

## CASE STUDY

# Nash County Public Schools Transforms IT Support with BeyondTrust Remote Support

Tremain McQueen, CTO, Nash County Public Schools  
James Williams, Sr Network Engineer, Nash County Public Schools



**Product:** Remote Support  
**Industry:** K-12 Education

Nash County Public Schools is a public education system in Nash County, North Carolina, dedicated to academic excellence, equity, and inclusive student success. The district serves students from Pre-K through 12th grade, with a focus on innovative instruction and supportive learning environments for all.

Nash County Public Schools in North Carolina serves just under 14,000 students and roughly 1,700–1,800 staff across 24 schools and 27 sites. The district’s IT team oversees a one-to-one Chromebook program for students, a diverse mix of staff devices, and many campuses spread across the county. Yet the district’s 15-person technology team needed a better way to keep learning running without spending their days driving from school to school.

The chance for transformation came when the district moved to a new, state-provided endpoint security tool and lost the bundled remote access solution they had formerly relied on. Rather than treat that as a setback, Nash County turned the cost savings into an opportunity to modernize remote support and resolve existing operational issues.

The team sought a modern remote support solution that would let technicians quickly help teachers and students anywhere in the district, reduce classroom downtime, and strengthen security and oversight for Family Educational Rights & Privacy Act (FERPA) sensitive data. BeyondTrust Remote Support offered Nash County a single, secure way to support every device and every user, from anywhere, all while improving ticket handling efficiency and avoiding unnecessary downtime spent traveling to school sites to provide in-person support.

After a careful evaluation, the district selected **BeyondTrust Remote Support**, and quickly found that it not only replaced what they had lost, but “changed their lives” in how they support classrooms, staff, and students.

## A Growing District with Rising Support Demands

Technicians are assigned across elementary, middle, and high schools, and were often on the road resolving issues in person. Simple problems—like printer issues or misconfigured devices—could easily consume hours once travel time was included. Troubleshooting could also disrupt classroom instruction, often inconveniencing and frustrating all parties involved.

When the district adopted a new endpoint security platform made available by the state, they saved more than \$30,000 annually—but the remote access tool that was bundled with the old endpoint security platform went away with it. They now had a gap to fill, and a clear budget opportunity to do it right.

## The Challenge: Replace Built-In Remote Access and Improve Upon It

To find the right remote support solution, Nash County’s IT leaders first defined their must-have capabilities:

- **Unattended technician access** to staff and student devices without needing the user at the keyboard on the other end
- **Robust reporting and auditing** to see which devices were online, how they were configured, and what actions were taken

- **Flexible device search** by username, computer name, serial number, or MAC address
- **Minimal classroom disruption**, with the ability to quickly remote into devices without complex setup and minimize downtime.
- **Cost-effectiveness**, given that the previous tool had been part of an all-in-one bundle

The team also wanted to ensure they were being good stewards of district funds, so they leaned on well-established K-12 peer groups and regional councils to understand what other districts were using and how those tools performed in real environments.

## Evaluation: Peer-Driven, Requirements-Led Decision

Nash County's technology team didn't make the decision in isolation. They strategically consulted K-12 peer communities and regional director groups to benchmark options. They then formed an internal evaluation team representing different IT roles and together, built a feature checklist, and compared multiple remote support tools.

Several products covered parts of their list, but with trade-offs—strong remote access but weak reporting, or reasonable features at an unsustainable price.

When they saw a demo of BeyondTrust Remote Support, they realized they could get everything they needed—and more—within their budget. Features that had been scattered across different tools were consolidated into a single platform.



“Once we got a view of the cost and value for BeyondTrust Remote Support, we were like, why haven't we done this sooner, honestly?”

**James Williams | Senior Network Engineer, Nash County Public Schools**

The combination of capabilities, price, and public-sector-ready security made the decision, in their words, a “no-brainer.”

BeyondTrust's onboarding team then worked side-by-side with Nash County's implementation group to stand the solution up quickly and tailor it to their environment. The experience left a strong impression and set the foundation for an ongoing partnership.

## The Solution: BeyondTrust Remote Support for K-12

With BeyondTrust Remote Support in place, Nash County now has a single, secure platform to support staff and students anywhere in the district—and beyond.

