

4 REASONS TO INTEGRATE YOUR ASSET MANAGEMENT AND HELP DESK SOFTWARE

A ONE TO ONE PLUS GUIDE



INTEGRATE YOUR ASSET MANAGEMENT AND HELP DESK SOFTWARE

Managing your school district's technology needs can get overwhelming fast. You're juggling devices for students, staff and even individual locations. Help requests come in daily because, let's face it, kids drop things.

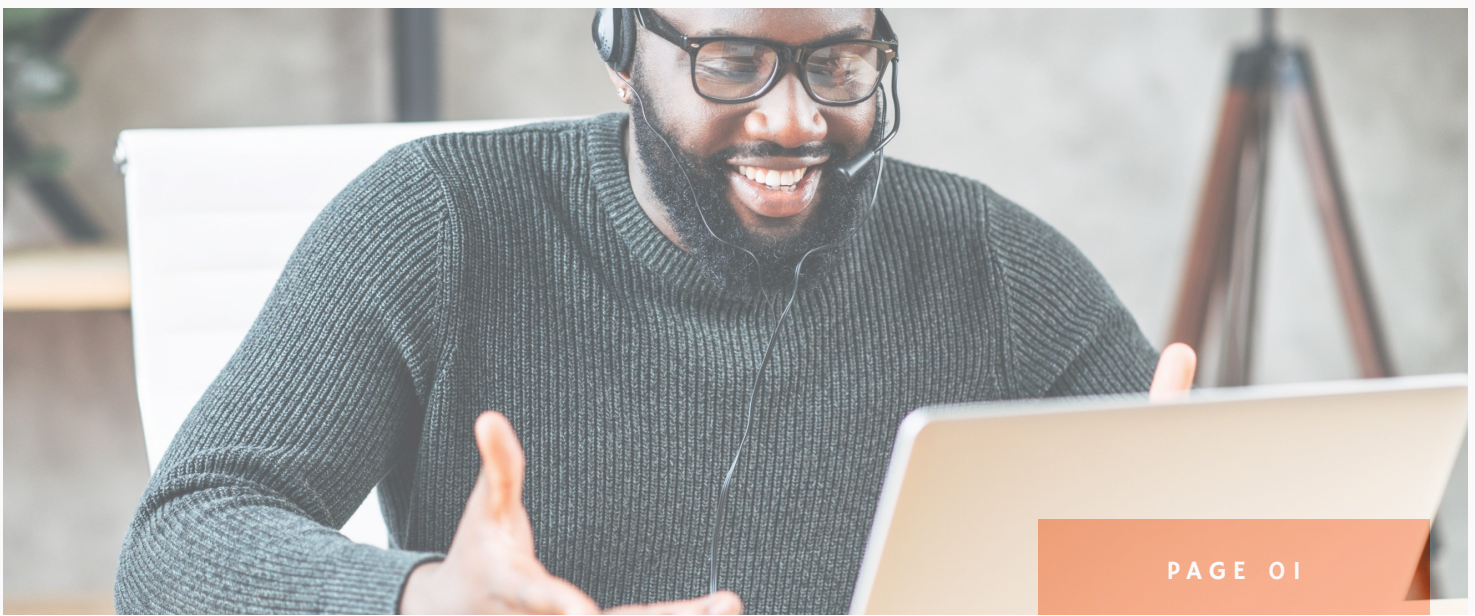
You're frustrated trying to manage all the information in piecemeal programs. You make do with existing library systems for device assignments, email to manage help tickets, and an impossible number of spreadsheets and paper forms. We've experienced the challenges of trying to manage K-12 assets and help desk tickets.

It's why we created One to One Plus, a **fully integrated** asset management and help desk system giving you everything you need in one place. It's the key to helping you and your team be more effective and efficient.

The secret is in the integration.

Sure, you can have a help desk system and an asset management system, but when they talk to each other, well, that's where the magic – and the efficiency – happens.

Use this resource as a guide when you're thinking about how to improve your asset management and help desk systems.



1 LOCATION TRACKING

It's not just in real estate where location matters. When you're responsible for tracking thousands of Chromebooks, iPads, laptops and other devices, you need accurate location data.

