

# Software making life a breeze Down Under!



For nearly 4 years now, technology by German software developer RDT-Global has made life incredibly easy for countless IT Administrators across Australia and New Zealand. Kenneth Hart, CEO of publisher eye4you Pty Ltd, provides an insight into some Australian schools where HDGUARD has revolutionised the way they run their networks.

When HDGUARD was introduced to the Australian market in February 2002, the software was a totally new concept to almost anybody who even looked at it.

“What used to be standard procedure to reverse unwanted changes to a PC and restore it to its original configuration, was thrown out the window overnight” says Kenneth Hart of the Perth-based company eye4you.

“The most amazing thing however, is just how much difference the software has made in some remote area schools around the country. In most cases, it’s totally changed the way they manage their networks” he says.

Unique to Australia, these tiny outback towns are often hundreds of kilometres away from any kind of civilisation!

Sometimes the only way in is by airplane or 4-wheel-drive vehicle, and their schools usually boast no more than several dozen students. A network of 5 or 10 PCs is considered substantial!

With extremely limited access to qualified IT staff (let alone full-time!), HDGUARD has completely transformed the way they do things.

Looking after some of these networks, John Heath, of National PC Support in central New South Wales, used to travel thousands of kilometres for a round-trip to manage IT Infrastructure of remote schools. Now his team does maybe 3 or 4 trips a year, and it’s mostly a customer relationship exercise – the actual PC Maintenance takes care of itself, and anything that does need human intervention is done with remote administration software.

“Our company uses ADSL broadband, PC Management tools and IP Phones to remotely manage PCs all over the east coast of Australia and western NSW. HDGUARD is our secret weapon and has saved our clients many headaches and money for travel and accommodation to the extent that their costs have been reduced by as much as 60%” says John Heath.

“With HDGUARD.master, our team can do regular scheduled and unscheduled updates and installations without interrup-

ting the school day at all. Before we used this software, our clients experienced as much as 43% failure rate on their PCs. Now it’s just 0.3% and that is almost always hardware failure” he continues.

Similarly, the Broome Diocese of Catholic schools, in North Western Australia, covers around 4,000 kilometres (round trip) and takes between 4 – 5 weeks to cover by off-road vehicle! Some of these are so remote that they’re visited mostly by light aircraft once every few weeks. With HDGUARD in place at many of those schools, these visits can now be used to implement new technology rather than address ongoing PC problems.

Of course, the benefits are not limited to small remote schools. Far from it – some of the largest schools in Australia now use the software, and simply wouldn’t be without it anymore!

Take Launceston College of Tasmania for example.

Since implementing HDGUARD in November 2003 on over 400 PCs, their results speak for themselves...

They are therefore able to shift focus from trivial and unnecessary maintenance to far more important tasks such as planning for and deploying new technology, implementing better systems, and most importantly... teaching.



Kenneth Hart, eye4you

“When we first looked at making HDGUARD available here, we thought it would have the biggest impact in school networks in the next 10 years” recalls Kenneth Hart.

Less than 18 months later, it did just that – becoming the most popular software of its kind in Australia. ■