



## Pacific Resources for Education and Learning Removing Remote Management Obstacles

Headquartered in Honolulu, Hawaii, and with service centers in American Samoa, the Northern Mariana Islands, Micronesia, Guam, Palau, and the Marshall Islands, Pacific Resources for Education and Learning (PREL) works collaboratively with schools and school systems to provide services that range from curriculum development to assessment and evaluation. Its programs provide resources and products developed to promote educational excellence for children, youth, and adults, particularly in multicultural and multilingual environments.

PREL uses the latest technological resources to work collaboratively with organizations to provide coordinated educational services and the best educational opportunities possible. To keep those technological resources secure and running at optimal levels, PREL leverages LANDesk® Management Suite, LANDesk® Security Suite, and LANDesk® Management Gateway.

### Securing Remote Endpoints

PREL serves institutions in the Pacific islands spread across more than 4.9 million square miles of ocean and hundreds of islands that represent more than 650 schools and 285,000 students. Before taking advantage of LANDesk® solutions, keeping the computers maintained and up-to-date at its remote island locations had been extremely difficult in the past, if not impossible. “Before implementing LANDesk, we could never guarantee the deployment of patches or critical updates to machines other than those in Honolulu,” says Dwayne Vanderheiden, IT specialist at PREL. “To even get a patch deployed required having our remote users ship their machines to us so we could install the patch and then ship the machine back. That typically meant that users were without their computers for at least a week.”

One of PREL’s main obstacles in deploying patches remotely is it only has a dial-up connection between its Honolulu headquarters and many of its remote locations. To overcome this challenge, LANDesk® Management Gateway enables PREL to securely manage its remote users without having to buy or maintain a VPN or leased line, and LANDesk® Targeted Multicast™ technology in LANDesk® Security Suite allows the organization to efficiently deploy patches over its slow WAN connections.

“When you consider our limited bandwidth, I’m amazed at how well LANDesk enables us to patch our remote machines,” Vanderheiden says. “When a patch or critical update becomes available, one machine at each remote location will automatically grab the patch the next time it connects, and then the peer machines at that remote location will grab the patch from that local machine.”

### Business Needs

- Secure and manage all of its computers distributed on remote island locations throughout the Pacific.

### Solution

- LANDesk® Management Gateway
- LANDesk® Security Suite
- LANDesk® Management Suite

### Business Benefits

- Deployed patches successfully and efficiently over its slow dial-up WAN connections between its Hawaii headquarters and remote islands throughout the Pacific.
- Simplified overall IT and helpdesk efforts with a complete suite of endpoint management tools administered through a single, centralized console.
- Facilitated helpdesk efforts by enabling remote control of user computers outside the network.
- Enabled accurate and rapid inventory reporting of computers inside and outside of network.

## Simplifying Overall Management

LANDesk® solutions provide PREL a unified suite of the management tools it needs, all of which can be administered from a single, centralized console. One of the key tools PREL takes advantage of is remote management. “Our helpdesk staff used to have to log into a separate system in order to remote control somebody,” Vanderheiden says. “LANDesk ties all the management tools we need into a single program, greatly simplifying our management efforts and helping us to be more efficient. We don’t have to create separate user accounts for separate systems. Our people don’t have to remember as many passwords. They don’t have to learn as many new technologies. They can focus on single management solution.”

PREL also takes advantage of the inventory management capabilities in LANDesk® Management Suite to facilitate budget planning and software license management. “Before implementing LANDesk, we didn’t have an accurate way of determining what software we had installed or what hardware our different machines had,” Vanderheiden says. “LANDesk saves us a lot of time, but the main thing is that it lets us immediately know exactly where things are and what we have, even for our machines located outside our local network.”

## Enabling Successful and Efficient Remote Management

For PREL, LANDesk® Management Gateway is the critical piece that makes the whole solution so successful for the organization. “LANDesk Management Gateway ties in all of our remote machines as if they were here on our main network,” Vanderheiden says. “The gateway is what allows us to push patches out to our remote machines, to remote control computers outside our network, to get software and hardware inventory scans, and to monitor our software licenses. It’s key to the successful management of our remote sites. LANDesk Management Gateway combines with the other LANDesk® solutions to enable us to get our jobs done, no matter how remote our machines might be.”



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— Dwayne Vanderheiden  
IT Specialist

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