



# CASESTUDY

## RETURNIL VIRTUAL SYSTEM at the University of Munich

Returnil Virtual System (RVS) is widely used around the world in universities and higher education establishments. This document examines the typical scenarios in which RVS software has been deployed in the Psychology and Pedagogy department at University of Munich.

## The Problem

In any environment where computer access is shared, system maintenance is likely to be challenging. Universities and higher education establishments are certainly no exception to this. According to Daniel Zannoth, a member of the IT Department of Faculty 11 at LMU, “We have an army of workstation support personnel ready, especially in the mornings, to run around and fix the misbehaving desktops. At times, if a minor detail in the operating system of even one machine needs attention, complete classrooms wait for that one machine to be fixed. Although we have trialed a native Microsoft Windows solution the problem wasn't solved.” The problems were caused by the students attempting (and often succeeding) to bypass the controls put in place to prevent unauthorized software being installed. This not only resulted in the default settings being changed, but also led to virus and malware infections being commonplace.

## The Solution

Integration of RVS to the standard image used by the IT department is the first step in solving the problem. Centrally manageable, RVS can be preconfigured to match the exact needs of the organization. RVS automatically creates a copy of the operating system and applications. Students use this virtual copy in a completely sandboxed environment, rather than the original. The entire process is seamless and completely transparent to the user. Should the students install any applications or change the system settings, these are completely removed by simply restarting the computer, effectively barring the students from making permanent changes. In short, institutions that have deployed RVS have found that their maintenance overhead is being slashed, enabling the IT department to concentrate on its core functions instead of constantly firefighting.

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**A reboot is a way much quicker, as re-imaging takes 1 hour.**

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**Classrooms with RVS deployed are much more popular amongst students.**

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Daniel Zannoth,  
IT Department of  
Faculty 11, LMU

## Extending the Solution

Each of the educational establishments using RVS have extended its use to other areas, in particular the library. Students use library computers to conduct research, order books and check email. Consequently, these usually require the same high maintenance as shared computers in the classroom. An overhead that RVS can substantially reduce.

“Once RVS was installed, the time we spent maintaining computers was reduced to practically nothing overnight,” commented Daniel Zannoth, a member of the IT Department of Faculty 11 at LMU.

## From Virtualization to Security

Universities and colleges deploying RVS were quick to realize that not only did the product reduce maintenance requirements, but it was also an effective security tool that could help keep computers free from viruses and other forms of malware. Moreover, RVS was able to do this far more effectively than traditional antivirus solutions. Consequently, many institutions have elected to deploy RVS not only on shared computers, but also on both servers and staff computers.

## About LMU



To learn more about University of Munich, please visit:

<http://www.uni-muenchen.de/index.html> .

## 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, please visit [www.returnil.com](http://www.returnil.com) .