



“NinjaOne saves us at least one minute per remote access session. With ten thousand remote connections per year, that’s over 150 hours saved per year on just that interaction.”

David Chesher, Director of Technical Services

LOCATION

USA | Parkville, MO

INDUSTRY

Education

ENDPOINTS

1,000

PRODUCTS

Basic, TeamViewer

CHALLENGE

Park University is a private liberal arts university founded in 1875 based in Parkville, MO. 13,250 students worldwide pursue their Park education at one of their 41 US campuses or online from around the globe. Park University is home to around 350 full-time faculty and staff with 1,500 students on their flagship campus in Parkville, MO.

David Chesher, Director of Technical Services at Park University has over 20 years’ experience as a systems administrator, project manager, and IT leader. His team is responsible for delivering the full spectrum of technical service to faculty, staff, and students at Park University. “Before we brought NinjaOne on two years ago, we really only had TeamViewer to manage end-user devices,” says David. “We didn’t centrally manage patching before NinjaOne, software deployment was done manually in person or via GPO. NinjaOne filled a huge gap in capabilities for us that we didn’t know we needed.”

SOLUTION

For the technical support team, visibility into endpoint health and behavior is key. “NinjaOne lets us see what is happening on a device at any given time. We check on performance, see which processes are running, get hardware details, and more to help us diagnose and solve issues faster,” says Zachary Neu, Senior Technical Support Specialist. Recently, Zach’s team received reports of slow end-user devices. Looking into those machines, Zach found that Park University had some older laptops with 8 GB of memory, 2 GB of which was dedicated to video. “It was easy to create a search group to identify these machines, see that they were running slowly, and remediate the issue. Without NinjaOne, we would have had to rely on end-user reports or go machine-by-machine to identify and resolve this problem.”

Connecting to end-user devices was a regular pain for the technical services team prior to NinjaOne, says Zach. “Walking an end-user through the process of getting their device ID is painful, but without it, I couldn’t connect via

→ How Park University manages end-user devices at scale through automation

“With NinjaOne, I can quickly search for the device and one-click remote in without ever talking to the end-user. NinjaOne removes complications from my team’s workflows and saves us time.”

TeamViewer. It was even worse if TeamViewer wasn't working— I had to walk the user through uninstalling and reinstalling the application before I could connect. That's not a great experience for anyone."

Park University creates and manages golden images to make the new device setup process faster, easier, and more standardized. According to Zach, "NinjaOne helps a lot with deploying new machines. We can reduce the time spent managing our golden image by having fewer applications included. When we deploy the NinjaOne agent to a new device it's smart enough to know which applications need to be installed and push those out automatically. Adobe Creative Cloud, for example only goes to our design lab endpoints, while SentinelOne goes to all of them – NinjaOne is smart enough to automate this."

Gina Foley, Park University's Information Security Administrator gives an example, "NinjaOne checks our endpoints to make sure our EDR solution SentinelOne is deployed. If it's not detected, NinjaOne will install the application for us. We can validate that the installation has occurred via the built-in software inventory. Because of this, we don't have to worry about the complexity of having SentinelOne be part of our golden image." Park University recently deployed 350 new endpoints over a two-month period. "We were able to deploy SentinelOne completely automatically to over 98% of those endpoints, with the remaining 2% requiring some additional configuration," says Gina.

David's team has really leaned into using NinjaOne, "Whenever we have a big project coming up, we start by asking how NinjaOne can help us deliver that project more efficiently." One recent example that comes to mind involves an Office 365 license issue. "We had a licensing issue where all Office licenses need to be updated to a different code. We wrote and deployed a batch script that updated the registry key and deployed it to all our end-user endpoints with a single click. End-users never knew a change had been made. Our server team did the same process manually on far fewer devices and it took them a full day," says David.

Enabling better IT service delivery

"I have a lot of trust in my team," says David, "NinjaOne gives me 360-degree visibility over our managed endpoints and my team. I don't need Zach to prove he's doing his job; I can check really easily. His time is better spent helping people." For David, visibility means better management, faster remediation, and a greater ability to support his team.

In the first half of 2022, Park University's technical services staff, encompassing both help desk and technical support, has dropped from 9 full-time employees down to 5. "My team is shrinking, but the demands on the team are not," says David. "Having NinjaOne in our toolbox is like having another full-time employee at the University. An FTE that doesn't take vacation, is never out sick, and we don't have to pay benefits. NinjaOne a huge benefit because the money is so well spent. If it weren't for NinjaOne, I don't think our IT team could deliver services to expectation with our staff reduced so far."

It's not just technician efficiency that has improved at Park University, NinjaOne has had an impact on end-users as well. "Over the last two years, everyone has seen more employees work from home which poses huge challenges for end-user support. Everything we did hands-on when employees were on-site NinjaOne helps us do for remote employees," says David. "We're able to make end-users more satisfied with their IT services and more efficient by reducing remediation time from hours to minutes and often minutes to seconds."

"So much of security is just having visibility. I can always login and see who is using which device. I can always check NinjaOne to verify that patches are being pushed regularly... NinjaOne is the safety net we didn't know we were missing."

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