

LONE STAR COLLEGE SYSTEM

HP Elite Desktops and EliteBook deliver durability, streamlined management



“We chose HP Elite desktop and EliteBook PCs for their quality, dependability and low total cost of ownership.”

—Shah Ardalan, Vice Chancellor and CIO, Lone Star College System, Houston, Texas

HP CUSTOMER CASE

STUDY: Lone Star College deploys HP Elite Desktops, EliteBooks

INDUSTRY: Education

OBJECTIVE:

Support educational mission with high quality, durable, easily managed, energy-efficient desktop and notebook PCs

APPROACH:

Deploy HP Elite desktop and notebook PCs with Intel® vPro™ technology

IT IMPROVEMENTS:

- Durable Elite desktop and notebook PCs stand up to rough student handling
- Ease of management reduces hardware failures and service-desk calls, speeds diagnosis and repair of hardware and software problems
- Remote management enables reliable shut down, wakeup and system updates at night
- Streamlined technology management controls staff size, frees time for innovation

BUSINESS BENEFITS:

- Support educational mission with reliable, feature-rich, forward-looking technology
- Meet institutional goals to reduce energy consumption and cost
- Simplify technology management, free staff to focus on innovation vs. maintenance



Power and reliability: That’s what students at Lone Star College System (LSCS) expect from their campus technology—no matter how much they bang it around or spill soda on it. Easy management, low cost, energy efficiency: College administrators add these to the list of essentials. To have it all, LSCS standardizes on HP Elite desktop and notebook PCs.

“With the budget cuts and competition everybody faces in every sector of the economy, we believe technology is the game-changer,” says Shah Ardalan, LSCS vice chancellor and CIO. “How can we make Americans the best-educated people in the world? By making education affordable and accessible. That is why we partnered with HP and chose the Elite Series for high quality, dependability and low total cost of ownership.”



TECHNOLOGY ALIGNED WITH EDUCATIONAL VISION

Known for its innovation and visionary thinking, LSCS is the largest institution of higher education in the Houston area and the fastest growing community college system in Texas. The college serves 92,000 students on five Texas campuses over a 1,400 square mile radius. Roughly three years ago, Lone Star reviewed its Tier 1 hardware vendors—and switched to HP. Why? HP offered true business class desktop and notebook PCs, along with a technology roadmap that aligns with Lone Star’s vision for the future of education.

“HP Elite integrates all the pieces we were looking for—Intel vPro advantaged desktop management, biometric security, durability and low energy consumption.”

*—Link Alander, associate vice chancellor of technology services,
Lone Star College System*

“How can technology enable instruction? We often work with HP to consider what innovations we can bring forward to the classroom,” says Link Alander, LSCS associate vice chancellor of technology services.

With digital environments replacing traditional libraries and learning tools, Lone Star uses HP Elite-series products in classrooms, computer labs and offices. Faculty and administrators receive HP EliteBook notebook PCs for mobile productivity. In student computer labs, where usage is heavy and none too gentle, the college deploys Elite desktop PCs. “Their durability offers high availability,” Alander says. “That reliability reduces support calls and operations expenses across the board, and creates a better customer experience.”

RUGGED HP ELITE PCS STAND UP TO HEAVY STUDENT USE

The HP EliteBook line is built tough to meet military standards testing for vibration, dust, altitude and high temperature,¹ with spill-resistant keyboards and durable casings. “Many of them are used in computer and science labs where they’re near water; durability is key in this environment,” Alander says. “A student uses a computer for a short time and then walks away from it—and yet they expect the technology to be always on and available without question. The HP Elite series can take the abuse of somebody just casually using something that’s not theirs.”

Intel® Core™ processors deliver robust power and energy efficiency, with Intel® vPro™ technology supporting remote manageability. HP Elite security features include central management for HP ProtectTools, HP Disk and File Sanitizer,² Device Access Manager, Pre-Boot OS Authentication and Auto DriveLock. Around-the-clock HP Elite Premium Support is included in the cost of every HP EliteBook. To speak with a specially trained, dedicated support professional, a user says “Elite” when calling a standard HP support phone line.

PLATFORM STABILITY EASES LIFECYCLE MANAGEMENT

In addition to end-user advantages, the HP Elite line supports Lone Star’s organizational goals for environmental conservation and simplified technology management. Energy efficiency is achieved through the latest low wattage processors and software power management tools, as well as efficiently designed cooling systems and power supplies. Platform stability eases manageability and support.

“The HP Elite series allows for a consistent standard configuration; when I buy a machine with a certain specification, I know it’s going to stay that way through the product’s lifecycle,” Alander says. “That makes it easier to manage; we’re able to turn around and image machines quickly. Another vendor we once used would often change a few parts here and there. As we deployed machines, we’d see variations in chip sets, video cards or sound boards, which slows down imaging and makes it difficult to manage the system.”

“The HP EliteBook solution enables our technical experts to spend their time on innovation, not just fixing computers.”

*—Shah Ardalan, vice chancellor and CIO,
Lone Star College System*

To ensure that Lone Star achieved its conservation and streamlining goals, HP partnered with Intel Corp. to take full advantage of Intel vPro technology.

