



## Auburn-Washburn USD Teams With Computrace® for “Proactive and Reactive” Computer Management

The Auburn-Washburn Unified School District (AW) is committed to inspiring and challenging each one of its students and maintains a noteworthy reputation as one of the highest performing school districts in Kansas.

As part of its dedication to education excellence, AW recently introduced a school computing program which provides computers to 1,400 students and staff members. To contend with the potential for computer loss and theft and to maximize the lifespan of their computer fleet, AW installed Computrace® – a computer theft recovery, data protection, and IT asset management solution by Absolute® Software – across its computer population. The district has since been able to efficiently track, locate and reallocate computers and proactively respond to computer theft.

### The Need for IT Asset Management

Theft often impacts areas with a high concentration of IT assets, and was a frustration that AW had to contend with early on. The pilot stage of the district’s computing program provided laptops to 15 staff members, and, within a year, two of the machines were stolen.

Don Williams, AW’s Technology Coordinator, describes laptop theft as costly and inconvenient; it overstretches available resources and interrupts the workflow of both staff and students. As school boards often face a rigid budget, maximizing IT investments is essential. Each time a lost or stolen asset has to be replaced, the budget is challenged.

Williams explains that current economic conditions have intensified the need to get the most out of IT assets, requiring AW to be particularly “proactive and reactive” in minimizing loss and maximizing the lifespan of their computer population. Thus, to combat theft, increase theft recovery capabilities, and ensure optimal use of its fleet, AW installed Computrace across 1,400 computers before rolling out their full-scale computing initiative.

### Persistence Is Key to Protection

Of the product features that led AW to select Computrace, Williams identifies the solution’s persistence as a key attribute. Embedded in the firmware of many computers,<sup>1</sup> the Computrace Agent runs silently and is virtually impossible for an unauthorized user to accidentally or deliberately delete. Thus, it is highly resistant to tampering and assures AW that their computers are protected – no matter what situation they find themselves in.

### IT Asset Management – A Proactive Measure

As a proactive measure, AW uses Computrace to closely monitor the location and activities of its computer fleet. The Computrace Agent checks into the Absolute Monitoring Center daily, providing AW with up-to-date asset reports for each computer it tracks. These reports detail user information, physical location, and the installation of hardware and software. By monitoring report changes, IT is able to proactively identify activities which signal suspicious activity, and effectively and efficiently respond.

For example, school policy requires staff computers to check-in with Computrace each school

<sup>1</sup> For a list of firmware supported computers, visit [www.absolute.com/firmware](http://www.absolute.com/firmware)

**Absolute®**  
COMPUTRACE



*"Absolute's Computrace is an ideal asset tracking solution for educational, corporate, and government environments. Computrace allows IT departments to know exactly what they have, what it's doing, and where it is – regardless of location. IT teams can better manage resources and protect machines from loss or damage."*

John Livingston  
Absolute Chairman and CEO

day, and prohibits student computers from leaving school premises. Should asset reports show that a staff computer has failed to check-in to the Absolute Monitoring Center for several days, or that the IP address of a student computer has changed, then IT knows that further investigation is necessary. If the computer's whereabouts cannot be accounted for, AW reports a theft to Absolute and the recovery process is initiated.

Asset management capabilities have further optimized available computer resources by minimizing the number of 'missing' assets. Via its IP, GPS and Wi-Fi tracking capabilities, Computrace allows IT to efficiently identify and locate computers that have drifted between buildings or to outside areas. These computers can then be reallocated to the areas where they are most needed.

### Theft Recovery – A Reactive Response

With Computrace in place, AW has the tools necessary to initiate theft recovery and see that the stolen computer is recovered and returned to the district.

Once AW reports a theft to Absolute, the Absolute Theft Recovery Team deploys a series of forensic tools which track the laptop's location and identify its user. This information provides police the details necessary to make the physical recovery and return the machine to its rightful owner. "Logistically, I would much rather get a laptop back than have to replace it," Williams notes.

Absolute theft recovery services are backed by a \$1000 Service Guarantee should a computer prove unrecoverable.<sup>2</sup> To date, Absolute has recovered all but one of AW's stolen machines, although Williams notes that the guarantee is an attractive feature in light of limited resources. "It's an excellent form of assurance," Williams explains. "It guarantees that we will get the most out of each asset we purchase."

Williams also notes that the benefits of recovery extend beyond just having the asset returned. "Every time you get a stolen laptop back, it acts as a deterrent," he explains. "It proves to thieves that we are fully capable of tracking them down."

### About Absolute Computrace

Absolute Computrace by Absolute Software allows organizations to centrally track and secure their IT assets within a single cloud-based console – the Absolute Customer Center. They can easily identify computers and ultra-portable devices that have gone missing, enforce software policies, and maintain a fleet of optimally running devices. Most importantly, they can remotely invoke preemptive or reactive security measures to safeguard each device and the data it contains.

### About Absolute Software

Absolute Software is the global leader in firmware-embedded persistent endpoint security and management solutions.

We provide organizations with comprehensive visibility and control over all of their endpoints – regardless of user or location. Our customers are able to optimize productivity, reduce operating costs, prove compliance, and remotely secure all of their devices and the corporate data they contain.

<sup>2</sup> Certain conditions apply. For full terms, see [www.absolute.com/Service\\_Guarantee.pdf](http://www.absolute.com/Service_Guarantee.pdf)

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