



Simplifying IT Management in Education



The Matter at Hand

"I have implemented SyAM Software at two different school districts because it was a simple choice. SyAM has saved my districts budget dollars through Energy Efficiency, while greatly assisting my IT department with the tools necessary to manage change and operate more efficiently. Additionally, the monthly Executive Reports provide me with the quantified savings I can present to my board."

Clarence Zachery
Chief Operating Officer
Stratford Public Schools, CT

IT Managers and Staff at Educational Institutions are continually challenged by the ability to:

- Optimize the use of technology in teaching and learning in collaboration with academic leadership
- Implement IT solutions that reduce operating costs, sustain core services, support innovation, and facilitate growth
- Balance agility, openness, and security
- Increase the IT organization's capacity for managing change, despite differing needs, priorities, and abilities such as mobile, online education, cloud, and BYOD

The deployment and management of IT Assets within schools is a process that must be and can be controlled. A district's ability to optimally and sustainably manage its IT assets, their associated performance, risks and expenditures over their life cycles for the purpose of achieving its organizational strategic plan is of critical importance – and without this, an avalanche of negative risks and side effects could result. These include:

- Loss of equipment through not knowing what they have
- Unnecessary maintenance costs through over- or under-maintenance contracts
- Improper risk management through unknown security settings
- Sub-optimized asset use

The IT Dilemma

Unless the IT Team can proactively control “technology,” students will underachieve, financial budgets will be exceeded, and administrators and teachers will be hampered (if not crippled) due to downtime and the want of the tools they need to do their jobs.

Whether your institution supports the traditional approach of Computer Labs and Carts in the classroom or the more current approach of one-to-one computing, SyAM Software has the solution to address and resolve IT Management matters that are central to the school’s purpose. SyAM’s IT Asset Management solutions enable IT to not only support the infrastructure and environment, but proactively control it.

“Now that we have inventory, ticketing, managed power shut downs and the ability to push out all of our updates using a single application, the benefits to our technicians has been immense.”

Rebecca Wood
Technical Support Supervisor
Wilton School District, CT



SyAM Software is the preferred solution for IT departments within educational institutions. While some management products provide partial solutions or are prohibitively priced, SyAM Software provides a robust and comprehensive solution that is easy to use and budget-friendly.

	Cost Control	Security	Accessibility	Management	ECO Friendly
Superintendant	X	X			X
Technology	X	X	X	X	X
Administration		X	X		X
Teachers		X	X		X
Students	X	X			X

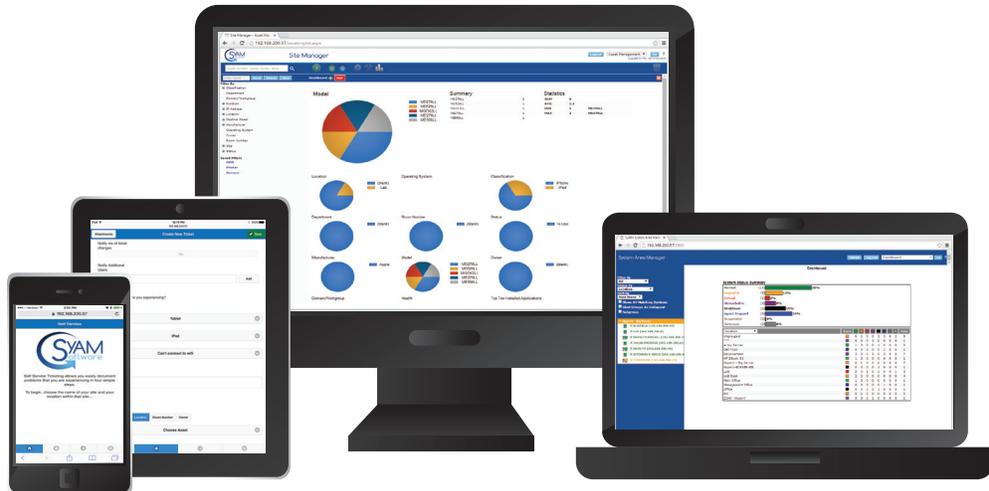
Unified Device Management

"Best way to manage all of your institutions assets in one intuitive software package"

Matthew Rivers
Support Technician
Stratford Public Schools, CT

In an increasingly complex mobile world, an effective unified device management practice must balance a number of factors including student productivity and satisfaction, continuous security compliance and risk mitigation, and the cost of mobile integration.

From older Windows XP systems and MACs through to Windows 10 Laptops, Chromebooks and iPads, the SyAM Unified Device Management solution simplifies the management of them all. From configuring device settings through to application deployment and update, SyAM enables this to be centrally implemented and achieved with minimal user intervention.



Centralized Asset Management

The fact that your IT infrastructure is growing is undisputed; and you know it! Each day new hardware and software assets are being added or modified. It's the responsibility of district IT staffs to track and manage these assets. Potential IT issues can be resolved quickly, efficiently and with better IT administration support if you have the visibility into all the IT assets that exist in the district's IT landscape – network, schools, user workstations, etc.

