



MUSCLE SHOALS CITY SCHOOLS

Streamlining Asset Management and
Technology Support with One to One Plus



Overview

Muscle Shoals City Schools, located in Alabama, serves approximately 3,000 students across 8 schools. As the district's technology needs continued to grow, the team needed a more efficient and user-friendly way to manage assets, support requests, and device-related workflows. By implementing One to One Plus, the district was able to centralize key technology operations into one streamlined platform while improving visibility, efficiency, and support across the district.

What they say:

"Being able to pick up the phone and speak directly with a real person who can provide immediate assistance is something we truly value."

**-Nick Pearson
Technology Specialist**

At a Glance

Challenges

- Difficult and inefficient asset management processes
- Frustrating and unreliable customer support
- Manual ticket routing and disconnected workflows

Benefits

- Centralized Help Desk, Asset Tracking, and Invoicing
- Automated ticket routing workflows
- Responsive, live customer support from knowledgeable staff

The Challenges

Before transitioning to One to One Plus, Muscle Shoals City Schools was using a system that was difficult to use and not very efficient. Managing assets was cumbersome, workflows were difficult to navigate, and customer support often left the district without timely solutions when issues occurred. The district needed a platform that could simplify day-to-day operations while providing dependable support and stronger visibility into device management. Having multiple disconnected systems and manual processes created unnecessary inefficiencies for the technology department and staff.

Why One to One Plus

One to One Plus stood out because it offered everything the district was searching for in a single, intuitive platform. The ability to combine Help Desk management, Asset Tracking, and Invoicing into one system immediately created value for the district. Equally important was the level of customer support provided throughout the evaluation process. Questions and concerns were answered quickly by real people who understood the product and could provide immediate, helpful guidance. That level of accessibility and responsiveness played a major role in the district's decision to move forward with One to One Plus.

Operational Impact

One to One Plus has streamlined workflows across the district's technology department. Automated Help Desk routing sends tickets directly to the appropriate technician, saving time and improving response efficiency. The district also benefits from linking devices directly to students and Help Desk tickets, providing better visibility into repairs, device history, and damage trends. This has helped the team make more informed decisions regarding device accountability and management.

Implementation Experience

The implementation process was smooth, organized, and easy to follow from start to finish. Importing users and assets into the system was seamless, allowing the district to transition quickly without major disruptions. Throughout the implementation, the One to One Plus team remained highly engaged and available to answer questions, provide guidance, and ensure the rollout was successful. Their hands-on support helped make the onboarding experience efficient and stress-free for the district's staff.



Support and Partnership

The support experience with One to One Plus has been consistently exceptional. Over nearly five years of using the platform, the district has experienced quick and professional resolutions whenever issues have arisen. What continues to stand out most is the ability to speak directly with a knowledgeable support representative who can provide immediate assistance. Having access to real people, not outsourced or automated support, has created a strong sense of trust and partnership between the district and the One to One Plus team. The district values having a partner that is responsive, dependable, and invested in helping schools succeed. This ongoing support has played a major role in the district's long-term satisfaction with the platform.



Results and Outcomes

With One to One Plus, Muscle Shoals City Schools has achieved:

- Improved efficiency in Help Desk and asset management workflows
- Automated ticket routing that saves time and reduces manual tasks
- Better visibility into student device history and repair trends
- More informed decision-making regarding device accountability and policies
- Consolidation of multiple systems into one centralized platform
- Faster and more reliable support experiences for staff and students

Final Thoughts

One to One Plus has become an essential tool for Muscle Shoals City Schools by simplifying Help Desk management, asset tracking, and device workflows in one centralized platform. With dependable support, user-friendly features, and K-12 focused functionality, the district has found a long-term technology partner that continues to improve efficiency and support staff and students across all schools.



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