“It took a joint effort to make this happen,” Alander says. “HP and Intel worked with our technology staff to create a solution that not only met our number one priority of reducing environmental impact, but also delivers increasing management, cost and security benefits going forward.”

**AUTOMATION SIMPLIFIES PATCHES,
APPLICATION DEPLOYMENT**

Intel vPro technology provides built-in security and manageability, allowing IT managers to remotely monitor, diagnose, isolate and repair notebook and desktop PCs even if the machines are turned off or the operating system is unresponsive. The remote management features of vPro³ reduce the cost of maintaining Lone Star’s PCs, while the remote diagnostics and repair capabilities enable them to increase productivity by resolving system



issues faster so users are back on line quicker. The technology comes embedded in Lone Star’s HP Elite PCs. To help the college use vPro most efficiently, HP brought Intel experts on-site to Lone Star. “Intel coming out made a huge difference,” says James Crawford, campus director of the Office of Technology Services for Lone Star’s Montgomery College. “With their assistance setting up the pilot and doing training, for the first time ever we can schedule critical updates for an automated process in the middle of the night—and it’ll work.”

Lone Star ran a pilot program deploying the HP and Intel solution first at the Montgomery campus. A key project goal was to develop the ability to reliably shut down campus computers, wake them up at night for automated patch management and application delivery, and shut them back down. Lack of this capability had forced the college to waste electricity running computers around the clock. Otherwise, if the computers were turned off at night, technicians often would arrive in the morning to discover that automated maintenance tasks had failed to occur because the computers had not turned on as scheduled. Then staff would rush to remediate before classes started. “The standard at most campuses is to leave all lab and office machines running 24 x 7,” Alander says. “Even though they’re in reduced-power mode, they still consume a lot of electricity just to ensure patching occurs.”

The college considered power management tools but the solutions did not match the advanced functionality Lone Star wanted to complement its expanding deployment of Altiris service-oriented management software. Lone Star uses Altiris and HP Configuration Management for automated systems and security management. “We needed a chip-based solution, something built right into the system to make it work,” Alander explains. “We use Altiris for desktop management and decided its functionality would work best for us paired with Intel vPro technology.”

CUSTOMER SOLUTION AT A GLANCE

PRIMARY APPLICATIONS

College computing for students, faculty and staff

PRIMARY HARDWARE

- HP Elite desktop PC
- HP EliteBook notebook PC
- HP 20-inch widescreen LCD monitor
- HP Workstation

PRIMARY SOFTWARE

- Altiris Client Management Suite
- Altiris Client Management Console
- HP Configuration Management

HP SERVICES

- HP Self-Maintainer
– 4-Year Next Business Day Onsite Warranty

Lone Star complements the PCs with HP 21-inch diagonal widescreen LCD monitors and is an HP Self-Maintainer with a 4-year Next Business Day Onsite Warranty.⁴ The college also uses HP Workstations, HP blade servers and HP printers. Standardizing on HP allows Lone Star to operate efficiently while controlling payroll costs. “We operate with a very thin IT support staff,” Alander says.

A TECHNOLOGY ROADMAP FOR EDUCATIONAL EXCELLENCE

Lone Star uses our outstanding HP Verdiem tool which will allow them to control their power settings and help reduce energy costs over their entire network.

Alander identifies three critical success factors: collaboration, communication and documentation. “We need strong documentation of what we’re doing and how we’re doing it, because we’re rolling out the solution to all of our campuses,”

he says. “We also need to communicate internally and listen to what our engineers have to say about leveraging the technology across the system. Finally, the most critical factor is collaboration. Without HP and Intel, this project wouldn’t have received the acceleration it has.”

Beyond financial and management benefits, Lone Star’s HP Elite solution unlocks the institution’s ability to use technology creatively as an educational tool. “Students today push technology to the limits, and solutions—whether PCs, tablets, handhelds or something else—are always evolving,” Alander says. “How do you promote the teaching and learning experience in a collaborative way when you’re talking about emerging tools, and distances across campuses or from home? We partner with HP for both practical solutions and long-range vision.”

To learn more, visit www.hp.com
www.intel.com

Contact the HP Reference2Win Program, 866-REF-3734 for more information.

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¹ Testing was not intended to demonstrate fitness for DOD contracts requirements or for military use. Test results are not a guarantee of future performance under these test conditions.

² For the use cases outlined in the DOD 5220.22-M Supplement.

³ Some functionality of this technology, such as Intel Active management technology and Intel Virtualization technology, requires additional 3rd party software in order to run. Availability of future “virtual appliances” applications for Intel vPro technology is dependent on 3rd party software providers. Compatibility of this generation of Intel vPro technology-based hardware with future “virtual appliances” and Microsoft Windows Vista operating system is yet to be determined.

⁴ Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/carepack.

⁵ Power savings calculations shown were determined based on internal testing. The PCMark 05 benchmark was used to determine productivity and peak usage energy consumption. Customer results will vary, based on variables that include percentage of time PCs are in standby, idle, productivity, and peak usage. Component manufacturing variability and cost of electricity will also affect the savings a customer may see. HP advises customers to test PC systems with new power savings features in their environment to determine potential savings. Environmental comparisons were calculated based on factors from the World Resources Institute GHG Protocol www.ghgprotocol.org and the U.S.-Climate Technology Cooperation Gateway (U.S.-CTC).

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