

# ***Smoother Network Administration at the Robert Napier School***



## **Robert Napier School**

*Founded in 1905 and popular in the Medway area, the Robert Napier School encourages students to develop an awareness of their value and a sense of responsibility towards others, and to reach their potential through the experience of a broad range of subjects. Students know they are expected to work hard and do so in an open, friendly environment where they feel valued and secure.*

## **MS Compatible System Sought**

In the process of thinking through a network upgrade to Server 2008 and Windows 7, Philip Trice, the Robert Napier School Network Manager knew he would need a new management system that was fully compatible.

DMS had a new product, hot from the developers and written specifically with Server 2008 and Windows 7 in mind. DMS NetFlow offered Philip a full user and group management system that had a fresh look about it and would be at home on his current network yet ready (and optimised) for the upgrade.

Installation of DMS NetFlow was managed smoothly and it wasn't long before the system became an essential part of the network. With access to the developers, via a special arrangement with DMS, Philip was able to provide feedback in certain areas to tweak the product in its final stages "working with DMS means more than simply buying solutions" says Philip "they took my comments on board to provide features that I, and many other school network managers were looking for."

## **Three Steps to Heaven!**

"As well as matching all the features of our previous management system, there are three distinct areas where DMS NetFlow really scores to relieve my team of a vast amount of day to day headaches" says Philip.

### **1 – Organisational Units**

The way DMS NetFlow manages groups in organisational units simplifies both anti-virus application and finding people in the system. If you only know part of a name, then the free search facility makes it really quick and simple to find who you are looking for.

### **2 – Printer Interface**

"DMS NetFlow's printer handling is brilliant" says Philip. "We have over 100 printers at Robert Napier and we really needed a powerful system to manage them that would save time visiting each one to troubleshoot errors and issues. DMS NetFlow gives us one click access to a web interface for each printer via a single lookup table. The interface shows each printer's queue status and how much paper and toner it has. This enables us to answer many error calls remotely and empowers us to make informed decisions about ordering consumables too".

### **3 – Instant ID for Password Renewals**

"The way student records are managed means we have been able to create a live link in to CMIS, to allow DMS NetFlow to view student photographs automatically. The school has found the student photo facility to be a



real time saver too. "Previously, if a student lost their password, we would prove their identity from their School Planner before reactivating their account" says Philip, "of course students would often leave their planners at home, so we would activate their account for one day until they brought the planner in to prove who they were. With DMS NetFlow, the student photograph provides instant and positive identification, with no further proof required, making the reactivation process immediate and permanent".