EMPOWERING STUDENTS WITH DIGITAL LEARNING OPPORTUNITIES

IT Lifecycle Services (ITLS) for a Midwestern School District

Customer Challenge

A large school district in the Midwest consists of about 30,000 students and 72 buildings. ConvergeOne formed a strong relationship with the IT team by successfully completing projects across the Microsoft and Enterprise Networking practices. By helping IT shine to its management, ConvergeOne moved up the chain of influence from the assistant director of IT to the CIO, CFO, assistant superintendent, and then finally the superintendent.

When ConvergeOne engaged with the superintendent, he was in his first year in the role. He was subject to a high level of scrutiny in the community because he made it clear that he wanted to bring significant change to the district from a technology perspective.

Shortly after the superintendent joined the district, a new high school opened and issued Apple devices to all of its students, but the implementation of the project went very poorly. While the decisions for the devices and implementation method were made before the superintendent was hired, the project cast doubts in the community about his ability to deliver upon his promises. The superintendent met with ConvergeOne to determine how issues with the initial implementation could be fixed so that the district could successfully roll out 12,000 devices to the other four high schools within the next year.

The school district faced challenges from both a community perspective and an IT perspective, as the internal IT team was hesitant about moving forward at such a wide scale so quickly after experiencing a significant failure with the previous implementation.

Professional Services Use Case

The Customer's Desired Outcome

To hand off the deployment of 12,000 devices to the school district's other four high schools with a high level of confidence that the implementation will run smoothly and restore the community's faith in the superintendent and IT team.

The ConvergeOne Response

ConvergeOne engaged its IT Lifecycle Services (ITLS) team to consult with the customer. ITLS is an end-to-end suite of services designed to seamlessly procure, configure, manage, deploy, and support end-user devices for State and Local Government and Education. ConvergeOne's ITLS team met with the customer's IT team and spent a great deal of time ensuring that it had a complete understanding of the customer's needs so that it could determine the right course of action for deploying 12,000 devices to the four high schools.

In the end, ConvergeOne took complete ownership of the process by systematically delivering learning devices with a proven, best-practices approach. ConvergeOne imaged, laser-engraved, and asset-tagged all of the devices so that the customer could properly manage them. ConvergeOne then shipped the devices out to the four locations and helped with the physical deployment of the devices on-site.

Results

The project implementation ran extremely smoothly, delivering upon the goals the superintendent had shared with the community. This was a key success, especially after the implementation for the first high school went so poorly, because these types of projects require funding from taxpayer dollars. Without the community's buy-in, funding for the projects would falter. By restoring the faith of the community, the superintendent and IT team can continue to deliver on their promises to bring modern technology and digital learning into the classroom, as more funds will be available to expand upon their efforts.

The project has also given time back to the IT team, which is important because the team consists of only about 20 people who handle a multitude of responsibilities for 30,000 end users on a daily basis. Having more time is critical to IT's ability to properly serve students, which is essential to the school district's success.

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