

Getting to grips with growing infrastructures with GFI LanGuard

# ZAW Centre for training and further education relies on GFI Software

Centralisation is a key criterion for training institutions in order to be able to employ resources as efficiently as possible and be more competitive on the market. ZAW Zentrum für Aus- und Weiterbildung Leipzig GmbH, a fully-owned subsidiary of the Leipzig Chamber of Commerce and Industry, therefore merged with the Gewerblich-technische Bildungsstätte GmbH in Schkeuditz, likewise a fully-owned training subsidiary of the Chamber of Commerce and Industry, at the start of the year. Now operating as ZAW Zentrum für Aus- und Weiterbildung GmbH, the company comprises seven locations from Schkeuditz to Markkleeberg. The aim of the merger is to be able to operate as an efficient partner in the field of training and further education for the region's companies and to contribute to meeting the regional economy's demand for qualified personnel with more than 100 training offers. With around 160 employees, the ZAW offers career guidance to pupils, vocational training and further education, professional development training and individual in-company seminars and training. Last year, over 2,000 pupils from Leipzig's grammar and secondary schools made use of this opportunity to sound out their professional interests. More than 500 trainees of regional companies benefited from the integrated training and approx. 1,700 participants improved their career opportunities thanks to the ZAW training offers.

## The challenge: IT integration and network management

Coordinating 160 employees, 350 workstations and seven locations is also a major challenge for the IT administrators at ZAW Zentrum für Aus- und Weiterbildung Leipzig: The existing infrastructure comprising various stand-alone solutions had to be consolidated as quickly as possible and integrated into the existing IT environment. In addition, the ZAW was also seeking a solution to operate and monitor the entire IT infrastructure in the long term as efficiently as possible with a total of four IT specialists. A new network management solution was also supposed to enable an automated as-is analysis and stocktaking and reliably ensure continual network monitoring and security and patch management. „There is a host of network management tools on the market that covers the individual functions listed in our requirements catalogue. However, we were looking for a solution that provides all of the desired services, while offering a very high degree of automation“, explains Robert Kasten, network administrator at ZAW Zentrum für Aus- und Weiterbildung Leipzig GmbH.

## GFI LanGuard – central management and monitoring

Robert Kasten and his colleagues found the perfect solution in GFI LanGuard. GFI LanGuard enables the stocktaking of the existing software and hardware portfolio. Thanks to this stocktaking, the ZAW was able to gain a detailed overview of the current situation while connecting the different locations. In addition, the administrators use this function regularly to ascertain and document

The training institution ZAW Zentrum für Aus- und Weiterbildung Leipzig has around 160 employees in seven locations. In total, the company has to centrally manage, control and secure an infrastructure with 350 PC workstations. In order to master this challenge, the IT administrators rely on GFI LanGuard from GFI Software.



ZAW's Leipzig location

the current inventory status, thus giving them a basis for future planning and decisions. Furthermore, GFI LanGuard provided time-saving and automated patch management. The ZAW uses the patch management tool not just for Microsoft applications and operating systems, but also for third-party providers, for instance to automatically update the Adobe Flashplayer, Firefox, Java or even TeamViewer on the clients. „While Microsoft's Windows Server Update Services (WSUS) enables the provision of software updates, the time and effort required on the part of the administration is however higher. Since GFI LanGuard also comes with a WSUS interface, we are able to save a significant amount of time“, explains Kasten. Thanks to the comprehensive vulnerability analysis, GFI LanGuard also enables the monitoring and documentation of all security-relevant network events, the performance of risk analysis and compliance with guidelines. The IT administrators at the ZAW receive an overview of the current network configuration and are able to monitor and manage their infrastructure very easily and protect it against risks. „The weekly security scans are of particular importance to us as they enable us to gain an overall picture of the clients, especially in the classrooms“, explains Robert Kasten, IT expert at the ZAW. „This enables us