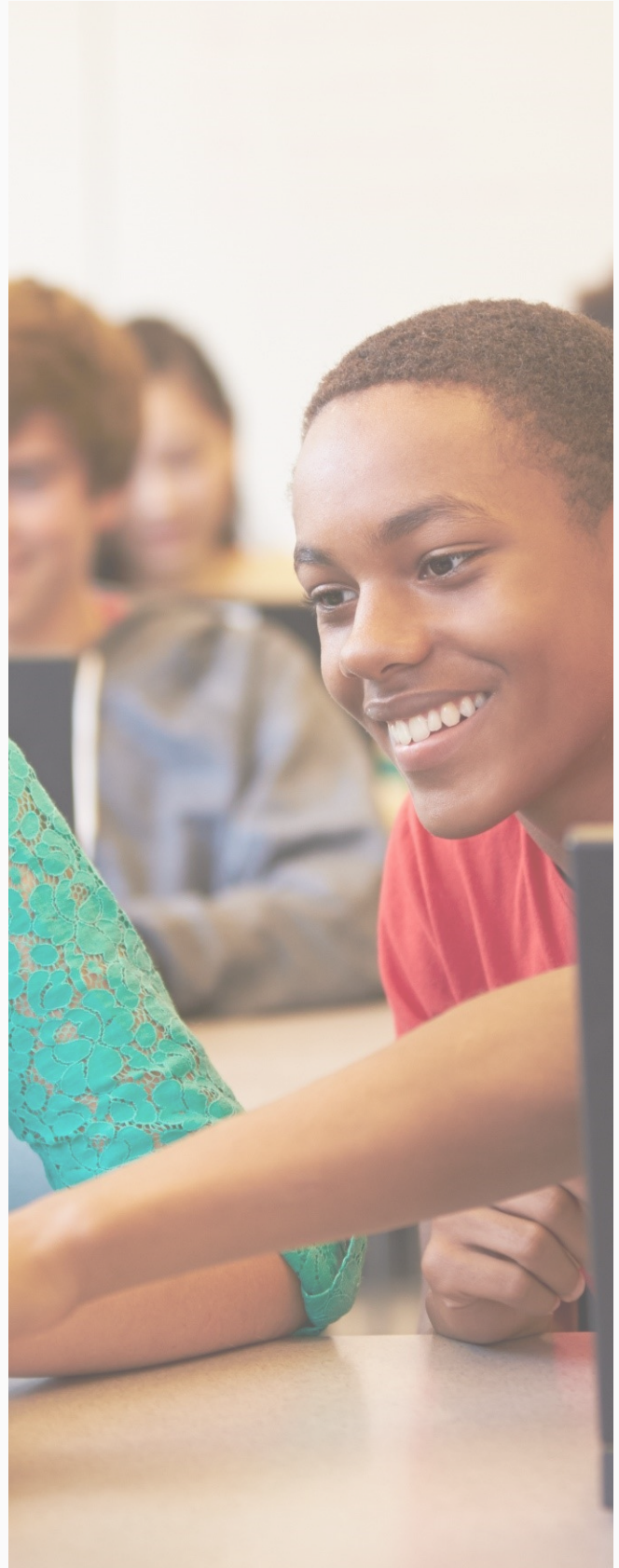
An integrated software system allows you to streamline your device assignment processes so you know exactly who has what and where. You can pinpoint the exact location - down to the school, the classroom, or the user.

This feature makes conducting inventory, collecting devices at the end of the school year, or tracking a repair seamless.



TAKEAWAY

Always keep track of where different technology devices are.



2 CHAIN OF CUSTODY



What happens when one student picks up another student's device? What happens when you're in the middle of inventory and several devices are out for repairs? Without an integrated software system, you're left scrambling to figure out who has what device and where in your vast district it is.

When you're relying on one software program, tracking that chain of custody is simple. Scan the device barcode and quickly determine the owner. It's that easy.

An integrated system allows you to distinguish between "assigned to" and "held by." A device might be assigned to a particular student but it's being held by the tech team as they repair a cracked screen. Get that update with the click of a button.

Real-time location tracking and easy-to-access device details take the guesswork out of device management.



TAKEAWAY

Never lose track of who is responsible for the different devices again!

3 A SMARTER HELP DESK

The real winner in software integration is your help desk. When your device management solution talks to your help desk, your team operates at maximum efficiency.

When it comes to processing help tickets, your team has all the intelligence it needs at their fingertips. They can easily fill out a form with all the device details, its assigned user and school location. Choose from a dropdown menu of choices versus playing a guessing game or wasting time consulting potentially outdated spreadsheets or paper forms.

An intelligent help desk leverages the data integration from the asset management system to generate smart help desk tickets, easily creating a workflow and automated notifications.



TAKEAWAY

Get the most out of your software solution.

4

INCREASED EFFICIENCY



TAKEAWAY

Seamless integration is a necessity when for effective 1:1 management.

We know K-12 schools are more reliant on technology than ever. That means you need tools that maximize organization and efficiency. When you're juggling multiple systems and spreadsheets, you're wasting a lot of time. It's impossible for your team to achieve a level of success.

A fully integrated software system simplifies and streamlines your entire department. You have one dashboard. It's a single lens through which you can view all the information you need in a matter of seconds.

Data on assets, users and help desk requests are linked and readily available. Imagine not having to sort through a stack of paper forms or click through a dozen spreadsheets to find exactly what you need.

Integration equals efficiency.

INTEGRATE YOUR ASSET MANAGEMENT AND HELP DESK SOFTWARE

At One to One Plus, we know you want to be organized and in control of your school's vast amount of technology. That means you need a simple way to manage and monitor all the devices and help tickets. The problem is you're juggling multiple systems and spreadsheets that don't talk to each other. You're overwhelmed and frustrated in your attempts to keep track of everything.

We know how hard you and your team work, so teachers can do their jobs and students can learn. You should have access to an integrated system to track assets and manage help tickets.

Stop wasting time and resources bouncing back and forth from system to system. Instead, discover what more than 2.9 million users in 43 states know: an integrated system is the secret to efficiency and organization.

Book a custom demo with our team. See exactly how the One to One Plus software would work to address your school system's specific needs.





MANAGING K-12 TECHNOLOGY JUST GOT A WHOLE LOT EASIER

Whether you're implementing a brand-new 1:1 technology program or you've been doing 1:1 for a few years, managing all the devices and help tickets can get overwhelming fast.

TRACK YOUR SCHOOL'S DEVICES AND HELP TICKETS IN ONE INTEGRATED SYSTEM

We've been in your shoes and know the frustration with piecemeal programs. Our team includes former K-12 technology professionals who understand having to make do with existing library systems for device assignments, email to manage help tickets, and an overwhelming number of spreadsheets or paper forms.

One to One Plus provides a fully integrated system giving you everything in one place so you and your team can be more efficient and effective.

READY TO IMPROVE THE EFFICIENCY OF YOUR 1:1 PROGRAM?

1. Schedule a Custom Demo

See how our software could work for your school system's assets and help desk management needs.

2. Leave the Heavy Lifting to Us

Our team is here to help you through every step of the implementation process.

3. Say Goodbye to Piecemeal Systems

Be more productive and organized with an integrated technology management system.

[SCHEDULE A
CUSTOM DEMO](#)