Whether your district's assets remain in a classroom or are mobile in cases where the student can take the device home, SyAM's Asset Management capabilities keep track of IT assets, enabling accountability at all times. You can report on the assets' configuration and service status or remotely perform management actions when needed. The IT teams knows, in real-time, what assets they have, how they're configured, what's installed on each, and the open/closed status of helpdesk tickets. Not only is SyAM tracking the device, but usage as well, from application utilization through user auditing. This enables, for example, IT to know which devices have been accessed or utilized in the classroom.

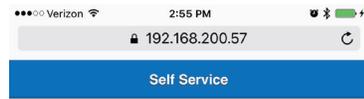
There is a financial benefit to this capability. By knowing the system configurations, utilization levels and locations, system refresh budgets can be more accurately calculated, and budget dollars more appropriately allocated.

Helpdesk

The IT support centers in school districts face unique operational challenges due to the distributed nature of their sites and their need to support a growing administration, student and faculty base. The ratio of IT staff to user is becoming smaller which greatly impacts time of service delivery and the quality of service. In addition, without a centralized ticketing management system, it is very arduous to receive and manage service requests from disparate sources such as email, chat, phone, and in-person requests.

"We implemented the Help-Desk a year ago and couldn't be more happy. The interface is very quick and easy to use for the end user. Easy setup, interacts with AD and 100% up time. Awesome helpdesk ticketing solution."

Pam Murphy
Director of Technology
Regional School District #4 - CT



Self Service Ticketing allows you easily document problems that you are experiencing in four simple steps.

To begin, choose the name of your site and your location within that site...



"At Westwood Public Schools, we have taken a unique approach to help desk support. Utilizing our simply to use, flexible, secure SyAM Software Helpdesk software, our STAT Helpdesk enables students to support all technical services and support related to Chromebook problems and repairs."

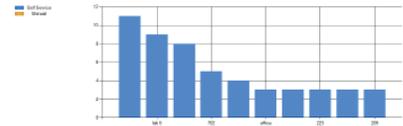
Steve Oullette
Director of Technology,
Learning, and Innovation
Westwood Public Schools, MA

Generation Type



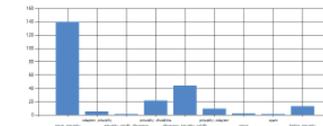
Self Service 121
 Manual 24

Room Number



(blank) 11
 lab 5 9
 900 8
 702 5
 403 4
 office 3
 201 3
 223 3
 206 3
 209 3

Closed Tickets by Assignee



crawn, pmurphy 140
 dlavorgna, pmurphy, eduffy 44
 pmurphy, chutchins 21
 kjohns, pmurphy 13
 pmurphy, colayton 9
 colayton, pmurphy 5
 crawn 2
 pmurphy, eduffy, dlavorgna 1
 syam 1

Location



Valley Regional High School 51
 John Winthrop Middle School 48
 Essex Elementary School 21
 Chester Elementary School 13
 Deep River Elementary School 12

Whether your current Helpdesk solution is hand-written post-it notes or cloud based, it is a key part of the school's daily operation and should be tightly integrated with your other IT software. SyAM's Helpdesk and Asset Management capabilities are not only fully integrated with each other, but also with your network and Active Directory. This enables faculty and administrative staff to report problems and view the status of their tickets from their desk or mobile device without having to contact the Helpdesk or log into an external web site. Furthermore, customizable dashboards for technicians, mobile interfaces for reporting tickets, and tight asset control become manifest. This enables high school students to assist with the Helpdesk but without gaining access to systems and private data – all while allowing the IT staff to keep track of the students' actions.

Active Directory integration can not only enhance the security related to which user groups can have access to the self-service portal, but it can also eliminate the need for additional login and the need to capture key end user configuration data when reporting problems. Since the SyAM solution directly ties into Active Directory, there's no additional work required to track users/passwords, etc. Although this matter is typically overlooked or minimized, it is of significant importance!

Application Deployment and Updates

Keeping the classroom productive and updated is necessary in today's learning environment. Whether you are rolling out an entirely new application, upgrading an existing program, or deploying the latest secure browser for state level testing, you probably experience a moment of trepidation when you push the go-live button. You might even feel an overwhelming sense of impending doom at that moment if your last deployment effort did not go as planned.

SyAM empowers IT with the control needed to accomplish all the above and more. Installing the latest applications and/or updates silently across the network without interrupting the student or teacher greatly reduces the time required to keep IT systems available and online. This enables the IT staff to work on other core technology projects.



Security

Today, education delivery is changing. Students now have access to an array of mobile devices, ranging from Notebooks to Chromebooks, Smartphones to Tablets. These devices unlock learning opportunities but present the challenge of regulating and enforcing mobile device restrictions in order to keep the student from being distracted. Given these progressive changes, education institutions must implement policies that allow mobile devices in the classroom, and discover ways to utilize the use of mobile devices in order to cultivate an innovative learning environment for every student.

