

Express Metrix Case Study
PVNCC District School Board



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Sean Heuchert pursued a somewhat unusual path into the field of education: as an IT Manager at Peterborough Victoria Northumberland and Clarington Catholic (PVNCC) District School Board in Peterborough, Ontario. In fact, Heuchert, a five-year veteran of the school district's Computer Services Department, personifies the charter of the school district as faithfully as any faculty or board member. For Heuchert, this means ensuring students have access to the technology they need, when they need it, while recognizing a fiduciary responsibility to ensure the IT budget is administered and allocated wisely.

QUICK FACTS

Customer: PVNCC District School Board

Students: 14,996

Schools: 32 elementary, 6 secondary

Operating budget: \$155 million

Active desktops: 3,300

IT challenges solved:

- Eliminating unnecessary software purchases
- Enforcing security standards

The sizable school district is home to over 15,000 students, 3,300 computers, 38 schools, and more than 2,200 employees. With this vast size comes great complexity and administrative overhead, and as Heuchert sought new ways to reduce both, he chose Express Software Manager to be a critical part of his toolbox, helping the district deliver upon its charter more efficiently and cost-effectively.

Metering Concurrent Usage

The greatest fiscal benefit PVNCC has achieved through the use of Express Software Manager relates to its software metering capabilities and the resulting ability to save money by centrally provisioning licenses. To illustrate, Heuchert notes the example of one particular piece of educational software that retailed at \$170 per license: To purchase licenses for each computer in the district would have cost nearly \$500,000. With budget to purchase only 380 licenses, PVNCC was forced to allocate a mere ten licenses to the computer lab at each school. This approach wasn't viable because there were 30 children to a classroom, which meant only ten individuals could use the application while the twenty others waited – a waste of precious classroom time. Furthermore, students, instructors and IT administrators had difficulties ascertaining exactly where those ten licenses had been installed, resulting in additional lost time. According to Heuchert, "Our old system prior to using Express Software Manager wasn't serving students or faculty very well, which caused a lot of frustration."

Slashing Costs

"Express Metrix helped us save nearly \$500,000 in licensing costs by allowing us to centrally provision software and manage concurrent users."

**Sean Heuchert,
IT Manager, PVNCC**

In response, school district IT staff began searching for an improved way to manage licenses that had already been purchased for each school. First, PVNCC shifted to a licensing model that is based on the number of concurrent users rather than the number of physical installations. The IT department then installed the software on every machine and used Express Software Manager to "meter" or restrict usage so that no more than 380 students could use the software simultaneously. Because the application is centrally provisioned, there are now more than enough licenses to go around at any given time, and Heuchert can ensure that the school does not exceed the usage limits specified in its licensing agreements.

Tracking and Shutting Down Rogue Programs

With young people growing increasingly skilled at using technology, it's inevitable that software will occasionally be used in malicious or inappropriate ways. Schools are at the forefront of this battle, trying to ensure that the temptation to abuse technology can't be easily acted upon, while not limiting kids' ability to use technology in wide-ranging and innovative ways.

Heuchert and his team were thrilled to discover that Express Software Manager's metering functionality could help them deter malicious user behavior in a targeted, effective way. With Express Software Manager, Heuchert can not only prohibit the launch of specific applications deemed a threat but also collect information that allows him to track down offenders. He notes a recent situation in which several students were using hacking programs to obtain other students' computer passwords. Once Heuchert had identified the rogue application, he was able to pinpoint the exact computers on which it resided, when it was used, and the identity of the students running the illicit application—and then swiftly shut the application down with the click of a mouse. Heuchert believes that Express Software Manager has acted as a strong deterrent to malicious behavior. "We've seen [the use of] hacking programs drop to almost zero," he stated. "It only took a few weeks before students caught on to this new 'anti-hacking' capability we gained with Express Software Manager, and it sure didn't take long for word to spread."

Shutting Down Rogue Apps

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**Sean Heuchert,
IT Manager, PVNCC**

The Right Tool For The Job

PVNC found that having the right tool for the job was critical to solving two of its most pressing technology challenges. With Express Software Manager, the school district was able to guarantee that kids have unfettered access to the software they need, while enjoying a safe learning environment. In addition, a new licensing model was adopted using Express Software Manager as a means of provisioning those licenses, resulting in a windfall of savings. When asked to describe his experience, Heuchert summed it up by saying, "Express Metrix products have greatly improved our ability to manage our software and IT assets, and have exceeded our expectations from a technology standpoint."

Express Software Manager proved to be the textbook solution they were looking for.



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