



# Splashtop for Business is a Win for Lake County's Juvenile Court IT Department

Lake County goes mobile with iPads to provide anywhere, anytime Windows desktop access for probation officers in the field and in the courtroom



Lake County's Juvenile Court IT department serves probation officers who need to access case information in the courtroom and when they are meeting with juveniles in the field. Velta Moisio, Lake County Juvenile Court's information technology director, was tasked with replacing their highly secure laptops and desktop computers that were at the end of their life cycle. They also wanted to replace their unreliable and limited VPN and offline access solution with a modern remote desktop access solution.

The Court's IT department considered replacing desktop PCs with laptops and a docking station but discovered it was an expensive and cumbersome solution. Laptops were also seen as more susceptible to security and repair problems compared to an iPad or desktop, and more costly to replace.

They chose iPads to replace the laptops because they considered them to be stable, secure, portable and user friendly.

## The Challenge

Lake County Juvenile Court needed to replace its desktop computers and laptops that were at the end of their life cycle. They decided to implement a secure and cost-effective remote access solution to replace a multiple step, unreliable and limited access offline method. This would allow probation officers to remotely access their confidential case management data on their PCs from iPads.

## The Solution

The Judge, probation officers and IT director chose Splashtop for Business to meet their remote access needs. Probation officers are now able to use their iPads wherever they are. This gives them instant access to all their case information, calendars, email and anything else on their desktop from the field. Redundant work was minimized and productivity increased. IT can now centrally manage and support users and devices. With tight budgets, Splashtop for Business proved a secure, cost-effective solution that enabled the Juvenile Court to focus on helping people through greater productivity.

*“Splashtop for Business satisfied our two top priorities — security and budget.”*

Velta Moisio  
IT Director

[Splashtop, Inc.](http://www.splashtop.com/business)

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## Splashtop for Business

Features three components:

- [Splashtop for Business app](#) for a mobile device to connect to a PC or Mac
- [Splashtop Center](#) is the central server that authenticates, secures and connects users and devices. It also offers a console to configure and report on users and devices. It is installed on a Windows server
- [Splashtop Streamer for Business](#) software enabling remote access to a PC or Mac

### For IT

- Secure on-premise solution using SSL/AES 256 bit encryption
- Centralized policy control to manage security, users, devices and groups
- Active Directory integration
- Real-time reports with audit trail
- Supports iPad, iPhone, Android tablets and phones, Macs and PCs

### For Users

- Easy to use
- Access applications and edit data from anywhere, anytime
- High-performance responsive user experience
- Increased productivity and efficiency

***“Our users also love it. They rave about how well it works!”***

Velta Moisio  
IT Director

## Finding the Right Mobile Solution – Splashtop for Business

Moisio had used Splashtop Remote Desktop at home, so when she learned there was an enterprise version of Splashtop Remote Desktop soon to be released, she contacted Splashtop and became part of its early access program. Judge Karen Lawson championed the move to iPads and Splashtop for Business, as she wanted to use a secure app to remotely access her computer whilst away at a conference.

“Splashtop for Business satisfied our two top priorities -- security and budget,” said Moisio. “First we had to be very careful with sensitive juvenile information, so security was our top priority. Then we had to consider our accountability to the county and resident taxpayers to be very cost conscientious with our technology purchases. Our users also love it. They rave about how well it works!” said Moisio.

## Splashtop for Business Increases Productivity and Efficiency in the Field

Lake County’s juvenile probation officers Frank Zupancic and Jamie Deakins are currently using the Splashtop for Business app on the job.

“I’ve been using Splashtop in the field to view reports when I’m visiting with a client or juvenile we have on probation,” said Zupancic. “What’s nice about using Splashtop for Business on my iPad is that I have access to information live when I’m in the field counseling my clients,” said Deakins. “Not only am I more efficient, but I can also do a better job since I can concentrate on my one-on-one relationship with the juvenile, rather than be concerned about documentation.”

In court hearings, they can provide information and answer questions right away. Both Judge Lawson and the Magistrates appreciate the officers’ ability to access information in court hearings instantaneously with Splashtop for Business.

Splashtop for Business helps to streamline their documentation process and provide real-time information. Now taking and entering notes is a single step. This also removes concerns of potentially losing notes. They now can spend more productive time with juveniles.

## Splashtop for Business Makes IT Management Secure and Easy 24/7

“As an IT administrator there are many benefits to using Splashtop for Business. I like the stability of the Splashtop for Business system; we can’t have any downtime,” noted Moisio. “Splashtop Center’s Active Directory integration is great because we don’t have to create and manage additional accounts. This also increases security by reducing the risk associated with users managing multiple passwords by writing them down. The logs are helpful because they allow us to proactively monitor and address training, technical and security issues.”

Implementing Splashtop for Business is a win for Lake County Juvenile Court’s IT department and the entire Court. They have been able to more effectively put taxpayer dollars to work to help juveniles and their community.