



## Case Study: LANrev TheftTrack™ Optimizing Recovery of Stolen Computers

The Computer Security Institute and FBI Computer Crime and Security Survey of 2006 ranked laptop theft as the third most financially costly crime, right behind virus attacks and unauthorized access. While 47% of organizations were the victim of laptop theft, the majority of them do not have any kind of theft recovery plan. The FBI estimates that 97% of stolen laptops are never recovered. Incidents are often not reported to law enforcement for fear of negative publicity despite significant losses. The following case studies highlight how LANrev TheftTrack was used to track and recover stolen computers at two different school districts. There was no critical or proprietary data on the stolen machines in either case but imagine if the missing system was a laptop with confidential employee or customer data that could expose them to ID theft.

### Bensalem Township School District

Bensalem Township Schools is a K-12 district of 9 schools spread out over 21 square miles in eastern Pennsylvania that serves 6,000 students. Its computer network of roughly 2600 computers (45% Mac and 55% PC) are managed by a 6-person support staff.

Bensalem's network administrator recommended the IT staff evaluate LANrev after hearing positive feedback from a neighboring school district. The staff also considered other products but ultimately chose LANrev because of its unrivaled cross-platform support and ease of use. This was very important to Bensalem since they wanted a single solution to manage both their Mac and Windows workstations at the same time. LANrev's seamless cross-platform support for all components gave them the freedom to install the product on either platform while still being able to manage it from both Windows and

Mac admin consoles. This also let Bensalem maximize their existing hardware assets to deploy LANrev with minimal new hardware purchases.

LANrev's impressive inventory reporting was another motivating factor in Bensalem's choice. The IT staff particularly liked how easy it was to create a custom report within seconds simply by dragging and dropping information items and defining smart groups without any complicated SQL queries. The dynamic smart group support also simplified administration by letting technicians view just a specific subset of machines that they were interested in. LANrev's policy-based software distribution was also very important to Bensalem's support staff.

The TheftTrack feature piqued the interest of many on the Bensalem IT staff but they had no idea they would be using it so soon. Within two months of LANrev being deployed in April 2008, 2 different MacBooks worth \$1,200 each were stolen

*"The police were amazed at the detailed tracking info provided by LANrev. Thanks to TheftTrack our stolen MacBooks were recovered, the culprits apprehended, and we got the last laugh."*

Kurt von Schwedler  
Desktop Network Support Technician  
Bensalem School District

in separate incidents. The first was a student laptop removed from one of the district's schools while the second was a teacher laptop stolen from a car trunk. The IT staff had not had a chance to set up an external LANrev server for computer tracking. Fortunately their LANrev administrator had the foresight to use DNS names for the LANrev server addresses. With some help from Bensalem's ISP to resolve this DNS name externally these agent machines began reporting in over the Internet. The support staff enabled TheftTrack on the slight chance that something positive would come about. The agent machines began to send back IP address/DNS information along with screenshots and camera pictures, over 500 camera pictures in total. The IT staff were able to cross reference the logged-in username and camera picture from the first laptop to positively identify the student that removed the laptop without authorization. Within 2 weeks this laptop was returned after the police served a search warrant at the student's home. The second laptop took a little longer to recover, nearly 2 months, since it had exchanged hands a few times as evidenced by the camera pictures. A man in Camden, New Jersey is currently awaiting trial for possession of stolen goods, including the laptop and few other items found in his basement at the time of arrest. In both cases law enforcement authorities were very receptive and amazed by the TheftTrack computer tracking data Bensalem provided. Both the Bensalem and Camden police departments were able to quickly get search warrants based on the LANrev computer tracking information.

### **School District 60: Peace River North**

Peace River North School District 60 serves approximately 5,800 students in the eastern side of the Rocky Mountains in British Columbia, Canada. A team of 8 IT staff are responsible for managing the district's mixed environment of 2300 computers at 24 sites that include both Macs and PCs. These sites are geographically spread out over an area that covers 33,000 square kilometers.

SD 60's Wide Area Network Specialist was so impressed with a LANrev demo at MacWorld that he convinced the IT staff to evaluate LANrev. They had been using Kaseya to manage their Windows workstations but its lack of Mac support

made it difficult for the team to manage the 1700+ Mac laptops in their one-to-one Wireless Writing Program, the first of its kind in Canada. After also considering KACE and LANdesk, the team decided that LANrev not only had the best mix of features, but it was also the most reasonably priced. They concluded that LANrev's all inclusive pricing was much better than the competition's pay-per-feature arrangement.

