupils alike. The network would consist of different configurations of hardware within individual schools.

The majority of secondary schools would have IT suites of PCs, whereas the primary schools tend to have mobile IT suites that consist of wireless networked laptops.

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The Solution: Desktop Authority – Software That Perfectly Fits the Need to have a Safe and Secure Desktop Environment

Initially, Desktop Authority was chosen because "it is really good at down-level operating system support," reflecting on Desktop Authority's support for older PCs running Windows 95, 98, Me and NT 4 workstation. Says Mr McCormack, "now with Desktop Authority, we have a far more resilient, comprehensive management solution."

When first deployed, all of the management and control provided by Desktop Authority was centralised at the highest level of management.

Now, with the roles-based administration feature within Desktop Authority, Mr. McCormack can decentralise some specific control for the IT Staff within the schools. "Desktop Authority is an all encompassing, all-in-one control system and its ease of use is very impressive," says Mr. McCormack. Central management of user configuration "profiles" and the point-and-click graphical interface which replaces the need to create and manage batch file "scripts" are two key features Mr. McCormack particularly appreciates.

The Benefits: Keeping Internet Savvy Child Hackers Under Control!

When asking what the users, i.e. the pupils, think of ScriptLogic he comments, "Truthfully, they don't like it because we restrict their environment, but that is a benefit for me and my team from the network administration point of view!" On the other hand, the staff on site at the schools like the fact that when schools need configuration changes, these can be centrally managed.

In addition, Desktop Authority 7's remote management and control features are, according to Mr. McCormack, "far more resilient than SMS" and the ability to interact with a user's desktop rather than go out on-site is a huge benefit to the Council.

Mr McCormack estimates that with the amount of time saved by no longer having to visit schools as often to resolve issues, but instead utilising the remote management and central configuration features within Desktop Authority will provide the Council a return on their investment in under one year. Salford City Council has just renewed their 3 year contract with ScriptLogic.

About ScriptLogic

ScriptLogic Corporation is a leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 17,000 customers use

ScriptLogic solutions to manage approximately 4 million desktops and 96,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida. Reach ScriptLogic at [+44 \(0\) 1344 382530](tel:+4401344382530) or on the web at www.scriptlogic.com.

Salford City Council