SUCCESS STORY

Charter School for Applied Technologies Prepares Children for Family-Sustaining Careers with Action1

Eliminating manual patching processes strengthens defenses against vulnerability exploitation and safeguards students' private data.

Action1

CSAT

The Charter School for Applied Technologies is a public charter school with a campus consisting of three distinct buildings (Elementary, Middle, and High Schools) that host approximately 2,300 students from 19 different school districts throughout WNY.

Headquarters: Buffalo, NY, United States

Industry: Education

Managed Endpoints: 2,900

Website: csat-k12.org

Preparing Children for the Future from Day One

Charter School for Applied Technologies (CSAT) operates a busy campus that serves over 2,000 students, offering career exploration from day one through Career Touch programs, job shadowing activities, workshops, and internships.

Key Benefits:

- ✓ **48 hours saved on patching monthly.**
- ✓ **Streamlined third-party patching across distributed endpoints.**
- ✓ **Improved security and compliance with FERPA.**

CSAT's mission is to equip students with skills for family-sustaining careers, by integrating career exploration and a lifelong learning culture.

To meet the demands of a modern curriculum—including digital courses like programming, 3D modeling, digital photography, and more—CSAT relies on state-of-the-art computer labs and digital infrastructure. For CSAT's IT team, ensuring seamless access to these tools and keeping them up to date is a top priority, as disruptions caused by outdated software or cyberattacks can directly impact students' engagement with their curriculum.

Evolving Cyber Threats Put Schools at Risk

In addition to ensuring a smooth learning process, CSAT's IT team is committed to maintaining a robust cybersecurity framework to protect sensitive data and ensure the safety of all users, from students to staff. Alec Scalzo, IT Team Co-Lead & Cybersecurity Administrator at CSAT, explains: "Education is increasingly targeted by cyberattacks due to the abundance of 'clean' student data, which cybercriminals can easily exploit. This makes schools especially appealing to threat actors seeking access to sensitive information."

As part of the cybersecurity strategy, Alec aims for continuous patch compliance. Previously, he relied on Azure Update Manager and CODA Footprint to manage OS and third-party vulnerabilities and updates. However, this approach was inefficient, and required extensive manual work, ultimately hindering productivity. "We didn't have a solution to handle third-party patch management. I had to manually download and deploy each patch myself", says Alec. It also lacked real-time visibility into update status and had limited capabilities for managing remote endpoints, increasing the risk of missing critical updates and exposing the infrastructure to potential cyber threats.

One Platform Unifying All Patch Management Needs

Seeking to simplify the patching process, increase the patch success rate, and ensure compliance with security standards, Alec decided to search for a comprehensive solution that could unify both OS and third-party patching automation, eliminating the need for manual intervention.

He tested several solutions, including NinjaOne, and ultimately chose Action1 for its powerful patching automation capabilities for both OS and third-party applications. Alec especially appreciated Action1's simplicity, well-suited feature set, and transparent pricing. "Unlike other vendors with complex, module-based pricing, Action1 had everything included, so we didn't need to purchase a bunch of add-ons", he says. Additionally, Action1's endpoint management features, such as remote access, allowed CSAT to replace other tools, saving the team $15,000 annually.

Ensuring Secure and Productive Environment for Career Readiness with Action1

After deploying Action1, Alec immediately gained visibility into all systems, including servers and computer endpoints—something he hadn't experienced with previous solutions. The platform not only allowed him to monitor update statuses and identify missing patches in real time but also uncovered previously hidden software, such as VPN applications on public computers used by students.

Alec started using Action1 to automate the patching process, and it transformed his daily workflow. With Action1, he now automates patching policies and ensures timely patch deployment for both OS and third-party applications across all endpoints in different school buildings—all through a single platform, eliminating the need for manual work.

Action1 has become an invaluable tool for Alec and his team to ensure that all third-party applications are up to date, enabling a smooth and secure educational process. Alec benefits from Action's Software Repository, which he uses to push updates for widely used applications like Adobe and VLC. Additionally, Action1's repository allows him to deploy and update custom software packages essential for CSAT's educational programs. The platform helps CSAT streamline third-party patching and ensure an uninterrupted learning environment for both teachers and students.

Action1 enables the IT team at CSAT to maintain continuous patch compliance in line with their internal security framework, effectively preventing potential attacks that target vulnerabilities and could lead to sensitive data leaks. "The platform identifies issues that need remediation, adds them to the automation queue, and then verifies that everything is successfully patched," explains Alec. He uses Action1 to detect and patch missing updates every 7-10 days on servers with critical data while adhering to a 30-day critical patching KPI for other endpoints. Additionally, Action1 helps the team ensure compliance with the Family Educational Rights and Privacy Act (FERPA), which governs student privacy protection.

With Action1's powerful automation capabilities and user-friendly interface, Alec has significantly improved his productivity, saving 48 hours per month previously spent on manual patching tasks.

> ***"Action1 frees up my time, which is essential since I wear many hats at work. Automated patching allows me to focus on supporting teachers and classrooms when they need help – it's incredibly helpful."***
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> **Alec Scalzo, IT Team Co-Lead & Cybersecurity Administrator at CSAT**