The support staff especially liked that LANrev supported both Macs and PCs equally well, with near feature parity for both platforms. LANrev's policy-based software distribution and distributed staging server architecture was very important to SD 60's IT department since they had to support so many locations. They were also hoping to make use of TheftTrack in the event any of the 1700+ laptops in their one-to-one program went missing. To their surprise, their first use of TheftTrack would be to recover desktop workstations stolen just 3 months after LANrev had been installed.

In June 2008 some thieves broke into one of the district's elementary schools and stole \$2,800 of computer equipment including two Dell desktops and their monitors along with a scanner. One of the desktops was a critical asset since it hosted

*"When we learned that our school had been broken into and some computers were taken I was not happy. TheftTrack performed perfectly and allowed us to get all our assets back, plus a bonus for the RCMP. Thanks to TheftTrack, LANrev is an all-star in our district."*

**Matt Williams**  
Wide Area Network Specialist  
Peace River North, School District 60

learning systems software for the school's special needs students. Luckily the IT department had LANrev installed on the computers, but unfortunately it was only set up with an internal DNS name. After some quick external DNS changes and port forwarding on the district's firewall one of the stolen desktops reported in over the Internet. Apparently the thieves had plugged it in and connected it to an Internet connection even though they were unable to log into it. Soon thereafter the IT staff activated LANrev TheftTrack and the agent machine started sending in the WAN DNS name and IP address of the router the machine was behind. The IT staff passed this information collected by LANrev to the Royal Canadian Mounted Police and they were able to get the street address of the thief from the ISP. Within a week the police had executed the search warrant and were able to recover both Dell desktops, the monitors, and the scanner that was taken. Along with the stolen computer equipment the RCMP also recovered 145 other stolen items and \$20,000 worth of cocaine.

### **The Importance of a Theft Recovery Plan**

Networked computers are the backbone of today's information and services economy. Because of numerous widely publicized incidents of laptop thefts or losses with confidential data on them within recent years, security has become a major concern for many organizations. A simple Google search for "laptop theft" will reveal a long list of recent high profile laptop thefts in the news. As more and more companies equip their employees with laptops to increase productivity away from the office and allow for more flexible employee work schedules, there will be a corresponding rise in the incidence of lost or

stolen computers. Laptops, by their portable nature, are easy to steal. This trend can also be seen at many K-12 school districts as they begin issuing laptops to students as part of one-to-one programs.

Most endpoint security solutions focus on securing access to sensitive data on lost or stolen laptops before that happens. LANrev TheftTrack, however, focuses on tracking and recovering your laptop after it has already been lost or stolen. Preventing loss of confidential data is important but wouldn't it be even better if you could recover the lost or stolen machine before the data is compromised? Once activated TheftTrack will send in the WAN IP address and DNS name of the router that the system is behind, along with an optional screenshot and camera picture. Additionally, you still retain full control over these machines even when they are off your network so it's an easy matter to remotely delete sensitive data on them over the Internet. LANrev TheftTrack works on both laptops and desktops, whether they be Macs or PCs, regardless of whether anyone is logged in or not. There are no annual fees since TheftTrack comes as part of the LANrev client management suite at no extra cost. You control TheftTrack itself along with all associated tracking data.

LANrev TheftTrack is the ideal solution for maximizing the chances of recovering your lost or stolen laptop with minimal effort and investment. Any good corporate network security strategy should include provisions for tracking and recovery of lost or stolen computers. Can your enterprise afford to be caught off guard without one? With LANrev you won't be. It's already part of your client management system.

## About LANrev

LANrev Client Management includes tools for application management, change and configuration management, and automated patch management. LANrev collects and reports hundreds of details about your computers and software; monitors software license compliance; automates distribution and installation of applications, updates and patches; and lets you remotely configure all managed systems. Virtually every function in LANrev is configurable. LANrev can be installed on a single server to manage a small network, or in a distributed architecture, managing thousands of desktops. LANrev is a uniquely seamless, multi-platform solution, allowing management of, or by, virtually any Mac OS X or Windows computer.

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