to determine on the basis of individual users whether there was any illegitimate interference: Have course participants installed or uninstalled software on the PCs? Did anyone use USB sticks? Which ports were opened?“The IT administrators are particularly delighted with the management console, which allows all functions to be executed centrally and facilitates infrastructure control and monitoring – even remotely across all locations. The support provided by Wake-on-LAN is also of great importance for the ZAW, in order to remotely switch on and access hardware that has been switched off. „In addition to the functional scope of GFI LanGuard, we are also benefiting from the simple and clear licensing model and the solution's excellent value for money. Had they invested in other products, the costs would have been between a half and two-thirds higher“, adds IT administrator Robert Kasten.

## Competent partner and professional support

In order to find out about the range of functions and services and discuss the project requirements, GFI Silver Partner CTV GmbH organised a one-day introductory event on GFI LanGuard. CTV is a system house based in Zwickau that offers a com-

prehensive range of solutions and services, ranging from advice and planning to installation, training, support and on-site service for hardware, software and network technology. „This introduction and the time spent acquainting ourselves with the solution were quite sufficient to professionally implement the project in-house. To date we haven't required any support, as the software structures are very straightforward and intuitive and the software is very easy to use“, explains Robert Kasten. If the IT administrators have any questions, they make active use of GFI Sky-Net, an extensive GFI Software product knowledgebase and information pool that includes case studies and which also offers online manuals and a chat function for contacting the specialists at GFI Software.

## Measurable savings achieved

Robert Kasten can illustrate the time and hence resources and cost savings using an example. Without GFI LanGuard, stocktaking and the optimum installation and protection of 12 to 15 PC workstations in a classroom (PC cabinet) used to take an administrator between two and two and a half weeks. With GFI LanGuard, an employee can perform these tasks in around 30 hours for 16 PCs – without spending a long time familiarising himself with the software. This includes comprehensive documentation and the setup of the security concept. The latter includes, for example, rules and guidelines for using local data carriers like USB sticks or even the specification of black-and-white lists for software. At the same time, GFI LanGuard makes it possible to define profiles, for example for the training PCs, and to use these profiles for additional computers.

## Further expansion planned

Due to the integration of further locations, a further 100 workstations are soon to be integrated into the infrastructure using GFI LanGuard. In addition, the ZAW decisions makers are evaluating a further GFI Software product, GFI WebMonitor. Using this solution,

## THE PROJECT

### The client

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### The challenges

- Incorporation of different locations in a common network infrastructure
- Stocktaking at the different locations
- Continual network monitoring
- Monitoring of the classrooms (PC cabinets)

### The solution

- GFI LanGuard currently with 350 workstations/licences
- A further 100 workstations/licences planned

### The benefits

- Central management of currently a total of seven locations
- Simple use of the software and efficient working with limited IT resources
- Complete protection of the course participants' and employees' PC workstations
- Granular control of usage and access options on the training PCs
- High degree of automation
- Continual reporting

on it is possible to monitor use of the Internet by employees and in particular course participants and ensure that Internet use complies with company guidelines. Robert Kasten adds: „Since we also conduct numerous career guidance courses for pupils, we are also responsible for protecting the young people entrusted to us. We need to ensure that they are only able to access suitable and age-appropriate content.“ With GFI WebMonitor it is, for example, possible to block hidden downloads and disable instant messengers like Facebook chat or Google Talk. Among other things, the tool also offers warning and unlock functions for web sites, a web site reputation index and comprehensive reports for the documentation. It is also possible to control and monitor bandwidth utilisation. **GFI Software**

## CUSTOMER QUOTE

„The user interface of GFI LanGuard is extremely user-friendly and intuitive as well as easy to use and understood. The GUI allows many tasks to be performed by Drag&Drop.“

ROBERT KASTEN, network administrator at Zentrum für Aus- und Weiterbildung

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In this classroom, participants are only able to access appropriate content