

CalTech Success Story: CalTech Receives High Marks for New Systems at New School

EXECUTIVE SUMMARY

Customer Profile

Reagan County Independent School District is a large AA district in Big Lake, Texas. It has a combined (K-12) enrollment of 729 students and a staff of approximately 140 full-time and part-time employees across four campuses.

Business Challenge

- Network availability, business continuity
- Non-standardized systems
- Demands on technology staff
- High-volume user issues

Building a brand new, state-of-the-art school that houses four campuses and instituting a one-to-one laptop program at the same time presented a big challenge—and a great opportunity—to revisit how technology could best be used for instruction in the district.

CalTech Solution

- IT assessment
- Stabilized, secured, and increased capabilities of network foundation to improve performance
- Standardized software, managed updates, patches
- Migrated to virtualized environment
- Installed second operating system to accommodate new laptop program without major compatibility interruptions
- Internet content filtering
- Isolated voice network
- Help desk

Customer Benefits

- Increased network visibility, capacity, performance, and stability
- Decreased operational complexity
- Reduced call volume
- Continued access to latest technology
- More competitive students

Tracey McPhaul, technology director of Reagan County Independent School District (RCISD), was nervously counting the days until the new school was to open. With less than a month to go, she still had some 600 computers to install and configure. And a new initiative to place laptops in the hands of high school students, teachers, administrators, and board members posed some particularly broad technical needs. “My world was a Windows PC world. My new laptops were Macs.”



In spite of the new services that needed to be deployed in short order, only two people make up the RCISD IT department. Enter CalTech, a technology consulting firm that understands the struggles faced in the education sector. McPhaul sought out the company after a colleague in a nearby school district recommended it.

The first order of business was to upgrade and reconfigure the network to deliver the capacity to serve the district’s increasing technology demands. “Our goal for our education customers is to give them a network solution that meets their current needs plus easily expands to accommodate their anticipated growth,” said James Wood, the CalTech systems engineer who worked in lockstep with McPhaul.

Installation of the new network was a smooth process, and the district was able to upgrade its infrastructure in a matter of weeks, with minimal disruption to services. “The network upgrade has delivered significant benefits to the district, in addition to exciting new learning opportunities for students,” McPhaul reports.

The new infrastructure made network management easier as well. Administrators can easily push out new configurations or update software from a central point, saving time and money.

And about those Macs. CalTech facilitated the one-to-one laptop initiative, installing the new operating system, setting up almost 300 new Mac computers, and resolving compatibility issues. After adding in every PC desktop in the district and in the computer labs, CalTech installed and configured nearly 600 computers—all in less than one month. The company also implemented the security measures necessary to protect against viruses and unauthorized access.

How does McPhaul measure her technology investment? “Since school opened, we’ve seen reduced tardiness—students are eager to get to class. While we have loaner laptops for students who forget theirs, we’ve never had to use them. This program has made the kids very responsible. As the kids say, our new technology is very cool!”



“CalTech’s solutions have provided high availability and security to our critical IT systems. They have helped create the learning environment we need for our kids.”

*- Tracey McPhaul, Technology Director,
Reagan County Independent School District, Big Lake, TX*

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