



FORT WAYNE COMMUNITY SCHOOLS

Streamlining Asset Management and
Technology Support with One to One Plus



WE ARE YOUR SCHOOLS

Overview

Fort Wayne Community Schools, serving nearly 29,500 students across 49 sites, needed a more effective way to manage its growing 1:1 device program and IT support. As the district expanded, spreadsheets and disconnected systems made it difficult to track devices and manage support. By replacing these manual processes with One to One Plus, the district gained a platform that streamlined asset management, improved visibility, and simplified daily technology operations. The result was greater efficiency for the technology team and a more scalable approach to supporting students, staff, and district-wide resources.

At a Glance

Challenges

- Spreadsheets limited device tracking and visibility
- Disconnected systems slowed IT support workflows

Benefits

- Unified platform streamlined asset management
- Real-time visibility improved team efficiency

What they say:

"I love using One to One Plus and it is a huge benefit to our school district which allows us to train and give access to school secretaries to help with device check in/check out with student devices."

**-Fredrick Hunter
Technology Coordinator**

The Challenges

Fort Wayne's technology team struggled with several persistent challenges tied to their legacy processes. First, the district attempted to manage their 1:1 program with Excel spreadsheets, which quickly became unwieldy and error-prone as student and device counts grew. Without a proper system to track device ownership, assignments, and history, accountability was difficult and time consuming. Help desk management posed its own difficulties and the team faced a steady stream of support tickets with limited tools to track requests efficiently, leaving staff racing to keep up with demand. Compounding these issues was the lack of integration between disparate systems used for device issuance, help desk processing, and other functions, forcing staff to jump between platforms and piece together fragmented data rather than relying on a cohesive view of technology operations.

How One to One Plus Helped

One to One Plus helped Fort Wayne Community Schools transition away from spreadsheets and disconnected tools to a modern, integrated platform that brings asset management and help desk under one roof. With the new system, the district now enjoys instant access to linked histories that connect devices, students, staff, help tickets, and even invoices further eliminating the uncertainty and giving the technology team a clear, real-time view of their environment. The unified platform also allows the district to track every device from its original purchase through the disposal process, making lifecycle management simple and transparent. Beyond technology, the partnership itself has made a difference: Fort Wayne's staff repeatedly praise the One to One Plus team for being responsive, knowledgeable, and ready to support the district whenever questions arise; an important change from the limitations of the previous tools.

Conclusion

By adopting One to One Plus, Fort Wayne Community Schools replaced manual processes and disconnected spreadsheets with a single, intuitive platform built to support the scale and complexity of a large district. The result is clearer visibility into devices and support histories, less time spent on administrative tasks, and a technology team that can work more strategically rather than reactively. Fort Wayne's experience demonstrates how integrated tools and reliable support can empower a district to manage technology with confidence and move beyond the constraints of legacy systems.

