

# Burnaby School District gains visibility in the age of hybrid learning

With many students returning to the classroom but others still remote, the Canadian school district turned to Tanium to keep its thousands of endpoints secure.



## ORGANIZATION

Burnaby  
School District

## LOCATION

British Columbia

## MANAGED ENDPOINTS

10,000

During the height of the pandemic, the Burnaby School District of Western Canada let students learn from home. But the school district's endpoint management tools weren't nearly as flexible. The cybersecurity team couldn't ensure that all its endpoints were safely patched. In fact, the team didn't even know exactly how many endpoints were out there.

"Not having that visibility was a big issue," says Aylwyn Ribeiro, Burnaby's manager of networking and security. "We couldn't patch, and we couldn't see the vulnerabilities."

There was a lot at stake. Burnaby School District, the fourth largest in Canada's western province of British Columbia, operates 41 elementary schools and eight secondary schools attended by some 25,000 K-12 students and another 16,000 adult learners. Security is a top concern for Ribeiro and his colleagues. The district's students and faculty are frequently targeted by phishing emails. That's due, in part, to the district's robust program for international students. Those students have data, including passport and student visa numbers that criminals would love to steal.

While Ribeiro was working to heighten security, the school district also wanted students and teachers to be able to learn and collaborate with ease. "We were in a battle to find the right balance of security and openness," he says.

## Hybrid learning

Ribeiro found the right balance with Tanium. He met the Tanium team at an online seminar and learned about a few compelling use cases highlighting the ways Tanium offers real-time visibility into both onsite and remote endpoints. "I thought: Hey, I can definitely use that," Ribeiro recalls.

That hybrid capability is important to Burnaby schools because while many students are back in the classroom, some are still joining from home and other remote locations. Now Ribeiro and his colleagues are using Tanium to conduct daily checks of endpoint patching, to ensure all systems are in full compliance. They're also using Tanium to scan for vulnerabilities, and when they find one, they use Tanium to apply new patches. Tanium is also helping the team enforce policies on all laptops and maintain its daily security posture. Taken together, Ribeiro says, Tanium's capabilities provide the school district with a "very, very valuable security asset."

Burnaby's IT operations staff also use Tanium. They're responsible for software deployments, a job for which they use Tanium. They're also the ones who apply the patches the security team has identified as being needed. "Now that both teams have access to the same information, it's great," Ribeiro says.

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**Aylwyn Ribeiro**

Manager of Networking and Security,  
Burnaby School District







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## Inventory surprise

One of the first benefits Tanium delivered to the school district was taking a complete and accurate inventory of its endpoints. The endpoint management tool previously used identified roughly 7,000 devices, Ribeiro says, but once Tanium was in control, that total bumped up to over 9,000. “Finding over 2,000 devices, that’s a significant improvement,” he says. “Tanium gives us a whole world of visibility we didn’t have before.”

Another benefit the school district is enjoying with Tanium is faster software deployments. Ribeiro says the average time savings with Tanium is an impressive 40 minutes per deployment. The Burnaby staff rarely has issues with Tanium, but when they do, they also enjoy quick responses from the Tanium support team. “Tanium’s support has been fantastic,” Ribeiro says. “When we email them, we get a response almost instantly.”

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## Looking ahead

Ribeiro hopes to integrate Tanium with the other management tools the school district uses — including security information and event management (SIEM), configuration management database (CMDB) and service desk — to create a single source of truth. That way, whenever Tanium detects an endpoint issue, it will automatically open a ticket for the user — no matter whether that user is onsite, learning from home, or anywhere else in the world.

### Ending endpoint invisibility

With Tanium, Burnaby School District discovered more than 2,000 endpoints that its previous management tools had missed.

### Faster deployments

Ribeiro says deploying software to endpoint devices with Tanium is faster than other approaches by an average of 40 minutes.

### Quick support

Whenever Burnaby School District has an endpoint issue or question, the Tanium support team replies “almost instantly,” Ribeiro says.



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**Aylwyn Ribeiro**

Manager of Networking and Security,  
Burnaby School District

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Tanium, the industry’s only provider of converged endpoint management (XEM), leads the paradigm shift in legacy approaches to managing complex security and technology environments. Only Tanium protects every team, endpoint, and workflow from cyber threats by integrating IT, Compliance, Security, and Risk into a single platform that delivers comprehensive visibility across devices, a unified set of controls, and a common taxonomy for a single shared purpose: to protect critical information and infrastructure at scale. More than half of the Fortune 100 and the U.S. armed forces trust Tanium to protect people; defend data; secure systems; and see and control every endpoint, team, and workflow everywhere. That’s the power of certainty.

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