



LEE COUNTY SCHOOL SYSTEM

Driving IT Efficiency and Simplifying Device Management with One to One Plus

Overview

Lee County School System, located in Georgia, serves approximately 5,500 students across 9 schools. With a growing need to manage both ticketing and inventory in an efficient, scalable way, the district sought a solution designed specifically for K-12 environments. Their goal was to streamline workflows, improve visibility, and reduce the burden of managing multiple disconnected systems.

What they say:

"It is simply the best ticketing/inventory system I have ever seen or used!"

-Marty Bates
Technology Systems Manager

At a Glance

Challenges

- Lack of flexible ticketing and inventory systems tailored to K-12
- Rigid platforms requiring districts to adapt to prebuilt workflows
- Limited post-purchase support and complex setup processes

Benefits

- Fully customizable ticketing and routing workflows
- Unified ticketing and inventory management in one platform
- Role-based access for efficient task delegation
- Seamless integration with Google Admin for device control
- Responsive, expert-level support from product developers

The Challenges

When evaluating solutions, Lee County School System struggled to find a platform that could truly adapt to their needs. Many systems relied on rigid, preconfigured forms and workflows that did not align with how school districts operate. Additionally, most platforms attempted to serve a wide range of industries, resulting in features that didn't translate well to education. The lack of meaningful support after purchase was another major concern. The district needed a partner, not just a product, to help guide implementation and long-term success.

Why One to One Plus

After evaluating multiple options, the district selected One to One Plus for its education-focused approach and unmatched flexibility. Unlike other systems, One to One Plus allowed the team to build workflows tailored specifically to their structure, including customizable ticket forms and queue-based routing. The ability to combine ticketing and inventory management into a single platform was a major advantage, eliminating the need for multiple systems. Competitive pricing further reinforced the value, making it a cost-effective solution without sacrificing functionality.

Operational Impact

One to One Plus has significantly improved daily operations for the district's technology team by consolidating key processes into one unified system. The district now benefits from:

- A single pane of glass for managing tickets and inventory
- Integration with Google Admin, enabling media specialists to disable lost or unreturned Chromebooks
- Streamlined repair tracking and the ability to generate invoices for damages
- Role-based permissions that empower staff to efficiently handle assigned responsibilities

Implementation Experience

The implementation process was seamless and highly collaborative. The One to One Plus team worked closely with Lee County School System to understand their goals and configure the platform accordingly. Beyond setup, the team provided valuable recommendations based on their experience in K-12 environments, helping the district optimize workflows in ways they hadn't initially considered. Compared to other systems implemented over a 20+ year career in education, this was the easiest and most efficient deployment experience.



Support and Partnership

Support has been a standout aspect of the experience. The One to One Plus team is highly responsive and accessible via email or phone, providing timely and knowledgeable assistance whenever needed. What sets them apart is that support is handled directly by the people who build and design the software, not outsourced representatives. This ensures an accurate guidance and a deeper understanding of how to achieve desired outcomes. The team also actively incorporates customer feedback, continuously improving the platform based on real-world use.



Results and Outcomes

With One to One Plus, Lee County School System has achieved:

- Streamlined ticketing and inventory management in one system
- Improved efficiency in device tracking, repairs, and reporting
- Faster response times and better workflow organization
- Enhanced control over device management through Google integration
- Reduced reliance on multiple disconnected tools

Final Thoughts

One to One Plus has become an essential part of Lee County School System's technology operations. After years of switching between different solutions, the district has found a platform that meets all their needs, and more. As their Systems Manager puts it, it is "the best ticketing and inventory system" they have ever used. With its flexibility, strong support, and education-focused design, One to One Plus has positioned itself as a long-term solution the district can rely on for years to come.



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