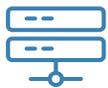


Large US School District Enables Automation and Self-Service in Response to Covid-19 Restrictions



100% accountability

for student device management



2000 servers

automatically patched and maintained



1000+ schools'

vital business functions monitored 24x7

Company Overview

A large US school district with 1,386 schools provides education for approximately 735,000 students across a major US city. They needed to transform service delivery for students to study at home in response to Covid-19 restrictions by enabling self-service, automating device management, and reducing service desk calls.

Business Challenge

The school district had to rapidly shift to providing education at home due to Covid-19 precautions. The response needed to automate check-out of instructional device managers (IDMs) to allow students to attend classes remotely. Additionally, they needed to reduce calls to the service desk by enabling self-service for their staff working from home. Due to the criticality of IT infrastructure, it was vital to prevent disruptions to single sign-on, email, and active directory despite a surge of demands on the network. Lastly, the school district had to ensure security and compliance as well as reduce vulnerabilities and threats to their IT assets.

The school district had to distribute nearly 2,000 IDMs to students without computers in 14 days to allow them to begin learning from home. Given that all students and faculty would now be operating remotely, there would be an increase in service desk requests arising out of the changes. The school district had to plan for self-service for many repetitive queries to reduce calls to the service desk. With the increased demands on critical applications and infrastructure, they needed enterprise-level monitoring to prevent disruptions.

BMC Solution

The large US school district selected BMC Helix ITSM with BMC Helix Digital Workplace to automate asset management as well as deliver a modern self-service experience to staff and students. They wanted to prevent as many issues as possible for their over 66,000 employees. By giving them self-service, they had immediate access to the answers and tools they need based on their location and role. Even further, with asset management automated for the IDMs, students could check out and return their devices quickly and easily.

They also utilized TrueSight Server Automation to handle all vulnerability and security checks across the data center and combined that with TrueSight Operations Management to give end-to-end visibility into the applications and their status to prevent disruptions. With these systems in place, the school district was able to identify hotfixes and patches across each target, manage patching, analyze, audit and enforce regulatory compliance, maintain server performance, and generate reports. This all ensured that their multi-hybrid and multi-vendor environment remained secure.

By investing in BMC Applications Managed Service to manage and monitor their BMC applications, the school district was armed with the partnership and expertise they needed to develop and execute an automated response to the remote learning requirements that arose from Covid-19 restrictions. BMC Applications Managed Service continues to maintain the system and provides technology assistance back to the school district, freeing them from system administration.



Learn more:

-  Visit the BMC Helix web page
-  Visit the BMC Services and Consulting web page
-  Contact a BMC Customer Success Expert



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