

PRODUCT BRIEF

CHALLENGE

As schools adopt more digital devices, IT teams are overwhelmed by the growing demands of managing, tracking, and maintaining thousands of student laptops and lab systems with limited staff and shrinking budgets.

OPPORTUNITY

Symantec GSS enables schools to centralize, automate, and streamline device provisioning and management, reducing the strain on overextended IT teams.

BENEFITS

With Symantec GSS, educational institutions save time and money, improve device security and reliability, and deliver a smoother digital learning experience for students and staff.

Optimizing Device Management in Education

Introducing Symantec® Ghost Solution Suite

Over the past few years, education has undergone massive digital transformations. It is estimated that almost 80% of global schools have implemented technology for educational use. Classrooms have digital devices like computers, tablets, smart boards, and educational software and apps¹. Additionally, a survey conducted by the U.S. Department of Education's National Center for Education Statistics revealed that 94 percent of public schools said they would provide laptops or tablets to their students by 2022. However, as educational institutions increasingly adopt one-to-one device programs, their IT teams face increasing challenges managing student laptops and lab environments. Symantec® Ghost Solution Suite (GSS) offers a comprehensive solution to streamline these processes, ensuring efficiency, consistency, and cost-effectiveness.

Challenges in Educational IT Management

Educational IT management faces the following challenges:

- **High volume of devices:** According to a Forrester Report commissioned by Microsoft in 2023, the average school district will distribute new Windows devices to 25% of its students across grades 2 through 12 each year².
- **Lab provisioning and restore:** Many courses include a lab element where students work with a given application and environment over several weeks; however, these systems need to be manually restored to their original state after the course is completed.
- **Limited IT staffing:** A recent survey revealed that 56 percent of school districts are understaffed when it comes to supporting classroom technology use. Hiring and retaining skilled personnel is the second leading IT challenge among school systems, trailing only budget constraints³.
- **Budget constraints:** With limited funding, schools must find cost-effective solutions to manage and maintain their IT infrastructure without compromising quality⁴. Additionally, states are also pulling back budgets for schools⁵.

Opportunities with Symantec GSS

Symantec GSS addresses these challenges by providing the following features:

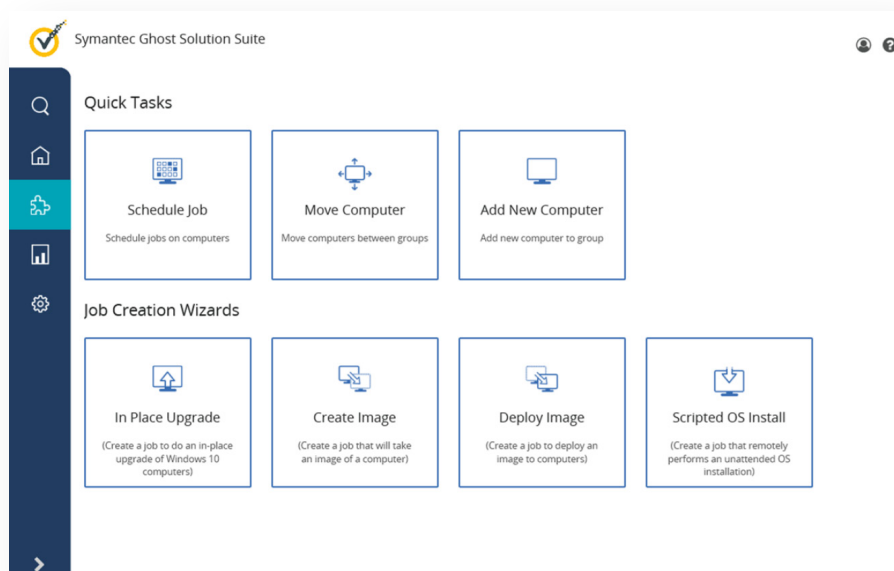
- **Centralized management console:** This feature allows IT administrators to manage all devices from a single interface, streamlining operations and reducing the need for multiple tools.
- **Efficient imaging and deployment:** This feature facilitates the rapid deployment of operating systems and applications across various hardware platforms, ensuring consistency and reducing setup times. This feature is especially useful in restoring lab environments to base images to end of a course for the next round of students.
- **Delegated administration:** This feature enables role-based access, allowing technicians with minimal experience to perform tasks, thereby optimizing IT resources.

Benefits for Educational Institutions

Symantec GSS delivers the following benefits:

- **Time savings:** Automated deployment processes significantly reduce the time required to set up and configure devices, allowing IT staff to focus on other critical tasks.
- **Cost efficiency:** Schools can achieve substantial cost savings in device management by streamlining operations and reducing manual interventions.
- **Enhanced security:** Consistent deployment ensures images provisioned to devices have the latest security updates and configurations, reducing vulnerabilities.
- **Improved user experience:** Reliable and consistently configured devices benefit students and staff, enhancing the overall learning environment.

Figure 1: Symantec GSS Simplifies Endpoint Deployment and Management



Conclusion

Symantec GSS offers a robust and efficient solution for educational institutions to manage their IT infrastructure effectively. By addressing common endpoint management challenges and providing tools for streamlined operations, Symantec GSS empowers schools and colleges to enhance their educational delivery while optimizing resources.

1. TechBullion, *What Percentage of Schools Use Technology in the Classroom in 2024?*, May 20, 2024
2. Forrester, *The Total Economic Impact™ Of Microsoft Windows Devices For K-12*, July 2023
3. Consortium for School Networking, *2025 State of Edtech Leadership*
4. CDW, *Mature and Optimize K-12 Devices for Long-Term Success*, May 16, 2023
5. Education Week, *States Are Pulling Back on K-12 Spending. How Hard Will Schools Get Hit?*, March 07, 2024