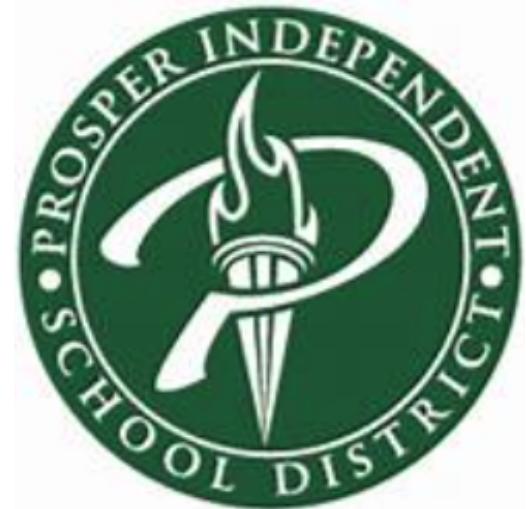# PROSPER INDEPENDENT SCHOOL DISTRICT

Managing Technology Expansion and Help Desk Efficiency with One to One Plus

Overview

Prosper Independent School District, located in Prosper, TX is a suburb of Dallas. The school district is committed to providing quality education to roughly 25,000 students across twenty-one schools, spanning from pre-K to 12th grade. Prosper ISD has experienced what has been defined as hypersonic growth and is consistently ranked as one of the fastest growing school districts in the nation. This growth is demonstrated by a 106% rise in student population over the past 5 years and shows no indication of slowing down in the foreseeable future. The success of Prosper ISD is remarkable and can be closely tied to the long-standing partnerships the district has between students, parents, staff, and the community.

What they say:

"They are great, extremely helpful and available at a moments notice through email or phone."

*-Robb Knox
Technology Purchasing Manager*

At a Glance

Challenges
- Limited Options
- Lack of Integration
- No New Features

Benefits
- Customized Options
- Everything in one place
- Continual development and support

The Challenges

The various software systems Prosper ISD was using to manage their assets and help desk provided limited options for customization which made it impossible to meet the district's needs. Additionally, these multiple systems lacked integration which caused an enormous amount of additional work and stress for the technology team. On top of this, the district found itself stuck with software solutions that were not being updated regularly or new features being added. This led the leadership at Prosper ISD to begin the search for a new vendor that provided a better, more customizable and integrated solution to meet their specific needs.

Customizable Options

Prosper ISD leveraged the configurable settings in the One to One Plus software which enabled them to tailor the software to meet their unique requirements. This customization provided a way for them to align the software with their specific workflows, goals, and objectives to streamline their processes, gain better control, and provide more flexibility for end users.

Everything in One Place

One to One Plus provided Prosper ISD with a comprehensive solution that seamlessly integrated all their assets, users, and help desk information into a single, unified platform. This consolidation enabled them to streamline operations, improve efficiency, and gain a holistic view of their resources and support needs.

Enhanced Support

During their evaluation process, Prosper ISD recognized the importance of selecting software tailored to their specific requirements, as well as finding a business partner capable of growing alongside them. In One to One Plus, they found a unique company that designed their software from the ground up to cater specifically to K-12 needs. Furthermore, they found a company that values client feedback, using it to continuously enhance and refine their software to meet evolving user needs. Lastly, they found a responsive and knowledgeable team that delivers exceptional support whenever needed. Prosper ISD identified One to One Plus as a reliable partner providing consistent support and evolving software, ensuring confidence in its ability to grow and evolve with them over time.

ONE TO ONE PLUS

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