

Jacksonville North Pulaski School District Strengthens Security and Simplifies Endpoint Management with Bitdefender

Jacksonville North Pulaski School District (JNPSD) serves more than 4,100 students across eight campuses in Jacksonville, Arkansas. A lean IT team manages over 9,200 devices — supporting classrooms, administration, transportation, and everything in between. With rising state cybersecurity requirements and the responsibility of protecting student and staff data, the district needed a security solution that reduced complexity, stayed cost-effective, and delivered clear visibility across all endpoints.

INDUSTRY: Education

LOCATION: Jacksonville, Arkansas

PRODUCTS: ↪ Business Security
Enterprise
↪ Patch Management
↪ GravityZone EDR

THE CHALLENGE: Staying Secure With Limited Resources

Kevin Martin's team was stretched thin. As JNPSD's Director of Technology, he oversees staff responsible for eight campuses and thousands of endpoints, and their tools weren't keeping up.

Their antivirus offered almost no insight into what was happening on devices, leaving the team reactive. Patch management was a persistent headache: every update cycle introduced new failures, pulling technicians into cleanup loops they couldn't escape. Alerts were scattered across multiple dashboards with no way to correlate them or catch problems early. New statewide cybersecurity mandates under Arkansas Act 504 added another layer of pressure, requiring stronger auditing and consistent reporting that their existing setup couldn't support.

For a lean team where every hour counts, the real cost wasn't just wasted time. It was the risk of falling behind entirely.

"Staying ahead of issues starts with visibility. If we can't see what's happening on our devices in real time, we're already behind and that's not where we want to be."

THE SOLUTION: Streamlined Security Across Devices

JNPSD found Bitdefender through a trusted regional reseller — a referral that carries real weight in Arkansas's tight-knit K-12 community. Independent validation backed the decision: Bitdefender holds a 4.6 out of 5 rating for Integration and Deployment on Gartner Peer Insights, reflecting the kind of real-world ease of use Kevin's team needed.

Deployment exceeded expectations. Bitdefender's installation agent automatically removed the district's existing antivirus across roughly 1,200 Windows devices recovering approximately 200 staff hours without anyone manually touching a machine. When Kevin discovered Bitdefender also offered patch management, replacing their failing solution was straightforward.

"Our old patch management broke every time we updated it. With Bitdefender, patching just works and it's all in the same console. That alone was worth the switch."

Post-deployment, the Bitdefender team checked in regularly, offered training, and helped fine-tune the setup. For Kevin, that relationship proved as important as the technology itself.

"After the sale is where a lot of vendors disappear. Bitdefender's team checks in, asks what we need, and helps us get more out of the platform. For a small team managing thousands of devices, that kind of support is the difference between staying on top of things and falling behind."



THE IMPACT: Protecting Every Endpoint

With a single console spanning endpoints, patching, and EDR, JNPSD has the visibility Kevin was looking for from the start. Alerts are clear and actionable. Automated patching runs without intervention. Technicians spend less time on cleanup and more time supporting students and staff.

The most meaningful impact, though, is in what no longer happens. Before Bitdefender, a single infected device meant a two-hour reimaging cycle. Multiply that across even a handful of incidents a month and the cost to a lean team is significant, not just in time but in the disruption to classrooms and learning. Bitdefender catches threats before they reach that point, returning those hours to the team and keeping operations running smoothly.

“Every device we used to reimage cost us two hours. Bitdefender stops those incidents before they start — and for a team our size, that’s not a small thing. It’s the difference between staying ahead and constantly catching up.”

CONCLUSION:

Bitdefender gives Jacksonville North Pulaski School District enterprise-grade protection that a lean IT team can actually manage. With unified visibility, reliable automated patching, and support that holds up well after the sale, JNPSD can stay focused on what matters most: **keeping students learning and systems running.**

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KEVIN MARTIN
Director of Technology
JNPSD