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# Ardence Customer/Partner Success Profile: Gordon Tech and Chicago Microsystems, Inc.

## IT maintenance & support simplified; PC management flexibility increased



### Chicago Microsystems Inc.

*“At first, when I asked our advisors at Chicago Microsystems to take a look at Ardence, they said that it looked like a thin-client solution, and that it probably wasn’t what we needed. “Fortunately they took the time to look at Ardence more closely and they followed up, encouraging me to try it out in one of my labs at their expense. They said, ‘this is a very good product that we believe will help you.’ They were right. Ardence is very slick and it has been a significant help in reducing our IT workload and giving us more flexibility in making changes.”*

Burleigh Angle,  
Technology Coordinator,  
Gordon Tech

### ARDENCE CUSTOMER

**Gordon Tech** is 50-year-old Catholic coeducational high school in Chicago sponsored by the Congregation of the Resurrection. As part of its mission Gordon Tech utilizes proven instructional strategies that effectively integrate technology both within and outside the school environment.

### ARDENCE PARTNER

**Chicago Microsystems, Inc.** is a computer, network and IT consulting reseller serving the Chicago metro area. It supports Microsoft Windows primarily, specializing in small to medium networks. It serves business and education, offering complete solutions in hardware, software, design, installation, maintenance, and training.

### BUSINESS CHALLENGE & IMPETUS TO CHANGE STATUS QUO

Gordon Tech needed to:

- reduce the amount of IT staff time required to manage and maintain the PCs in its computer labs.
- increase its flexibility in making changes and updates to the PCs’ images and;
- decrease PCs’ vulnerability to viruses and security risks.

Before deploying Ardence (formerly BXP), Gordon Tech used Ghost software to re-image the PCs in its labs and was frustrated because it found the technology to be cumbersome. “Basically, re-imaging a lab with Ghost was so time consuming that we found ourselves reluctant to make any changes to an image once it was set.

And if the master image wasn’t done right, you create huge problems for yourself. The end result was that we often would wait until something broke before we changed it rather than do it the way we should – be proactive and make updates as needed,” said Burleigh Angle, the school’s Technology Coordinator.

“Every fall after we had re-imaged the PCs in the labs and got them set up for a new year, some member of the faculty would want to make a change and we’d have to re-ghost every machine. For a 30-station lab that’s about 15 hours of work - not something you look forward to doing when you’re already very busy,” he said.

Additionally, Gordon Tech found itself constantly battling viruses, adware and spyware that resulted from Internet downloads. “Viruses and the hard drive problems associated with downloads were the source of at least half of my headaches,” said Angle. “Ardence removes those headaches.”

### SOLUTION

Ardence software’s on-demand streaming of the operating system and applications:

- provides IT departments with greater management capabilities and much more control of their systems than standard desktop PCs with hard drives or thin client/fat server configurations;
- gives users the full functionality of a fat PC – full access to peripherals such as printers, and full application processing at the desktop, even for CPU intensive applications such as CAD/CAM
- does not require a change in existing architecture or a large investment in server infrastructure, allowing for the immediate ROI that schools are demanding.



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Tech Coordinator Burleigh Angle said Ardence enabled Gordon Tech to overcome all three of its major challenges – re-imaging, reduced IT maintenance/support time and PC security.

“We originally set up Ardence in a lab to test for 90 days and the very first thing we realized was how easy it was to make a change to an image. What used to take me hours, with Ardence I could do in minutes. For example, one of our labs was scheduled to be used on a Monday and the final changes to the master image were not ready until the previous Friday afternoon. With Ardence I was able to do what I needed to do in an hour. Ardence provides a significant benefit in terms of time saved and wear and tear.”

Angle noted that Ardence “worked with our existing infrastructure and fortunately didn’t require us to buy any new servers.” And because Ardence-enabled PCs do not have hard drives, “my headaches in terms of problems with Internet downloads were cut in half,” said Angle. “They’ll be eliminated when we convert the remainder of our labs to Ardence. Overall Ardence has delivered significant value,” he said.

## ABOUT ARDENCE, INC.

Ardence, Inc. – formerly VenturCom, Inc. – is a global leader in designing and developing software solutions that enhance the control, security, dependability and management of Windows® operating systems.

Ardence Enterprise Solutions (formerly known as BXP) enable streaming of the operating system and applications, providing economic, system-management, and user benefits at the desktop and in the data center. Additionally, Ardence Enterprise Solutions work with, and extend the life of existing hardware. They have widespread application throughout the Enterprise and are deployed worldwide.

Ardence Enterprise Solutions include: Ardence Desktop Edition, Ardence Server Edition, Ardence Secure Edition, Ardence Device Edition, Ardence Corporate Edition and Ardence Academic Edition. Ardence also has a High Availability Option.

The company’s Embedded Solutions include RTX, Phar Lap ETS and ReadyOn and the company is a leading distributor of Microsoft operating system embedded products.

The company has a worldwide base of nearly 3,000 customers in 45 countries, including more than two dozen in the Fortune 100.

Leading customers include: Time Warner Cable, EMC, Siemens, Lockheed Martin, Honeywell, Network Engines, Diebold, Dow Corning, Boeing, Radio Shack, Rite Aid, Bombay Company, the U.S. Government and Education/Worldwide

Partners include: Dell, HP, IBM and Microsoft.



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