



CHAMPAIGN UNIT 4 SCHOOL DISTRICT

Simplifying Technology Support and Device Management with One to One Plus



Overview

Champaign Unit 4 School District, located in Illinois, serves approximately 10,500 students across 18 schools. As the district's technology needs continued to grow, the team needed a solution that could provide clear visibility into inventory while also creating a streamlined support process for educators and staff. One to One Plus delivered a centralized, K-12 focused platform that improved efficiency, strengthened communication, and simplified device management districtwide.

What they say:

"One to One Plus has been a perfect partner for a school district of our size."

***-Ben Kelly
Assistant Director of
Technology***

At a Glance

Challenges

- Limited visibility into district inventory and device management
- Need for an easy-to-use support request system for teachers and staff
- Managing growing technology demands across a large district

Benefits

- Seamless Google Admin integration for device enrollment
- Customizable workflows tailored to district needs
- Increased staff adoption of ticket submission processes
- Fast, responsive support and ongoing platform improvements

The Challenges

Before implementing One to One Plus, Champaign Unit 4 School District needed a better way to manage inventory visibility and technology support requests. The district required a centralized platform where educators could easily communicate support needs while allowing the IT department to efficiently track devices and manage workflows. As technology usage expanded across the district, having a reliable and scalable system became increasingly important.

Why One to One Plus

One to One Plus stood out because of its strong Google integration and extensive customization capabilities. These features allowed the district to create workflows that aligned with their operational needs while simplifying device management across schools. The ability to seamlessly connect with Google Admin Console remains one of the platform's most valuable features and continues to play a major role in the district's long-term success with the system.

Operational Impact

One to One Plus has significantly streamlined day-to-day operations for the district's technology team. Over time, staff adoption of the platform has continued to grow, creating more consistent communication and more efficient support processes across the district. The district now benefits from:

- Seamless enrollment of new devices through Google Admin integration
- Centralized inventory management and support tracking
- An established districtwide culture of submitting support tickets
- Improved visibility into technology support needs and device data

Implementation Experience

When One to One Plus was first introduced, the district quickly established a consistent and accessible process for ticket submissions, making the platform easy for educators to adopt. Since then, the system has become deeply integrated into daily operations. While occasional emails still come through, the district has successfully built a culture where submitting a ticket through One to One Plus is the standard process for requesting technology support.



Support and Partnership

The support experience with One to One Plus has been consistently outstanding. While issues have been rare, the support team has always responded quickly and worked efficiently to resolve any concerns the district has encountered. Their responsiveness and willingness to assist have helped ensure minimal disruptions and continued confidence in the platform. Beyond technical support, the relationship has felt like a true partnership. The district values having direct communication with knowledgeable team members who understand the unique needs of K-12 technology environments. The One to One Plus team is open to feedback, listens to enhancement requests, and actively considers customer input when planning future updates. Over time, the district has seen several requested features and improvements become part of the platform, reinforcing the collaborative nature of the partnership.



Results and Outcomes

With One to One Plus, Champaign Unit 4 School District has achieved:

- Improved visibility into inventory and device management
- Streamlined device enrollment and support workflows
- Increased staff engagement with ticket submission processes
- Faster issue resolution and stronger operational efficiency
- Better data insights for informed technology decisions

Final Thoughts

One to One Plus has proven to be an ideal partner for a district the size of Champaign Unit 4 School District. The platform has helped the technology team effectively manage devices, support requests, and data while allowing educators and students to remain focused on learning. By combining flexibility, strong support, and K-12-focused functionality, One to One Plus has become a foundational part of the district's technology operations.



101 North Pine Street,
Spartanburg SC, 29302
onetooneplus.com
info@onetooneplus.com
877-395-6586

