Bridgeport Public School District

A single pane of glass for automatic incident response

> "I have been doing this for 20+ years and have been using literally every product out there. Derdack is unique at how issues are addressed and communicated out because of the seamless integration, maturity and flexibility of the platform. Working with Derdack has been a game changer for us and helped us to do more with less."
>
> Jeff Postolowski, Director Information Technology Services, Bridgeport Public School District

Background

Bridgeport School District is a public school district located in Bridgeport, Connecticut. They are the largest School District and the largest city in the state. Because of the vast reach each person within the IT department is stretched thin and required to do more with less. Each staff member needs to be armed with the tools to quickly identify, escalate and ultimately resolve issues when they occur.

Situation

The single biggest problem that Bridgeport School District had to face was that one literally got sick of looking at emails to figure out what was a problem and what not. They have many different systems including Microsoft's SCSM, SCCM and SCOM sending all kinds of information and they were looking for a way to aggregate these together. For doing that as a K-12 one needs to virtually extend oneself and do more with less. Another issue that came up on a continues basis was that they had video camera services all over the city and the services would go down. Although there was different automation procedures and services addressing these issues, there was really nothing watching the services. Just checking on each camera's status took up to 25% of the IT staff's time each day.

Solution

After researching the market Bridgeport decided to go with Derdack. Derdack is a well-known player in the field and has a very mature and robust incident response solution. Bridgeport has been rolling the Derdack solution out to various parts of their technical organization to ensure any incidents are communicated quickly and automatically, and people can respond when and if needed. Derdack is used for transparency (who is taking care of what) and ensures that IT staff doesn't have to continuously ping-pong problems back and forth but instead work assignments are targeted and the team can deal with several things in parallel thus speeding things up and improving business processes. When a problem occurs, Bridgeport's helpdesk can proactively reach out to users and inform them that they are aware of the issue, someone is working on it and users will be notified when it is resolved. There is no need to keep calling the helpdesk. As for the security camera issue – Bridgeport can now go into the Derdack app and literally click a button to stop the service and bring it back up again. No more need to spend 25% of the work day to check on the status.

Benefits

1. Extending scarce resources and the ability to do more with less

2. Remote actions and the mobile app help with managing services and preempting serious failure or issues

3. Fully integrated into existing Microsoft System Management infrastructure

4. Ensuring teams can get more done and time is freed up for other tasks and projects

Client

Bridgeport Public School District, CT USA

Industry

K12 Education

Business needs

- One incident response solution for bringing all different platforms together
- Seamless integration into SCSM, SCCM, SCOM and Azure
- Mature solution flexible enough to grow with needs
- Solution that meets security needs

Business benefits

- Being able to do more with less
- Easy to use and up and running in only one day
- Mature solution from reliable vendor vs. Open Source
- Full 2-way integration with SCOM, SCSM, SCCM & Azure

Learn more

www.derdack.com

Contact

sales@derdack.com
US: +1 202 4700885
Europe: +49 331 29878-0

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