

The King's School, Canterbury delivers A* endpoint management with baramundi Management Suite



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The King's School, Canterbury has turned to baramundi Management Suite to manage its complex network in response to the growth of technology across its estate.

Ranking amongst Britain's educational elite, The King's School, Canterbury is the UK's oldest public school dating back to 597AD. Located in the heart of the historic Cathedral city of Canterbury, King's currently operates four schools in the UK and three in the Far East. At the core of delivering a 21st Century education, The King's IT team delivers 24/7 support during term-time serving over 2,000 staff and students across its four sites, including children and teachers who live on site

A King's education inside and outside the classroom

With over 1,400 years of experience as pioneers in education, The King's School, Canterbury sees technology as a core pillar of delivering a first-class tutoring to students. In recent years, King's has fully embraced the educational potential of IT, enabling individuals to have access to information at their fingertips. For example, every study and study-bedroom are equipped with two network ports per pupil and enterprise Wi-Fi to connect students to the school network, boarding house printers, intranet and internet. There is an Aruba enterprise grade Wi-Fi system for connecting several devices per pupil - iPads/smartphones/watches/tablets/laptops in all houses, classrooms, and common areas. Pupils are also allowed to bring their own devices for use in their boarding houses. This is all on top of a vast network of computers and IT devices. Director of IT for the four UK schools, Robin Falcon, notes that this high-level of technology *"places a considerable strain on the King's IT team, as managing such a vast network presents a number of risks to systems at all times. Therefore, it is essential that the King's network is secured at all times."*

Pressure on the King's IT network

With a burgeoning inventory of devices relying on King's School, Canterbury's IT infrastructure, it was becoming increasingly difficult for the School's IT administration team to manage the estate's network. Despite having a management system in place, it was too complex to

use and technicians did not have the skills to operate it effectively. As Falcon commented, *"this meant that the management of the estate's IT network was a time consuming and arduous task. As a result of this, patching was irregular and tasks such as imaging and software installations were difficult to process". "The management system we were previously using sapped the team's energy and left our network susceptible to hacking because of irregular patching. In an educational environment this is extremely dangerous, hence why we decided to look at other IT management systems. We looked at three systems and visited schools operating baramundi software, where we were impressed with the ease of use being reported back by end users. This is exactly what the IT team at King's was looking for",* he continued.

Implementation of baramundi software across King's IT network

Having witnessed the success of baramundi software across other institutions, The King's School, Canterbury chose to deploy baramundi software across their network. A joint team of engineers were on hand to ensure that the implementation of the software was as smooth as possible. In total, this took only one and a half days to implement and was predominantly problem-free.

The King's School, Canterbury's IT team is currently using six core baramundi Management Suite solutions across the estate, including:

- OS Install
- OS Cloning
- Inventory
- Patch Management
- Compliance Management
- Deploy

The patch management feature of baramundi Management Software has enabled automatic software updates, in turn, closing security gaps, correcting errors, and extending features through timely patch updates. Likewise, the OS install module helps IT teams to install operating systems automatically across the network. These features are especially to a school that manages a vast network as it saves time for the IT team. From a software implementation perspective, Falcon and the team noted that *"with baramundi Management Suite, we were impressed by the ease of implementation and how smooth the transition was to this new management software. The hands on approach of baramundi's engineers who were ready to answer any questions the IT team fielded and able to get the software up and running in less than two days."*



Benefiting from world-class IT automation

Since the implementation of baramundi Management Suite, the IT support team at The King's School, Canterbury has been able to speed up their work and enhance the security and IT management across four school estates. The IT management team is now able to roll out patches and updates to the system on a monthly basis whereas before this was done on a quarterly basis, meeting much higher security standards. In the past, adding new software to the network's devices was a time-consuming process thus the addition of OS Install has greatly aided the IT Team. Now, when the schools wishes to add new software across their system, this can be achieved efficiently. *"Recently, we opened a new school location in Canterbury, which for an IT team demanded that new operating systems and software had to be uploaded across the IT network",* stated Falcon.

Previously, this would have meant an increased workload for the team and little time to deliver other important tasks. However, with baramundi Management Suite the team was able to automate software installation across the network with minimum fuss. Furthermore, the IT management team has been impressed by the ease in which it is able to gather information on technology across the network. With only a few clicks, baramundi enables the IT team to receive an up to date list of a PC's software and hardware as well as its configuration. On previous management software, these tools were not available to the team, preventing it from gaining meaningful reports of devices on The King's School, Canterbury's network. Here, new hardware or

software is reliably catalogued, even if it was not installed with the baramundi Management Suite. Now, if unwanted software is found on a computer when using baramundi Inventory, the IT team can uninstall it automatically with baramundi Deploy and reset the computer to the desired status with little effort.

Continuously embracing digital education

Whilst in previous generations great teachers produced a great education for pupils, in the modern era that is just part of the story. Nowadays, to deliver a first-class education, pupils and staff need to have the right technology to assist them. Consequently, in recent years, the education sector has seen a proliferation in computers and technological devices as schools embrace BYOD and invest record amounts in tech. For an IT team in a modern school, this presents a considerably larger network with greater risks and a larger workload for IT staff.

Falcon concluded, *"indeed, as we continuously look to update our systems, we are currently rolling out Windows 10 across our 4 estates with baramundi Management Suite. We came to baramundi because our previous network management software was not delivering what we needed and we found a solution to problems we were encountering across our network, ensuring our IT resources were being used in an effective and appropriate manner. Since committing to baramundi, we have found it easy to use and something that ticks many boxes for an IT team in the education industry."*