

# Greater pupil engagement, greater network security

Faith Lutheran College Redlands in Australia integrates the web deeply into study programs safe in the knowledge that students are protected by next-generation firewall technology that cuts management time in half



“We found the SonicWall firewalls to be intuitive. With training provided by SonicWall, we were able to use the complete functionality of the technology.”

*Andrew Daddow, IT Systems Manager, Faith Lutheran College Redlands*

## Customer profile



<b>Company</b>	Faith Lutheran College Redlands
<b>Industry</b>	K-12 Education
<b>Country</b>	Australia
<b>Employees</b>	1,100 students, 160 staff
<b>Website</b>	<a href="http://www.faithlutheran.qld.edu.au">www.faithlutheran.qld.edu.au</a>

## Business need

As schools use e-learning to deepen engagement, many institutions like Faith Lutheran College Redlands needed to improve their firewall protection to keep students safe.

## Solution

To meet its goals, the college deployed SonicWall next-generation firewalls in a high-availability cluster.

## Benefits

- Safely advances the use of the internet as an education tool
- Deep packet inspection while reducing network latency by 20 percent
- Resolves web access issues in minutes instead of hours for greater classroom productivity
- Cuts help desk calls by 30 percent with better firewall capability
- Lowers management time by 50 percent for more IT productivity

## Solutions at a glance

- Network Security
- Client Solutions
- Enterprise Support

Schools have some important IT challenges. As the internet gets more tightly woven into each school day, educators need to meet parents' expectations over security without impeding web access or adding management cost. Faith Lutheran College Redlands in Australia is meeting its responsibilities and delivering better protection with SonicWall.

### Encouraging e-learning with a need for greater protection

The college has fixed and mobile internet networks across two campuses. Students access the web using different client machines depending on pupil age. The college is presently implementing a bring-your-own-device (BYOD) strategy for upper-level students, while the lower years have good access to college tablet devices, laptops and desktops. The desktops are Dell OptiPlex 9020 and 3011 all-in-one solutions.

Andrew Daddow, IT Systems Manager at Faith Lutheran College Redlands, says, "Our managed firewall solution wasn't meeting our expectations. It took hours to make changes and we spent many hours a week dealing with issues." He also says reporting was lacking, and the college had regular problems with bugs and errors popping up in the managed services data center. Many of the features such as deep packet inspection and radius accounting were neither reliable nor usable because of their impact on the network.

### Peer recommendations help find a firewall solution

Daddow knew of SonicWall and was aware of other schools in the area successfully using SonicWall firewall. He watched a webcast of the Dell firewalls and immediately got in touch with the local SonicWall team. "I was impressed, because straightaway I was talking to people who knew about their firewall solution in detail," he says.

After a successful trial of the technology, Daddow and the local Dell team

determined the right firewall solution for the college. They chose SonicWall NSA 5600 next-generation firewalls configured in a high-availability cluster. Deployment was a collaboration between Faith Lutheran College and Dell, and Daddow and his team were able to work successfully with the solution from day one. "We found the SonicWall firewalls to be intuitive. With training provided by SonicWall, we were able to use the complete functionality of the technology."

### Safely advancing the use of the internet as an education tool

The college today can integrate the web deeply into learning environments relieved in the knowledge that students and staff are safe. Today, Microsoft Office 365 and YouTube are used heavily during classes without a problem. "We have great control over internet access with our SonicWall solution. We have content filter and application control to protect students and address the sensibilities of parents," says Daddow.

### Deep packet inspection while reducing network latency by 20 percent

The college keeps students protected with SonicWall deep packet inspection. This means the firewall scans against multiple application types and protocols. Comments Daddow, "We've also reduced network latency by 20 percent with our SonicWall firewalls."

### Cut help desk calls by 30 percent with better services

Through greater firewall control, the IT team can serve students and teachers

#### Products & Services

##### Services

[SonicWall Global Support Services](#)

##### Hardware

[SonicWall NSA 5600 next-generation firewalls](#)

better and reduce help desk calls. "Satisfaction among staff and students is high as a result of our SonicWall solution, and help desk calls have dropped 30 percent," calculates Daddow. The IT Systems Manager is also confident that if any issues occur, he can resolve them quickly with the assistance of SonicWall Global Support Services.

### **Resolved web access issues for greater classroom productivity**

When staff contact the help desk with a web access issue, they know it will be handled fast. "We can make changes to the SonicWall firewall in no time, resolving issues in minutes, not hours, as with our previous solution. It's the difference between a class being briefly interrupted or ruined," says Daddow.

### **Lowered management time 50 percent for more IT productivity**

The IT team saves considerable time each week because it no longer has to handle so many inquiries or escalate issues to the managed service. "We've cut firewall administration by at least 50

percent with our SonicWall firewall. The interface is intuitive enough that our staff can navigate it without needing to be firewall engineers. We can focus more time on delivering better IT services and enhance the IT systems and infrastructure of the college," says Daddow.

"Our core responsibility here is to support the education of our students by having better firewall capabilities, and minimizing the support and management time helps us achieve that responsibility."

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