

# success story



## BRYAN INDEPENDENT SCHOOL DISTRICT

“DUE TO BUDGET CUTS, WE LOST TWO STAFF MEMBERS AND SO TIMBUKTU WAS PURCHASED TO INCREASE OUR EFFICIENCY. I CAN'T TELL YOU HOW MANY TIMES MY STAFF HAS TOLD ME THAT THEY LOVE TIMBUKTU PRO. THEY FEEL THEY COULD NEVER HAVE KEPT UP WITH THEIR WORKLOAD IF IT WEREN'T FOR THIS SOFTWARE.”

Jennifer Bergland,  
Director of Instructional Technology,  
Bryan Independent School District

### CHALLENGE

Increase efficiency due to Technology staff cuts; Support twenty-two geographically dispersed campuses; Reduce time and travel to support users; Improved support call resolution time.

### ENVIRONMENT

Macintosh and PC

### SOLUTION

Timbuktu Pro Enterprise

### BENEFITS

- Significant time and travel savings.
- Support end users in all locations from anywhere.
- Handle call tickets in a timely manner with smaller staff.
- Provide just-in-time training, instant support and service.

## GOALS ACCOMPLISHED



Bryan Independent School District is located in Bryan, Texas and has twenty-two schools in the district with over 13,000 students. Like most school districts, Bryan does not have enough staff to work on the computers spread throughout the numerous campuses. There is usually a lack of staff, and not enough time or money to keep up with computer demands. Bryan ISD is no exception to this. Due to budget cuts the Technology Department lost two staff members. Keeping in mind their reduced staff, the Technology Department for Bryan ISD went through a month long goal setting process on how they wanted their clients (teachers and administrators) to view them and what kind of service the Technology Department wanted to deliver to them.

Being able to handle problems quickly by managing the computers remotely was not

discussed during the first goal sessions. It became clear to the Technology Department that using a remote control software was the only way they were going to be able accomplish their goals. Due to a smaller staff and having to handle call tickets for twenty-two schools in a timely manner, they needed to be able to assist anyone from anywhere. Therefore a remote control product was needed and the choice fell on Timbuktu® Pro Enterprise. Bryan ISD has a mixed environment and Timbuktu is the only high performance, Remote Control solution for cross-platform networks so therefore the perfect choice. Says Bergland, Director of Technology for Bryan ISD: “Timbuktu was purchased primarily so we could remotely manage our computers from any campus location we are at. Timbuktu allows us to get much more work done from any location.”

## GOOD RESPONSE TIME

The Technical Support Staff utilizes Timbuktu on a daily basis. “There is no way the staff could do what they are able to accomplish without Timbuktu. Whenever we want to add a piece of software we can

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do it by adjusting that server, and then it pushes out the software utilizing another software that helps with software distribution. If we didn't have Timbuktu, the staff would have to get in their cars and travel to every single one of those campuses," commented Bergland. With all the separate campuses, it would take several days to accomplish this task and now instead the Technology staff can just remotely Timbuktu into the server and make the change. The staff is able to handle the campuses in the morning and then that night the software gets pushed out and the next day teachers have the needed software.

Before Timbuktu, the Bryan ISD Technology Staff would have had to go and touch every single computer to be able to push that type of software out. Therefore the task would probably have to wait until the summer. "So one of the things Timbuktu has allowed us to do is to be much more responsive to teachers' needs. We are able to accomplish and give them software and upgrades whenever they request it as opposed to us saying we can't do that until the summer," said Bergland.

## STAYING PUT

The members of the technology staff are located either at the District Office and travel around to different campuses, or are stationed at a particular school. Anytime a technology specialist can remotely perform simple tasks to fix a computer, it saves an enormous amount of time. "When a teacher has an issue, a technology specialist can now start a chat session to let them know they will be taking over their computer and see the teacher's screen. The technologist could then discover if it is user error, and can show the teacher how to fix the problem. Therefore you have instant training and it saves the tech from having to even open a call ticket because they are able to immediately fix the issue," states Bergland.

The technology staff is routinely sent to specific schools for a day to close any trouble tickets there. Before they used Timbuktu, once they completed trouble tickets for the school they were at, they would be left with nothing

to do. It would be too much trouble to drive across town to another campus with only an hour left in the workday, so that time would be wasted. Now when there is only an hour left, the technical specialist can literally work on problems from any campus. This allows the technicians to be much more flexible with their time. They do not have to travel frequently to the different campuses and can accomplish more in less time.

**"TIMBUKTU HAS NOT ONLY MET OUR EXPECTATIONS BUT EXCEEDED THEM."**

Jennifer Bergland,  
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## EXCEEDING EXPECTATIONS

The technology staff surveyed the teachers at the beginning of the year to see how the Technology Department was doing. Since they lost two staff members, the satisfaction of the response rate had gone down

due to a smaller and overwhelmed technical staff. Another survey was given after using Timbuktu for a while. "After Timbuktu was implemented, the call tickets were very much under control and we got very good survey results from our teachers for our response time. The teachers and administrators think Timbuktu is pretty cool as they are able to get their problems resolved faster. The teachers feel the results of it because their issues get solved very quickly," said Bergland.

A smaller staff, twenty-two campuses spread throughout, goals to be accomplished and call tickets mounting, were all issues Bryan Independent School District were facing. Though after purchasing Timbuktu Pro Enterprise, their issues are getting resolved in a timely manner with real-time training and less travel time. "I can't tell you how many times my staff has told me that they love Timbuktu Pro. They feel they could never have kept up with their workload if it weren't for this software. Timbuktu has not only met our expectations but exceeded them," Bergland concludes.

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