

Charter School Reduced IT Help Desk Computer Resets by 70%

The IT director for an International Public Charter School was concerned that part of her school's learning curriculum is to get students comfortable with technology. Like many educational environments, we have multiple users and computers throughout the campus. Currently, the students and staff log onto these computers using their own generated and managed username and password. However, this results in a considerable amount of wasted time, money and resources for the IT staff to reset forgotten passwords and unlocking improper computer log off. I needed to find a method that would make computer access convenient for the students, secure for teachers, and affordable for the school.

Access Smart has always believed that secure log off is just as important as secure log on. Power LogOn allows the IT Director to determine what will happen when a card is removed. Once set by IT, the students and staff cannot circumvent security policies. Here are some of the other Security Challenges this school faced.

The Challenge

- **Reduce IT resetting lab computer's passwords every 45 minutes**
When students leave a lab without properly logging off their computer, they make it inaccessible to the next class. IT must visit every lab every 45-minutes, check every computer, and reboot them, if necessary, all within 15 minutes. To solve this challenge, we are considering hiring more staff just to reset computers.
- **Constant student turnover makes buying new, replace licenses unaffordable**
Every spring a quarter of the students graduate, and the following fall a new group of students enroll. The school needs the ability to transfer licenses to keep the cost of software ownership low.
- **Automated computer login and logoff**
Students need their ID badge to securely log them onto a lab computer, and securely log them off, when they remove their card. As an added bonus, the solution must deliver true multi-factor authentication.

The Solution

The customer currently has no technology-based, student ID cards. Based on their budget and needs, I suggest they implement a contact smartcard solution.

Purchased: Java contact smartcard, Power LogOn software and licenses, contact smartcard readers

Some highlights of their solution:

- **IT reduced computer resets by 95%**
By not having to reset computers the school did not have to hire additional IT staff. They freed up 95% of their staff's time and regained 70% of their budget to spend on more productive activities.
- **Transfer Licenses**
Old licenses can be moved back into the Power LogOn database, and then re-issued to a new student. It's only if the student body increases would they have to buy new licenses.
- **Secure login and logoff**
The student present their card (factor 1: Possession) and then types in their PIN (factor 2: Knowledge) to log onto any lab workstation. When the card is removed, the computer goes through the proper shutdown procedures, and is now ready for the next student. The card and pin combination, meets the true, two factor authentication requirements.

Customer Feedback

A major selling point for me on the Power LogOn system was the card itself. The students carry only one student ID card for multiple uses. Also, the system did not involve any back-end network installation or modifications that would have been cumbersome for my department to install and maintain.

Since I can recycle card licenses, my overall maintenance costs are low. And I like the fact that the system is scalable to grow with our school's future needs.

Working with Access Smart has been outstanding. After helping me to determine how the system should be configured, the whole implementation was finished within a few weeks. Their tech support was fantastic. Now, people come up to me all the time and tell me how computer access is so easy. I couldn't be happier with the outcome.

Power LogOn Administrator Integration Kits

Access Smart offers Power LogOn evaluation kits for 90-days with a no risk, 100% money back satisfaction guarantee.

Contact Smartcard version



Contactless Smartcard version



The kits include:

- A choice between a contact or contactless smart cards system
- Six smartcards
- Two smartcard readers
- The full Power LogOn software
- Six demo licenses, and
- One and a half hours of live installation support

You get everything you need to fully test Power LogOn. Please contact Access Smart at sales@access-smart.com, or your MSP, to get more information.