



## Pflugerville ISD Case Study

### Situation

Pflugerville ISD is located in Central Texas and is one of the fastest growing districts in Northeast Travis County. The district currently has 30 schools that support approximately 24,000 students. PfISD has 20 elementary schools, six middle schools, three high schools, one alternative high school and one alternative program.

"Throughout the 2015 school year, PfISD organized a series of meetings through its Technology Advisory Committee to identify the purpose and importance for acquiring student devices as approved through the 2014 Bond."

As a result, in 2016, the district began multiple IT initiatives that were carefully chosen to increase student engagement and productivity in the classroom. Student laptops were acquired to supplement classroom instruction and enhance Professional-learning communities throughout the district.

### GTS: IT Consultant and IT Solutions/Services Provider/ Platinum Dell Partner

GTS worked with Pflugerville ISD to provide a robust combination of professional services that included the below:

- Warehoused and staged 7,000 Dell student laptops and 238 mobile carts at the GTS Austin Integration Facility
- Assisted PfISD with the laptop imaging process
- Provided delivery logistics throughout the district's 30 campuses
- Provided onsite after hours support to meet District deployment deadlines and critical timeframes
- Asset tagged and installed the mobile devices into Earthwalk charging carts

### Results At-a-Glance

- Configured and deployed over **7,000 technology solutions**.
- Utilized **GTS's Integration Facility** to streamline the deployment process, saving PfISD valuable resources, warehouse space and budget.
- **Increased productivity and decreased user downtime** by providing onsite after hours support.



## Pflugerville ISD Testimonial

"In the summer of 2016, Pflugerville ISD released an RFP for our Student Device Rollout of nearly 7,000 laptops as well as carts, deployment services and professional development. The plan: image laptops, secure them in carts, deploy the carts to 30 campuses across the district, and provide professional development on the integration of the technology. We faced the challenges of securing a staging area large enough to image 7,000 devices and house 238 carts until deployment, providing the transport of the carts to final deployment locations, and adjusting staffing to be able to meet project timelines without impacting other major projects already in progress. A District Professional Development Date had been preset for Oct. 10, so we were on a pretty tight timeline.

"**GTS stepped up to the challenge.** In addition to providing our laptop cart solution, they were awarded the services component of the project, which had the expectation of a turnkey solution. From the initial kickoff meeting to the final handoff, **they handled the project with detailed work, professionalism and true ownership.**

"Communication and organization are key in projects with so many moving parts, and this is an area where GTS excels. We were in constant contact with the project manager and account manager, and always knew the status of the project. Whether it be leveraging their existing partnerships to get laptop cart changes and deliveries escalated, or providing extra staffing to resolve unexpected issues, they were able to meet our needs. In addition, **the use of the GTS facilities to accept and store the devices and carts eased the strain of having to find that space in our limited warehouse facilities.**

"Despite the extremely tight timelines, GTS delivered a completed project on time. Perhaps the strongest statement I can make is that throughout the project, **GTS always worked to keep the best interest of PflISD at the forefront.** We look forward to building our partnership with them on future projects."

Angele Fitzhenry  
Director, Technical Services  
Pflugerville ISD