

CASE STUDY

MANAGEWISE® SUPPORTS PUBLIC SCHOOL DISTRICT



ManageWise Keeps School District's Production and Recovery Systems Running Efficiently

THE CHALLENGE

The public school district was struggling with issues from resource challenges. A common concern for state and local government, IT served as the on-boarding process which could take up to six months from the time they found the right person. The department was unable to effectively and efficiently manage their environment due to a lack of the right people, skills, time and finances.

Even though funding sources enabled them to obtain state-of-the-art technologies, the school district was unable to staff its team with enough personnel to learn and administer these assets. This put critical information in that environment at risk – including the student information system, email and volumes of databases that provide the educational curriculum to all the schools.

Client Overview

- Largest school district in the state
- Includes 140+ public schools
- Serves 70,000+ students and 11,000+ employees
- \$1.65B annual budget

The client has found its relationship with MicroAge so beneficial that they have renewed their ManageWise contract for a seventh consecutive year.

THE SOLUTION

Our ManageWise service provides the school district with a certified engineer to help manage their environment for three days a month. In addition, the service gives the IT department ad-hoc hours each month to ask MicroAge engineers for advice or assistance when they have questions or are confronted with an issue.

The support we provide today is closely related to the technical solution provided when the relationship began five years ago. Our support team includes a dedicated account manager, professional services manager, project manager, and a few engineers, all for less than the cost of a single FTE.

MicroAge helps the school district accelerate digital transformation and other modern initiatives while still ensuring the reliability, performance, and availability of business-critical workloads. Ongoing services primarily include preventative maintenance, firmware updates, trouble remediation, and hardware and software upgrades. MicroAge engineers are continuously assessing the client's needs and reporting back to help adjust the client's IT priorities.



CASE STUDY

MANAGEWISE

Supports a Public School District

By engaging MicroAge, the school district saved more than \$120,000 per year, which is what they would have spent if they had hired additional IT staff to solve their problems.

THE RESULTS

By leveraging ManageWise, the school district effectively utilizes its available operational dollars while benefiting from maximum agility to maintain their complex IT environment. MicroAge professional engineers are available within just a few days of notice – as opposed to months with their other options

MicroAge's certified engineers now work both on-site and remotely on a weekly basis to assist in managing the school district's IT production and disaster recovery environments.

ManageWise ensures that critical infrastructure is working optimally while giving the IT department staff the time required to manage other important environments, spend more time with customers and stakeholders, and make better strategic decisions for their future IT agenda.

MicroAge helps the client accelerate digital transformation and other modern initiatives, while still ensuring the reliability, performance, and availability of business-critical workloads.

ABOUT MANAGEWISE

ManageWise is part of a new breed of proactive, scheduled IT services, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

Let's Get Started

Learn more about how MicroAge can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact MicroAge to schedule an appointment today.

The MicroAge Difference

MicroAge combines a powerful mix of technology services backed by vendor-certified engineers and an acclaimed panel of experts to deliver the competitive edge technology leaders need to lead in a disruptive, digital environment. MicroAge positions your organization for the future with end-to-end services.