



# NEW CANAAN PUBLIC SCHOOLS

Transforming Device Accountability and IT Efficiency with One to One Plus



## Overview

New Canaan Public Schools, located in Connecticut, serves approximately 4,000 students across 5 schools. With a 1:1 environment supporting both iPads and Chromebooks for K–8 students, the district required a solution that could provide complete visibility into device ownership, streamline processes, and support the unique needs of K–12 technology management.

## What they say:

*"It's just the PERFECT tool for K-12."*

*-Ian McHugh  
Manager of Technology Services*

## At a Glance

### Challenges

- Limited K-12 focused asset management solutions
- Difficulty tracking device ownership across users and locations
- Time-consuming reporting and administrative requests

### Benefits

- Complete device accountability by user and location
- Instant reporting and data access
- Streamlined device deployment and assignment
- Integrated invoicing and help desk functionality

## The Challenges

When evaluating asset management solutions, New Canaan Public Schools found that many available systems were not designed with K–12 workflows in mind. While there were numerous inventory tools on the market, few addressed the specific needs of school districts, particularly around device ownership, classroom-level tracking, and ease of use for both technical and administrative staff.

## Why One to One Plus

After evaluating multiple options, the district selected One to One Plus for its ability to assign ownership of every device, not just to individual users, but also to classrooms and physical spaces. This level of visibility transformed how the team could respond to administrative requests. Questions like “How many 5th grade Chromebooks do we have?” could now be answered in seconds, along with additional insights and supporting data. The platform’s sorting, filtering, and exporting capabilities provided a significant advantage from an administrative and reporting standpoint, making it easy to access accurate information instantly.

## Operational Impact

One to One Plus has significantly improved day-to-day operations for the district’s technology team. With a large-scale deployment of iPads and Chromebooks across K–8 students, the device assignment process has been streamlined into a highly efficient and repeatable workflow. The district now has complete visibility into:

- Where every device is located
- Who is responsible for each device
- The full history of each asset

## Implementation Experience

The implementation process was highly collaborative and supportive. The district worked closely with their One to One Plus implementation specialist, who provided hands-on guidance throughout the process. The experience felt less like a typical vendor relationship and more like working alongside an internal team member. Questions were answered quickly, support was readily available, and the implementation progressed smoothly from start to finish.



## Expanded Value

Beyond asset management, New Canaan Public Schools has also benefited from additional platform capabilities, including:

- Integrated help desk functionality for managing support requests
- The ability to generate and send device repair invoices to parents
- Seamless connection to student data for improved accuracy



## Support and Partnership

The ongoing support experience has been consistently strong. The One to One Plus team is highly responsive, often replying within minutes and readily available for calls or walkthroughs when needed. This level of accessibility ensures that the district can quickly adopt new features, resolve questions, and continue improving their processes over time.

## Results and Outcomes

With One to One Plus, New Canaan Public Schools has achieved:

- Full device accountability across students, staff, and locations
- Faster response to administrative and reporting requests
- Streamlined deployment and device management processes
- Improved efficiency and reduced manual workload
- Consolidation of multiple tools into one unified platform

## Final Thoughts

One to One Plus has become an essential part of the district's technology operations. By combining powerful asset management, help desk functionality, and financial tracking into a single K-12-focused platform, it has delivered measurable improvements in efficiency, visibility, and overall effectiveness. The district views the platform not just as a tool, but as a foundational system that supports their entire technology ecosystem, and believes it should be a standard solution for school districts nationwide.



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