Key capabilities include:

- **Unattended access:** Technicians can securely connect to devices even when no one is physically present or logged in, which is crucial for early-morning maintenance or resolving issues outside of class time.
- **Cross-platform support:** The team can support Windows, macOS, ChromeOS, iOS, and Android from one tool, keeping staff laptops, lab machines, and student Chromebooks all within reach.
- **Flexible ways to connect:** End users can be helped through pre-installed clients, browser-based sessions, or by simply visiting a portal and entering a numeric code—ideal for staff working from home or traveling.

- **Powerful device search:** Technicians can quickly locate a device using whatever information they have—username, device name, serial number, or MAC address—and jump straight into a session.
- **Fast file transfers:** Large files, including installers and patches, can be moved between devices in minutes, dramatically speeding up common maintenance tasks.
- **Collaborative sessions:** Multiple technicians can join the same remote session to cooperatively troubleshoot complex issues, instead of handing tickets off or duplicating work.
- **SSO and granular permissions:** SAML integration provides single sign-on for technicians, while pre-defined groups with specific permissions let the district safely extend limited access to non-IT staff who support specialized systems.
- **Ticketing integration:** Through API integrations, technicians can launch remote sessions directly from tickets in their ITSM solution of choice (such as ServiceNow or Jira Service Management), and key session details can be associated with the record for better tracking.
- **Audit trails and session recording:** Every session is logged, and optional recordings are used both for accountability and as a powerful training library for new technicians.


The district also set clear policies around where remote access is allowed. For example, technicians are not permitted to remote into personal home computers, helping maintain a strong privacy posture.

## A Technician's Day, Reimagined

Before BeyondTrust, a technician at Nash County Public Schools might start their day with a list of tickets and a map of schools they needed to physically visit. With BeyondTrust Remote Support in place, a typical day now looks decidedly different:

- Review 10–15 new tickets in the queue
- Launch a BeyondTrust session directly from each ticket to connect to the affected device
- Chat with the teacher or staff member, see exactly what they see via remote connection, and resolve the issue
- Bring in a colleague for a second set of eyes on tricky issues by inviting them into the same session
- Use unattended access to resolve problems outside class time, reducing disruptions for teachers and students

And support isn't limited by geography. In one instance, a principal was able to receive remote help while traveling overseas, simply by visiting the portal and entering the session code.



"I really think that BeyondTrust Remote Support is an extraordinary software. It has really changed our lives, saving us cost and time."

**Tremain McQueen | CTO, Nash County Public Schools**



## Results: Faster Support, Lower Costs, Better Training

Since deploying BeyondTrust Remote Support, Nash County Public Schools teachers and staff have noticed the difference: problems get solved faster, interruptions to instruction are shorter, and they no longer feel like they have to wait for someone to drive across the county to help them. They experience meaningful benefits, such as:

- **Time and cost-savings:** With far fewer “truck rolls,” technicians spend more time fixing issues and less time driving between sites—translating into real cost savings and higher productivity.
- **Higher ticket throughput:** A high school technician can now handle 10–15 tickets per day remotely, with many resolved in a single session.
- **Improved user experience:** Staff and administrators get faster, more reliable support, wherever they are. The process is straightforward: get a session key, start a session, get real-time help.
- **Stronger security and oversight:** Comprehensive logging and optional recordings give the district clear visibility into what actions were taken on which devices, supporting both troubleshooting and compliance needs.
- **Built-in training library:** Session recordings serve as a real-world knowledge base for new technicians, who can watch how common issues were resolved and learn best practices directly from real sessions.

## Why Nash County Recommends BeyondTrust

Looking back on their evaluation and rollout, Nash County’s IT leaders offer clear advice to other districts:

- Build a cross-functional team to define requirements and evaluate tools
- Look carefully at must-have features like unattended access, reporting, and searchability
- Consider both functionality and total cost of ownership
- Don’t underestimate the value of onboarding and ongoing support



“BeyondTrust Remote Support delivered the ‘best bang for the buck’ - meeting our needs for security, performance, and usability at a price point we could justify to stakeholders”

**James Williams | Senior Network Engineer,  
Nash County Public Schools**

BeyondTrust is the global identity security leader protecting Paths to Privilege™. Our identity-centric approach goes beyond securing privileges and access, empowering organizations with the most effective solution to manage the entire identity attack surface and neutralize threats, whether from external attacks or insiders.

BeyondTrust is leading the charge in transforming identity security to prevent breaches and limit the blast radius of attacks, while creating a superior customer experience and operational efficiencies. We are trusted by 20,000 customers, including 75 of the Fortune 100, and our global ecosystem of partners.

[Learn more at beyondtrust.com](https://www.beyondtrust.com)