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## William Penn University Chooses Computrace to Protect Assets in Student Laptop Program

*Founded in 1873, William Penn University is a small, private liberal arts college located in Oskaloosa, Iowa. While the campus is steeped in history, its approach to learning is very modern, beginning with the student laptop computer program at the University's College for Working Adults (CWA). Each CWA student is provided with a wireless-enabled laptop computer for use inside and outside the classroom, allowing continuous, hands-on computer use. The campus network features wired or wireless Internet access from every building, enabling students and faculty to enjoy all the benefits of portability.*

While the CWA student laptop program is viewed a success by everyone involved, the Information Services Department at William Penn saw two significant challenges to the program: lost or stolen laptop computers, and students dropping out and not returning their laptops to the University. Dan Morgan, Director of Information Services and Curtis Gomes, Information Technology Supervisor at CWA, found a software solution that would assist them in minimizing the effects and occurrences of both: Gateway Mobile Theft Protection powered by Computrace® by Absolute® Software, which helps track and locate lost laptops, recover stolen machines or remotely delete data on a device to help ensure security.

Not long after implementing the Computrace solution at the College, Morgan and Gomes noticed a marked improvement in the rate of returned laptops by drop-out students.

"We had a real problem with laptops not being returned to the College after students withdrew from their programs without graduating. Our investment in Computrace is helping pay for itself by the incentive provided by the remote Data Delete function," said Gomes. "We can perform any number of reports and operations remotely with Computrace, from deleting the My Documents folder to removing the operating system, which effectively disables the computer. We've only had to do this a few times, however, because word got out pretty quickly that we could do this, and now this particular problem has all but disappeared."

The theft recovery service has also been utilized, with unmitigated success. When a student had her laptop stolen from her car, Absolute Software helped get it back. Within weeks of the theft, the Des Moines Police Department had the Gateway laptop in their possession – and the University yet more proof that their investment in Computrace was money in the bank.

If reported stolen, a computer protected by Computrace discreetly contacts the Absolute Monitoring Center with its location information every fifteen minutes online. The Absolute Theft Recovery Team then logs the details and contacts local authorities.

"It's very likely that the Gateway notebook from William Penn University would have ended up like most other stolen notebooks – never seen again," said Detective William Boggs of the Des Moines Police Department. "This was the first case I worked on that involved a

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stolen notebook with Computrace and I was really impressed with how Absolute helped us locate the system. Because of it, the university has their Gateway PC back, and we were able to stop a crime."

When the Des Moines PD got the call, the message from the Recovery Team said it all: "Sorry to take the challenge out of this."

The Recovery Team was able to provide Det. Boggs with the address, telephone number and name of the person operating the stolen computer, making this theft recovery one of their easiest on record.

Gateway is one of a number of laptop computer manufacturers offering their customers Computrace technology pre-installed at the factory. Other global leaders partnering with Absolute in providing their customers with optional built-in theft recovery solutions include Dell, Lenovo, HP and Toshiba.

### About Absolute Computrace

Absolute Computrace by Absolute Software allows organizations to centrally track and secure their IT assets within a single cloud-based console – the Absolute Customer Center. They can easily identify computers and ultra-portable devices that have gone missing, enforce software policies, and maintain a fleet of optimally running devices. Most importantly, they can remotely invoke preemptive or reactive security measures to safeguard each device and the data it contains.

### About Absolute Software

Absolute Software is the global leader in firmware-embedded persistent endpoint security and management solutions.

We provide organizations with comprehensive visibility and control over all of their endpoints – regardless of user or location. Our customers are able to optimize productivity, reduce operating costs, prove compliance, and remotely secure all of their devices and the corporate data they contain.

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