



# AIDA64

IT Asset Management & Remote Support Tool

## CASE STUDY



## NEW PHILADELPHIA GIVES AIDA64 AN "A"

Interview conducted in January 2013

## NPCS case study

**A**bout 1200 PCs are used in the New Philadelphia City Schools (NPCS), which is composed of a high school, a middle school, five elementary schools and an administration building. The computers serve about 3,000 students and more than 400 staff members in the school district in the county seat of Tuscarawas County, Ohio. The IT staff have decided to use the system analyzer and network management software AIDA64 Business Edition to maintain an always up-to-date and precise inventory of the hardware and software components of the machines, which helps them determine which PCs need fixing, upgrading or which need to be replaced first.

They were already familiar with the application family, developed in Hungary, as they had used one of its previous editions, called AIDA32, in the school district for several years. The team decided to license the latest edition to replace the outdated and long-discontinued predecessor because they needed the most up-to-date detection database as well as some of the new functionality. Not only can AIDA64 Business Edition give a detailed analysis of the installed software environment on Windows PCs but it also boasts of an industry-leading and highly accurate hardware detection engine and remote monitoring capabilities.

*"I never used a different software solution other than the AIDA series. I wanted something that would audit our computers with accurate data, and one that did not use proprietary file types. I wanted a solution that allows me to dump all data into separate .csv files which I can manipulate in Excel. From there I can add my own formulas and sort the data based on processor speed or RAM, for example. Finding audit software that can dump data into a separate .csv file per client is hard to do" – says NPCS computer technician Mike Emery.*

The system administrator adds that installation and deployment were easy and trouble-free, and it was a pleasant surprise that the old command line he used for AIDA32 still works in AIDA64. They ran into a problem only once: on a few Dell PCs the program caused the system to hang when using the command line. Not even the support team could resolve the issue, but as it only affected 4 PCs out of 1,200, they concluded that the number of machines falling out of AIDA64 BE's supervision was within margin of error.

The software is configured to run from a network share at every login on the whole PC fleet, and the technicians usually review the collected data about once a month. The school district replaces about 200 computers in the classrooms each school year, and it is using these AIDA64 reports that the technicians find out which of the PCs are the best candidates to be replaced. *"I like the way*

*AIDA64 is able to identify a wide range of hardware. I consider the information collected to be very helpful and a big time-saver for us. You can imagine that with 1,200 computers between me and one other technician, it just isn't practical to visit each PC to evaluate its performance" – says Mr. Emery.*

The AIDA64-generated reports are also used when the IT staff installs new software that has specific requirements such as memory or Internet Explorer 9, for example. In such cases, they can quickly check their lists to see who needs to be upgraded. *"I have a box of RAM modules that I salvaged from old computers. AIDA64 is the best way to find which PCs can be upgraded" – explains the computer technician.*

Overall, Mr. Emery is satisfied with the application and says it brought a positive change to their everyday work. He also mentions two features that he would be glad to see in future versions: a super-quick benchmarking function that simply scores the computer's performance and an algorithm that could estimate the approximate age of the PC.



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**AIDA64 Business Edition**

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