CUSTOMER SUCCESS

John Septimus Roe Anglican Community School

Protecting 900 Endpoints and Recovering Servers Four Times Faster with Solutions from Symantec and UCIT

As the largest Anglican school in Western Australia, John Septimus Roe Anglican Community School is committed to providing a robust IT infrastructure and maximum systems uptime. To protect its endpoints and data, the school depends on endpoint security, endpoint management, data protection, and disaster recovery solutions from Symantec. Since deploying Symantec solutions, the school has had no significant disruption from viruses or malware, and one employee is able to manage endpoint protection for more than 900 computers. File restores have been 100 percent successful and can be completed in minutes, and server recovery is four times faster.

Educating mind, body, and spirit

John Septimus Roe Anglican Community School, in Beechboro and Mirrabooka, Perth, Western Australia, accepts students from kindergarten to year 12 with a mission to build a Christian community of learners and nurture each student’s mind, body, and spirit.

The largest Anglican school in Western Australia, John Septimus Roe values the role technology can play in helping students reach their full potential and giving them the tools they need to succeed upon graduation. The school’s computer-to-student ratio is nearly one-to-two. This ensures that students have no problem accessing computers, but it also requires the school’s small IT staff to manage technology resources with great efficiency.

No virus outbreaks for over 12 years

The school’s network/system administrator, Richard Delfos, needs to protect more than 900 endpoints from viruses and malware. "The school has used endpoint security solutions from Symantec for over 12 years, and we’ve had no significant disruptions from malware," he says. "I’ve seen a lot of detections of viruses, but we’ve never had an outbreak.”
The school’s current endpoint security standard is Symantec™ Endpoint Protection, which offers antispyware, intrusion prevention, firewall, and application and device control features, in addition to industry-leading antivirus protection.

“The reporting in the Symantec Endpoint Protection is quite easy to use—I’m an advocate of having access to everything from a single management point, and it’s all right there at your fingertips,” says Delfos. “But I’ve never had any problems using Symantec security solutions. It’s really sort of a set-and-forget for me. Managing endpoint security for more than 900 computers takes no time at all. I do it all myself.”

**Deploying 185 laptops in less than a week**

To deploy new laptops and desktop PCs quickly, without requiring additional IT staff, the school uses Symantec Ghost™ Solution Suite. “We’re using the multicasting capabilities of Ghost Solution Suite to accelerate our deployments and minimize bandwidth usage,” says Delfos.

Multicasting allows multiple computers to receive the same information over a network simultaneously. Delfos creates and deploys Microsoft Windows-based images with Ghost Solution Suite, then uses image multicasting to deploy the images to many endpoints through a single transmission of information.

“Last year we had 185 new laptops come in, and they needed Microsoft Windows Vista and a lot of other applications,” says Delfos. “The image was 27.8 gigabytes. We imaged over 10/100 at the laptops, using gigabit Ethernet from the server, and it took less than half an hour to do 20 laptops at once. That’s compared to manually installing the operating system and applications, or individually imaging the laptops, which would easily have taken us a month. We couldn’t live without Ghost Solution Suite—we took our time and still were able to deploy 185 laptops in less than a week. I’ve imaged an entire lab at once.”

Having one consistent image also saves troubleshooting time. Delfos observes. “If you’re just reinstalling Windows, you have no way of ensuring that the configuration is the same on every computer,” he says. “Using Ghost Solution Suite, we know that every single installation is exactly the same. And if we have a computer that’s giving us grief, we can re-image it in 10 minutes instead of spending time on remediation.”

**SOLUTIONS AT A GLANCE**

**Key Challenges**
- Protect endpoints from viruses and malware
- Deploy computers quickly
- Provide reliable, efficient data protection
- Recover servers fast, even to dissimilar hardware

**Symantec Products**
- Symantec™ Endpoint Protection
- Symantec Ghost™ Solution Suite
- Symantec Backup Exec™ for Windows Servers with
  - Backup Exec Agent for Microsoft Exchange
  - Backup Exec Agent for Microsoft SQL Server
  - Backup Exec Library Expansion Option
- Symantec Backup Exec™ System Recovery Server Edition

**Symantec Services**
- Symantec Essential Support Services

**Symantec Partner**
- UCIT (www.ucit.com.au)

**Technology Environment**
- Applications: Student Information System; Citrix Presentation Server; Microsoft Exchange Server 2003
- Databases: Microsoft SQL Server 2005
- Storage: Dell PowerVault MD3000, MD1000, NX1950
- Tape library: Dell PowerVault TL4000

**BUSINESS RESULTS AND TECHNICAL BENEFITS**
- No significant disruption from viruses or malware
- 1 person can manage endpoint protection for 900+ endpoints
- 185 laptops deployed in less than a week
- 100% recovery success, with restores in minutes
- 4-fold faster server recovery, even to dissimilar hardware (2 hours or less vs. 8 hours)

“Using Symantec solutions, managing endpoint security for more than 900 computers takes no time at all. I do it all myself.”

Richard Delfos
Network/System Administrator
John Septimus Roe Anglican Community School
Restores in minutes from disk

To protect its critical data, from Microsoft Exchange-based email to student data stored in Microsoft SQL Server databases, the school uses Symantec Backup Exec™ for Windows Servers. Delfos performs a weekly full backup to disk and tape, as well as nightly incremental backups to disk. He keeps more than a month of backup data on-site on a Dell PowerVault MD1000 direct-attached storage array, so that he can restore files or databases in minutes instead of the days he might need to recover data from off-site tapes. The Backup Exec Library Expansion Option lets the school simultaneously leverage both drives within its Dell PowerVault TL4000 tape library for faster backups to tape.

“With Backup Exec, I’ve always been able to recover data when I’ve needed to,” says Delfos. “And now, with the data sitting there on disk, it’s pretty much click-click-recover. Our backup success rate is consistently over 99 percent.”

The school uses the Backup Exec Agents for Microsoft SQL Server and Microsoft Exchange to perform hot, non-disruptive backups of databases and email.

“We start our backups at 11 at night, but sometimes users like to log on and check email or do other work after hours,” Delfos explains. “So it’s nice that we can allow them to do that while knowing our data will be protected.”

Fourfold faster server recovery—even to dissimilar hardware

To recover production servers quickly in the event of a disaster, the school uses Symantec Backup Exec™ System Recovery Server Edition for image-based data protection.

“We can recover servers in less than two hours, depending on image size, instead of spending a full day rebuilding a server from scratch,” says Delfos. “And it doesn’t have to be the same hardware—that’s a huge benefit. We can use whatever hardware we have on hand. Any downtime is very damaging to the school, so the ability to recover servers quickly is very important.”

Quality relationships foster success

John Septimus Roe relies on high-quality relationships—both internal and external—to maintain high standards of excellence. One of the school’s relationships, with Perth-based Symantec partner UCIT, has been crucial in helping Delfos achieve excellence in IT administration.

“UCIT has been very responsive,” says Delfos. “If I have a question about licensing, for example, I talk to UCIT, and they are very, very knowledgeable. They’ve been instrumental in making sure that we have the right licenses for Symantec products.”

In addition, Symantec Essential Support Services provides the school with 24×7 technical support. “I’ve established quite a good relationship with Symantec over the years,” Delfos concludes. “Without Symantec products, it would be far more difficult for us to do what we’re doing with such a small IT staff.”

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