



LAKE SHORE PUBLIC SCHOOLS

Bringing Technology Management
Together with One to One Plus



Overview

Lake Shore Public Schools, located in Michigan, serves approximately 3,300 students across six schools. The district previously relied on separate systems for asset management, Chromebook assignments, and Help Desk tickets. Managing multiple platforms that did not work together created unnecessary complexity for the technology team. With One to One Plus, Lake Shore brought these processes into one centralized platform, simplifying technology management and saving valuable staff time. The district also gained additional capabilities that have helped improve device tracking and day-to-day workflows across its schools.

What they say:

"One to One listens to their customers and works with them to develop the program capabilities around what customers need most."

**-Nicole Dombro
Technology Coordinator**

At a Glance

Challenges

- Multiple disconnected systems complicated technology management
- Separate platforms created inefficient daily workflows

Benefits

- Centralized platform simplified technology management
- Improved tracking saved valuable staff time

The Challenges

Before One to One Plus, Lake Shore used Microsoft Access for asset management, Follett for Chromebook assignments, and SolarWinds Web Help Desk for support tickets. While each system worked independently, managing multiple platforms that did not communicate created unnecessary complexity and inefficiency.

Why One to One Plus

One to One Plus stood out for providing more capability per dollar than the alternatives. It allowed Lake Shore to replace multiple disconnected systems with one solution while also giving the technology team access to capabilities they had not previously been using.

Implementation Experience

Lake Shore describes implementation as smooth and straightforward. A dedicated onboarding team guided the district through each step and helped adjust the platform as staff determined how they wanted their workflows configured.

Support and Partnership

Lake Shore describes the One to One Plus support team as extremely responsive, with most questions answered within minutes or hours. This level of support gives the technology department confidence that help is readily available when needed. The district also values how One to One Plus listens to customer feedback and continually improves the platform. This customer-focused approach has created a partnership that extends beyond traditional software support.

Results and Outcomes

With One to One Plus, Lake Shore Public Schools has achieved:

- Consolidated technology management in one platform
- Simplified device and equipment tracking
- Improved visibility into technology issues
- Reduced time managing separate systems

Final Thoughts

One to One Plus has helped Lake Shore replace multiple disconnected systems with a simpler approach to technology management. With centralized workflows, responsive support, and continued product improvements, the district has gained a solution that saves time and evolves with its needs.



101 North Pine Street,
Spartanburg SC, 29302
onetooneplus.com
info@onetooneplus.com
877-395-6586

