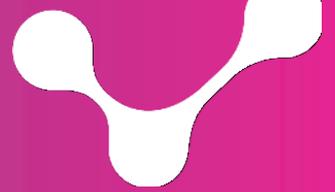


# Finland's best vocational school got even better with upKeeper

Optima Vocational school offers a wide variety of courses that requires their IT department to be able to handle many different kinds of tasks. Considering that the department consists of only three people they need to be time efficient. Since they introduced upKeeper they no longer need to spend time on manually installing applications. Instead, they can focus on helping the students.





With upKeeper, an IT department of only three people can handle support and maintenance for 1450 students and teachers at the vocational school Optima in Finland. The biggest benefit is that the time to solve the most complicated support cases has gone down significantly.

Optima has around 250 employees and 1200 students. Many students use their own devices in class, but the school still manages over 600 computers and between 50-100 iPads. Before they introduced upKeeper in May of 2015, they had an outdated and inflexible system for cloning computers. With upKeeper in place, the administration has become much easier, says Dennis Forsström, ICT coordinator at Optima in Jakobstad:

- Now we can customize the computers as needed in the setup phase, and don't have to spend time manually installing different applications and features after we have completed a computer, he says.

#### Less time spent on troubleshooting

In addition to making installing applications faster and keeping devices updated easier, Dennis Forsström and his two colleagues at the school's IT department spend much less time troubleshooting devices



since they started using upKeeper. They have about 30 support cases each day, and Dennis Forsström estimates that they solve around five of them using upKeeper.

- When reinstallation is so easy, it's often not worth debugging problems that are more complicated. Instead, we simply do a clean install with upKeeper. We can reinstall a computer and have it up and running with all the necessary software installed in about 30 minutes. So it's mainly the cases that required time-consuming troubleshooting that now have become significantly shorter. The threshold for skipping troubleshooting and simply reinstalling the computer instead is much lower with upKeeper because it is so easy, he says.

*"Now we have gotten used to this system and do not want to do without it"*

Dennis Forsström,  
ICT coordinator, Optima.

#### ...and more time to help students

Thanks to upKeeper, the IT department has more time to help and guide students and teachers, rather than spending hours with troubleshooting and manually installing applications.

- The best thing about upKeeper is the time you save and can spend on other things instead of sitting at the computer and clicking "next-next-next" to install applications," he says.

Dennis Forsström has a hard time imagining how they could do maintenance and support without upKeeper.

- Because we are a very small department with many different tasks, upKeeper is very important to us. Now we have gotten used to this system and do not want to do without it, he says.

#### Optima Vocational school

The vocational school Optima in Finland educates both youths and adults to widely different professions; ranging from animal handlers and waiters to computer technicians and house builders. The courses are mainly in Swedish and the activities are concentrated in the Jakobstad region. The Finnish Ministry of Education and Culture has rated Optima as the best vocational educator in Finland eight times in a row. In 2016 the European Commission rewarded Optima with the "Innovative VET provider" Award because of their sustainable proactive efforts to innovative and flexible learning pathways and participative governance.