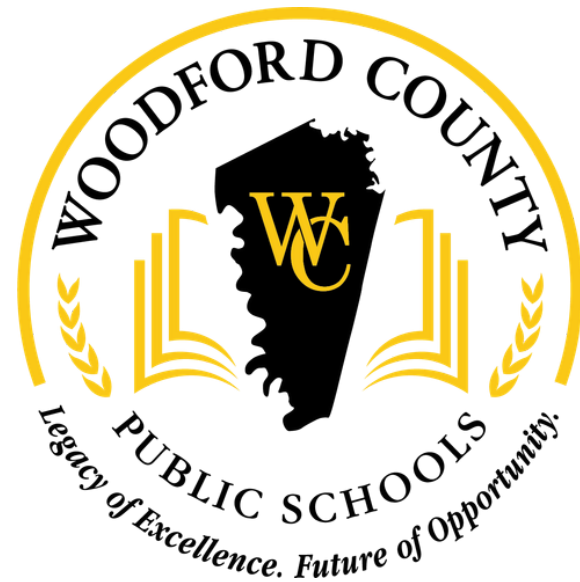




WOODFORD COUNTY PUBLIC SCHOOLS

Improving Device Accountability with
One to One Plus



Overview

Woodford County Public Schools, located in Kentucky, serves approximately 3,650 students across eight schools. As the district's technology program expanded, the team needed a better way to connect devices with the students and staff using them. By implementing One to One Plus, the district gained a centralized platform that improved asset tracking, streamlined Chromebook collection, and enhanced help desk operations. Today, the district benefits from greater accountability, more efficient workflows, and exceptional customer support.

What they say:

"I can't say enough about the customer service! It really is top notch!"

***-Liz Pitcher
Systems Analyst***

At a Glance

Challenges

- Limited visibility between devices and assigned users
- Difficult tracking of repairs, damages, and locations
- Needed an affordable K-12 asset management solution

Benefits

- Linked devices, users, and asset history in one platform
- Streamlined Chromebook collection and help desk workflows
- Exceptional customer support and ongoing training resources

The Challenges

Before implementing One to One Plus, Woodford County Public Schools lacked an efficient way to connect technology assets with the students and staff using them. Without a complete history of device assignments, repairs, and locations, tracking district technology was more difficult than it needed to be. The district wanted a solution that would improve accountability while remaining affordable and easy to use.

Why One to One Plus

One to One Plus stood out because it allowed the district to link devices directly to individual users, providing complete visibility into ownership, repairs, damages, and location history. Combined with its affordable pricing and K-12-focused functionality, the platform delivered exactly what the district was looking for in an asset management and help desk solution.

Operational Impact

Since implementing One to One Plus, Woodford County Public Schools has streamlined several key technology processes. Chromebook collections have become much more efficient using the Turn-In feature, while integration with customized district rules has improved device management. The district also implemented the Help Desk module, allowing staff to submit support tickets directly and improving communication between end users and the technology department.

Implementation Experience

Although the implementation took place several years ago, Woodford County Public Schools remembers the experience as smooth, organized, and easy to manage. The district worked closely with the One to One Plus team throughout the setup process, receiving guidance and timely answers whenever questions arose. Having a knowledgeable team available made the transition straightforward and gave staff confidence as they moved to the new platform. The district also appreciated the personalized support provided during implementation. By working directly with the One to One Plus team, they were able to configure the system to meet their needs and ensure everything was set up properly before going live. That strong implementation experience laid the foundation for a successful long-term partnership and continues to reflect the level of customer service the district has experienced over the years.



Support and Partnership

Customer service continues to be one of the biggest reasons Woodford County Public Schools recommends One to One Plus. The district describes the support team as responsive, knowledgeable, and genuinely committed to customer success. Whenever questions arise, the team provides timely answers and practical guidance, making it easy to resolve issues and keep daily operations running smoothly. Beyond technical support, Woodford County values the ongoing partnership One to One Plus provides through monthly webinars, online training resources, and proactive product updates. This consistent communication helps the district stay informed about new features and best practices while ensuring staff continue to get the most value from the platform. According to the district, the combination of exceptional customer service, ongoing education, and strong communication has made One to One Plus a trusted long-term technology partner.



Results and Outcomes

With One to One Plus, Woodford County Public Schools has achieved:

- Improved accountability through user-to-device tracking
- More efficient Chromebook collection processes
- Streamlined staff help desk ticket submission
- Better visibility into repairs, damages, and asset history
- Ongoing training and communication from the One to One Plus team

Final Thoughts

For Woodford County Public Schools, One to One Plus has become much more than an asset management and help desk system. By connecting users with their devices, simplifying technology workflows, and providing exceptional customer service, the platform has helped the district improve efficiency while building a trusted partnership that continues to deliver value year after year.



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