

# A Pioneer in Remote Learning, PA Cyber Relies on Absolute for Unbreakable Endpoint Resilience



**INDUSTRY:** Education

**BACKGROUND:**

The Pennsylvania Cyber Charter School (PA Cyber) in Midland, PA is one of the largest, most experienced, most successful online K-12 public schools in the nation.

More than twenty years ago, students in western Pennsylvania lost their area high school and the nearest option for displaced students was across state lines in Ohio. Rather than send their students out of state, administrators stepped in with a bold, all-new approach and launched a fully online school. Today, PA Cyber offers online learning environments, personalized instructional methods, and choices of curricula with state-certified and highly qualified teachers and rich academic content that is aligned with state standards. Their tuition-free education is available for every school-aged child who resides in the Commonwealth of Pennsylvania.

It's also a flourishing remote learning environment many other schools are now trying to duplicate.

**PLATFORM:** 

**RESULTS:**



Increased Device Reclamation Rate



Ensured Endpoint Resilience



Improved Device Visibility  
and Remote Management



**CHALLENGES**

PA Cyber is a pioneer in remote learning. And because they have been so far out front in the field, “we were able to find the potholes before people even knew there were potholes,” said Dean Phillips, Director of Technology at PA Cyber. “By the time the COVID-19 pandemic hit, we had already evolved into a bulletproof system.”

With approximately 15,000 devices spread across Pennsylvania, Phillips and his team needed a way to manage and secure the devices remotely. And because budgets are always tight, they also needed a way to recover devices in a timely manner and ensure students returned the school-owned equipment.

**SOLUTION**

PA Cyber first turned to the Absolute Control® solution to gain unbreakable visibility into device location and the ability to remotely freeze and wipe them if they weren't returned. With the later addition of Absolute's Application Persistence™ service, Phillips and his team can now also ensure an always-on, two-way connection to their IT management solution, Kaseya®, which they use to remotely push out security patches, new applications and scripts.

After years of experimenting with how best to manage and secure their devices, PA Cyber now has a fully automated remote help desk for their students, faculty, and staff. Application Persistence ensures this critical application is always working through an undeletable self-healing connection that has a comprehensive library of automated workflows.



[absolute.com](https://absolute.com)



*“With the right technology resources in place, including Absolute, we can ensure an exceptional, seamless remote learning experience.”*

DEAN PHILLIPS,  
DIRECTOR OF TECHNOLOGY,  
PA CYBER CHARTER SCHOOL

## RESULTS

For PA Cyber, reclaiming devices is critical to ensuring the right resources are available for incoming students. With Absolute Control, the IT team is able to remotely locate the laptops, and freeze them when necessary, which has since increased their device reclamation rate significantly.

“At a brick and mortar school, students mostly enroll in August or September,” Phillips explained. “At PA Cyber, enrollments happen throughout the year and it’s really important we get it right. Absolute helps us maximize the number of laptops we get back in a timely manner. If we don’t have the equipment in place, we can’t equip our students.”

Prior to implementing Kaseya, students would have to call in to the school’s IT help desk for support. Or, IT would have to call student families and apply security patches or add applications one by one. The required hours and tech time were astronomical. As Kaseya became an important application for all of PA Cyber, Absolute’s Persistence® technology also became a key, undeletable tether to not only the devices, but also to the IT management application so everything would continue to run seamlessly for students and staff.

Device visibility and remote management, along with Absolute’s Application Persistence, ensure PA Cyber now has Endpoint Resilience™ across its device fleet.

“Our equipment goes in households that range from folks who are not technologically savvy all the way to folks who are literally rocket scientists. They all love our technology, right down to the pre-loaded software,” Phillips said. “When we put Absolute’s Persistence in place, it just worked.”

Today, as schools across the country are scrambling to stand up, monitor, manage and measure distance learning programs in the “new normal,” PA Cyber is getting calls on how to do it right – everything from ‘can you give us a hint on how to do this’ to ‘take us through remote learning do’s and don’ts.’

“We are giving our peers an idea of what works and what doesn’t in online learning – technology is certainly a huge part of that,” Phillips said. “Education over the internet isn’t easy for brick and mortar schools. It’s taken our organization some time to get to the point where it’s an everyday occurrence for us.”

“Thankfully, with the right technology resources in place, including Absolute, we can ensure an exceptional, seamless remote learning experience,” Phillips said.

## ABOUT ABSOLUTE

Absolute serves as the industry benchmark for Endpoint Resilience, visibility and control. Embedded in over a half-billion devices, the company enables more than 12,000 customers with Self-Healing Endpoint® security, always-connected visibility into their devices, data, users, and applications – whether endpoints are on or off the corporate network – and the ultimate level of control and confidence required to support the modern enterprise. For the latest information, visit [absolute.com](https://absolute.com) and follow us at on [LinkedIn](#) or [Twitter](#).



**EMAIL:**  
[sales@absolute.com](mailto:sales@absolute.com)



**PHONE:**  
North America: 1-877-660-2289  
EMEA: +44-118-902-2000



**SALES:**  
[absolute.com/request-a-demo](https://absolute.com/request-a-demo)



**WEBSITE:**  
[absolute.com](https://absolute.com)