



# CASESTUDY

## RETURNIL VIRTUAL SYSTEM and KINfolk

Returnil Virtual System (RVS) is actively deployed around the world in various settings. In this case study, you will learn how RVS benefits to a non-profit organization such as KINfolk, minimizing their costs, increasing efficiency and helping them every day in making the world a better place.

## The Profile

KINfolk is a charitable organization that provides laptop computers to pediatric hospitals and to children convalescing in their own homes. The laptops are loaded with games, fun sites, instant messaging links, Internet filters and tracking software and help children to keep up-to-date with their studies - as well as providing them with a source of entertainment - during their recovery. Since 1999, KINfolk has helped more than 12,000 children by placing laptops in 12 hospitals across the US and in homes in 28 states.



“Our laptops provide children and their families a means of communication with friends, family, clergy and teachers - the very people who love and support them at a time when they need it most.” says Robert Heczer, volunteer system specialist at KINfolk.

## The Problem

KINfolk volunteers were finding that maintaining their stock of laptops was becoming an increasingly time consuming process. The laptops are distributed on a loan basis and, once child patients have been discharged from a hospital or recovered from their illness, the laptop is returned to KINfolk in order to be passed on to the next child in need. For privacy and confidentiality reasons, the KINfolk volunteers need to ensure that all details related to the previous child were removed from the laptop. Additionally, the volunteers also needed to ensure that the laptops were in a good operational state and that any viruses or other malware present on them were removed. The volunteers would do this in one of two ways: either by manually cleaning the laptops or by formatting and reinstalling the operating system and applications from an image. In either case, it took a considerable amount of time to ready the laptops, especially as the work could only be carried out by volunteers with a reasonable degree of technical knowledge. Consequently, KINfolk found that they were often unable to keep pace with demand and the delivery of laptops was being delayed.

KINfolk’s aim was to provide clean and functional laptops to the children as soon as possible – not to have their laptops out of action while waiting on maintenance, therefore, they decided to find some way to speed up their manual processes.

## The Solution

After exploring a number of potential solutions, the KINfolk team decided that Returnil Virtual System (RVS) best met their needs.

RVS creates a working copy of the operating system and users work with that copy rather than the actual underlying operating system. To undo changes made to a system running RVS and restore it to its original condition, a simple reboot is all that is required.

KINfolk added RVS to the image that the volunteers had been using to re-install the operating system and applications. Once this had been done, the volunteers saw an immediate and substantial reduction in their workloads. A job which had previously taken hours, could now be achieved in a matter of seconds via a single click. Changes made by the previous user of the laptop – including any viruses or other infections that had become installed – and all traces of their personal information could be removed simply by rebooting the computer.

Because of the time that RVS saved KINfolk, they were able to expand the scope of their operations. Their laptops spent less time being maintained and therefore more laptops could be given to more kids much faster. And, because RVS is so easy to use, they were able to recruit volunteers who did not have technical expertise. Furthermore, KINfolk were able to place laptops in remote hospitals and in waiting areas knowing that they could be easily and speedily cleaned.

## What the KINfolk say

“The ease of use of RVS allows us to welcome new volunteers. We can now lend laptops to hospitals at a distance and be confident that they are properly cleaned for each patient. In short, Returnil Virtual System has been a godsend ...”, **Melinda J. McGuigan, Executive Director, KINfolk.**

“Since the inclusion of Returnil Virtual System, we have not had a problem with viruses or spyware.” **Robert Hecser, volunteer system specialist, KINfolk.**

“RVS has been a marvelous tool ... our jobs are incredibly simplified and sped up.” **Archie Strong, KINfolk volunteer.**

“By using RVS, we have managed to reduce the cleaning/turn-around time to a fraction of what it used to be. Returnil Virtual System has completely eliminated the return bottle-neck.” **Brian Poppe, KINfolk volunteer.**

## About KINfolk



To get more information about KINfolk and perhaps pitch-in yourself, please visit:

<http://www.kinfolkkids.org/>

## About Returnil

Returnil is a privately held company with offices in Helsinki, Finland; St. Petersburg, Russia and Nanjing, China. Founded in 2007, Returnil is led by a strong executive team with many years of experience in managing and developing security companies and solutions and is backed by a range of private investors including VTB - Venture Fund.

Returnil uses advanced technology to provide innovative security solutions for enterprises of all sizes and for home users. Returnil's mission is to provide both businesses and home users with a more effective way of securing their computers and networks.

To learn more about Returnil and its products, please visit <http://www.returnil.com> .