



LENOIR CITY SCHOOLS

Modernizing Technology Management with
One to One Plus



Overview

Lenoir City Schools, located in Tennessee, serves approximately 2,404 students across four schools. As the district's technology program expanded, managing assets and help desk requests with an unreliable system became increasingly difficult. By implementing One to One Plus, the district replaced disconnected processes with a centralized platform that improved asset management, streamlined technology support, and provided complete visibility into every device throughout its lifecycle. The result has been greater efficiency, stronger accountability, and a more scalable approach to managing technology across the district.

What they say:

"One to One Plus doesn't just feel like a vendor, they feel like a partner invested in our success."

***-Dr. Chris Smallen
Chief Technology Officer***

At a Glance

Challenges

- Unreliable asset management system required duplicate record keeping
- Limited device history slowed support and lifecycle decisions

Benefits

- Flexible platform unified asset management and support operations
- Mobile tools and automation streamlined daily technician workflows

The Challenges

Lenoir City Schools' previous asset management system lacked reliability and forced the technology department to maintain duplicate spreadsheets to ensure inventory accuracy. The platform also offered limited device history and no mobile functionality, making it difficult for technicians to efficiently manage repairs, inventory, and lifecycle decisions. The district needed a dependable, user-friendly solution that could support its growing technology program.

Why One to One Plus

During the evaluation process, One to One Plus quickly distinguished itself through its flexibility and ability to adapt to the district's workflows. Rather than limiting the platform to technology assets alone, Lenoir City Schools was able to expand its use to support assets and help desk tickets and other district operations, giving staff a single platform for managing requests across multiple departments. The district also valued the ability to create custom ticket types, configure detailed budget codes, and manage virtually any district asset, not just technology devices. Combined with robust reporting capabilities and an intuitive interface, One to One Plus provided the flexibility and scalability needed to support the district for years to come.

Operational Impact

The district now has complete visibility into every device's history, including repairs, assignments, and lifecycle information. The mobile app has streamlined repairs and loaner management, while role-based permissions allow student help desk staff to safely assist technicians. Features like Quick Add templates, customizable dashboards, automated status updates, and Google Admin integration have reduced manual work and improved communication across the district.

Implementation Experience

Implementation was smooth from start to finish. Historical asset data was migrated accurately, Google Admin Console integration simplified Chromebook management, and the One to One Plus team provided responsive guidance throughout the process. The district felt confident using the platform from day one.



Support and Partnership

Lenoir City Schools describes the One to One Plus support team as knowledgeable, responsive, and genuinely invested in customer success. Although the district rarely needs assistance because of the platform's stability and ease of use, support is always readily available whenever questions arise. Beyond technical support, the district values the long-term relationships built with the One to One Plus team. From the initial sales process through ongoing conferences and customer events, the team has consistently demonstrated a personal commitment to the district's success. That partnership has reinforced the district's confidence that One to One Plus is more than a software vendor, it is a trusted technology partner.



Results and Outcomes

With One to One Plus, Lenoir City Schools has achieved:

- Reliable, centralized asset management
- Complete device lifecycle visibility
- Faster mobile repair workflows
- Improved communication with automated updates
- Expanded asset management beyond technology
- Greater efficiency through automation and reporting

Final Thoughts

One to One Plus has helped Lenoir City Schools simplify technology management with a flexible platform built for K-12. From mobile asset management and automation to outstanding customer support, the district has gained a long-term solution that continues to improve efficiency while providing a trusted partnership.



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