



**FARONICS™**

Intelligent Utilities for ABSOLUTE Control

## **Faronics Deep Freeze and SeniorNet**

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### **CASE STUDY**

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## History

SeniorNet has benefitted millions of seniors since its founding in 1986. SeniorNet grew out of a research project funded by the Markle Foundation, an organization that believes technology possesses an enormous potential to improve people's lives, and works to realize that potential by accelerating the use of technology to address critical public needs. The research project was seeking to determine if computers and telecommunications could enhance the lives of older adults.



Today, SeniorNet supports over 240 Learning Centers in the U.S. The organization publishes a quarterly newsletter and a variety of instructional materials. It offers discounts on computer-related and other products and services. SeniorNet also holds regional conferences and collaborates in research on older adults and technology. SeniorNet is a non-profit organization based in Santa Clara, California. It is funded by membership dues, Learning Center fees, the altruistic donations of individuals, and the generous sponsorship of many companies and foundations.

## Situation

Over 240 SeniorNet Learning Centers (LCs) are scattered across the US. Each is operated fairly independently and makes technology decisions based on the local environment. Very few use a server network; many use peer-to-peer networks. Workstation numbers vary from six to more than 25. Each LC is staffed by volunteers who teach, coach, and maintain the environment. Most of the LC computers are using a Windows XP Professional operating system.

## Problem

Students who register for classes in the LCs usually have little or no computer experience. The students often made changes to the operating systems — either by accident or unknowingly — and caused a variety of problems for the maintenance team. Often the operating system would require a complete reload. The IT Department spent many hours working to get the computers back to their original configuration so classes could continue; the staff worked between semesters and put in several hours on a weekly basis to maintain the systems.

Most of the LC staff who manage and maintain the systems are not trained, but are technically competent to do repairs. There are approximately two staff members on average who handle computer problems at each LC. When classes were in session, the IT staff spent anywhere from four to eight hours per week on maintenance, but between semesters, they spent anywhere from 60 to 80 hours per week repairing machines.

## Solution

SeniorNet found Deep Freeze through a volunteer who had seen the program at a public school and suggested they look into it. Phil Carnahan, a SeniorNet Consultant, downloaded a trial version, and recommended that the organization order a few licenses for evaluation in the San Jose, California LC.

The San Jose staff were so enthusiastic that SeniorNet then ordered several hundred licenses and announced the availability of Deep Freeze to all LCs. Over the next three years, 137 LCs requested licenses and of the 1650 licenses SeniorNet purchased, 1537 of them are in use. Faronics' volume pricing fit with SeniorNet's low-cost structure and enabled them to continue offering low-cost classes to thousands of older adults.

## Evaluation

Mr. Carnahan says the installation of Deep Freeze has reduced the maintenance activity in the average LC by more than a factor of ten. The decrease in time needed to maintain the computers means hours are freed up for other tasks and class time is much more productive. Now when students create a problem, they just reboot and the computer is back to the original “Frozen” configuration. Most maintenance team leaders call it a miracle program.

Mr. Carnahan says he sees no reason to change their security solution from Deep Freeze; “The Faronics team has been very accommodating and helpful to SeniorNet Learning Centers; we could not ask for a better supplier.”