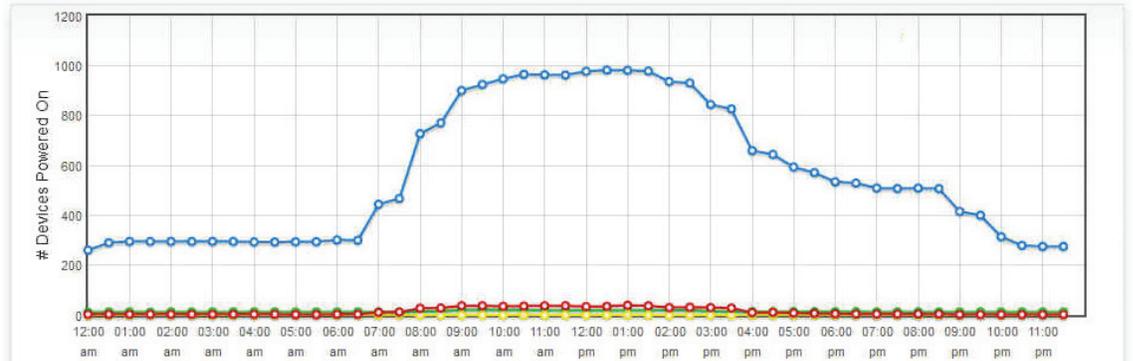
Utilizing SyAM Software, school districts are able to effectively manage mobile devices, fostering creative teaching methods that enhances learning. IT can implement policies to restrict the device from student manipulation - from disabling functions such as a camera access, through locking out application installation. These controls not only keep the device operational and centrally controlled, but will also prevent student distraction.

Intelligent Power Management

"SyAM Software stood out because its power management was user friendly, intelligent and could accommodate the requirements of our IT staff"

Ravi Shah
Chairman Green IT Task Force
UCLA

Embracing sustainable and green principals is not just a trend. Cultivating sustainable and green practices helps school districts become more energy efficient and cost conscious. It is more than "A good thing to do". Fortunately, the role IT can play in this arena is simple and virtually effortless. SyAM's Intelligent Power Management enables IT to centrally control when systems are turned on and shut off. The automated reporting capabilities within SyAM will quantify savings for all invested parties.



Taking a lead role in helping the environment by minimizing waste is a message the school likely wants and needs to send ... loudly, broadly, and with conviction. This matter has always been at the very heart of every SyAM endeavor. The SyAM solution not only saves energy once implemented but also qualifies for most energy efficient incentive programs.

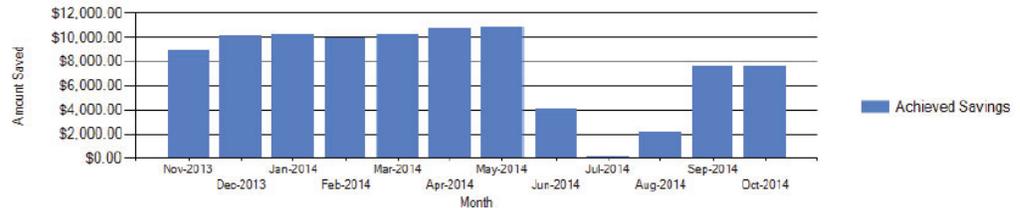
Quantify your potential energy savings though a no charge power audit from SyAM Software

The Wilton school administrators ultimately purchased a dozen server licenses and 1700 workstation licenses with the primary objective of saving approximately \$45,000 per year.

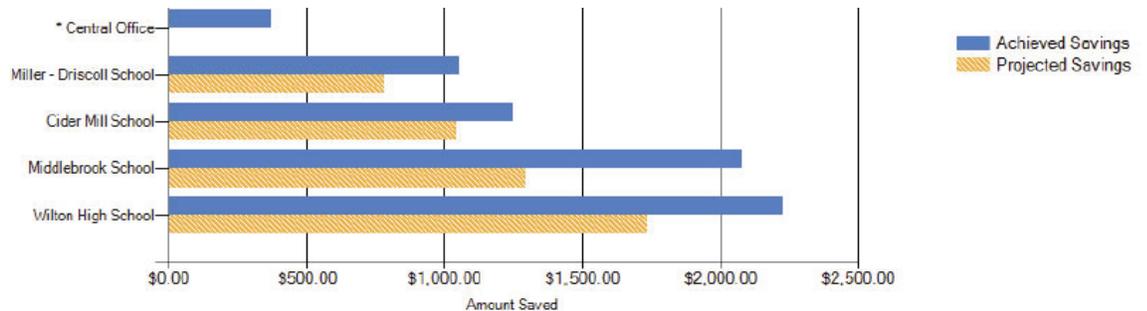
The accumulated total savings, from the period November 2013 through October 2014 is an astonishing \$92,443.

Achieved Savings Trend

The following chart shows the amount of money saved by month over the last year or the start of achieved savings mode.



Accumulated Total Savings: \$92,443.62



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