



EAST STROUDSBURG AREA SCHOOL DISTRICT

Transforming Asset Management and Help
Desk Operations with One to One Plus



Overview

East Stroudsburg Area School District, nestled in the picturesque Northeastern Monroe/Pike area of Pennsylvania, serves a diverse community spread across 218 square miles. With a student count of 6,600 and 1,500 staff members across 6 elementary schools, 2 middle schools, and 2 high schools, as well as a Cyber Academy. The district's primary objectives are to provide quality education while efficiently managing its resources.

At a Glance

Challenges

- Legacy Systems
- Non-integrated Solutions
- K-12 Details Missing

Benefits

- Improved Asset Management
- Simple-to-use Ticketing System
- Better Communication

What they say:

"We have been very satisfied with the One to One Plus solution. You can tell its features were built specifically to meet the needs of school systems. The solution is affordable and priced perfectly for schools. We were able to implement the One to One Plus solution for what we had been paying for asset management alone."

Brian Borosh,
**Director of Technology &
Innovation**

Challenges

Before implementing One to One Plus, East Stroudsburg School District faced challenges with separate work order and asset management systems. While they had functional systems, it lacked the integration they desired from a combined system. After evaluating multiple solutions, they chose One to One Plus for its promise of combining the desired functionalities seamlessly.

Asset Tracking and Management

One to One Plus has revolutionized the district's ability to track and manage assets effectively. The platform's detailed asset register provides comprehensive information on asset acquisition, funding sources, lease agreements, and more, facilitating transparency and accountability in asset management practices.

Help Desk Utilization

The district utilizes One to One Plus help desk extensively, with dedicated staff being assigned tickets and providing updates to end-users via built-in and email correspondence. While internal staff submits tickets via the platform, the district also enables others external of the system including students and parents to submit tickets easily.

Impactful Features

Several features of One to One Plus have significantly impacted the district's operations and efficiency. Specifically mentioned by many of the staff is the simplicity and ease-of-use provided by the software. This has led to a significant increase in submitting tickets by end users. Other features that have helped the school district include the mobile app used by technicians to update tickets and assign devices, tying inventory assets to tickets and users for instant access to history, and the comprehensive search capabilities. Additionally, the system ability to track funding sources, such as Erate, IDEA, and Emergency Connectivity Funding, has streamlined financial reporting and auditing processes.



Implementation Process

The implementation process of One to One Plus was described as smooth and seamless. As with any transition, the team had to adapt and integrate their previous system into the new platform. During this process they mentioned the significant support and guidance that was provided by the assigned One to One Plus project manager to ensure the implementation was successful.



Communication and Collaboration

One to One Plus has improved communication and collaboration within the organization through automated emails, progress tracking, and the ability to add collaborators to tickets. Teachers and other staff appreciate the real-time updates on ticket progress provided by the software.

Support and Assistance

The support from the One to One Plus team has been amazing, with prompt responses and proactive resolution of questions or issues. Additionally, the district appreciates that many of their requests for additional features have been incorporated into the platform over time.

Final Thoughts

East Stroudsburg School District expresses high satisfaction with One to One Plus, emphasizing its affordability, user-friendly interface, and comprehensive functionality. While they continue to explore additional integrations and features, they believe that One to One Plus has significantly improved their asset management and help desk operations, making it an indispensable tool for their educational institution.



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