



Park Hill School District Deploys Shopping™ from 1E to Empower Users Through Self-Service

Self-service software store handles more than 500 user-initiated requests every month

Park Hill School District has more than 10,500 students spread out over nine elementary schools, three middle schools and two high schools in the Northland area of Kansas City, Missouri. With 1,500 expert faculty and staff members, 900 of whom are considered power users, Park Hill Schools District aims to build successful futures, each student, every day.

Repairing a Resource Intensive Process

Park Hill School District had already deployed 1E's NightWatchman®, the market leading software solution for desktop power management, and had started their search for a complimentary solution that would integrate the deployment capabilities of its ConfigMgr solution with a user-friendly interface for on-demand self-service software.

“We were already using ConfigMgr for large scale deployments across the network,” says Brad Sandt, Director of Technology at Park Hill School District, “but we were looking for a more user friendly interface to handle ad hoc requests because we wanted to give users more choice and flexibility in the software available to them.”

The School District had a slow manual process to manage user requests for new software via a help desk ticketing system and it frequently took several days for users to get the applications they needed. With slow, expensive and resource intensive processes, it was clear to Park Hill that something needed to change.

“IT was increasingly seen as inflexible,” says Sandt, “because we couldn't offer users the choice of applications they wanted and because when they did make a request for new software, it could take several days for it to actually be installed on their machine.”

“We needed a simple to use interface, which integrated with ConfigMgr and Active Directory, but which also offered our users the freedom and flexibility to choose and download the software they needed there and then, through an automated process, without any help desk intervention,” he adds.

Solutions Overview

Objectives

As part of a school district-wide initiative to drive user empowerment by better enabling IT self-service, Park Hill School District was looking for a solution that would easily integrate with their existing Systems Center Configuration Manager deployment.



Solution Summary

- Shopping from 1E was installed across the Park Hill School District centralized network of sites to support all 1,500 staff and faculty members, empowering those users to search for, find and download software on-demand, instead of raising tickets through a manual helpdesk and waiting for a technician to install the software.

Key Benefits

- Shopping is now the main method by which staff and faculty members source the software they need day to day, downloading that software directly to their desktops or laptops in a matter of minutes. Shopping now handles over 500 user-initiated requests every month.



Flexibility and Freedom

Park Hill School District deployed Shopping™ across all fourteen of its schools in just one day, making more than three hundred applications available for download to its staff and faculty users. But it wasn't only the simplicity of the deployment that the district found useful; it was how easily users could master the solution.

"Shopping was incredibly easy to deploy, in fact I think we had it up and running across all our sites on the same day," says Sandt. "But the real beauty of the application for our users is its simplicity. It's more like using Amazon or iTunes than a traditional intranet portal, so our users have picked it up really quickly."

Shopping has now handled nearly 6,500 user requests since installation and frequently manages one hundred or more user requests in a matter of seconds, taking the burden off the IT team at Park Hill School District. Not only does Shopping manage the installation of user applications on-demand, but, should sign-off be required, it also dynamically manages the approval chain for software requests, keeping the user informed of progress every step of the way.

"Shopping is doing everything we'd hoped for," says Sandt. "We add two or three new applications to it each week, staff usage is growing day by day, and the feedback has been very positive. We now often hear users telling colleagues to 'go shop for it' when they ask about new software."

Park Hill School District has also employed Shopping to manage more than just application downloads, for example by allowing users to shop for printer drivers and access permissions. Shopping has also been deployed to further support Configuration Manager by managing the delivery of self-service operating system refreshes, allowing users to decide for themselves when it's most convenient to download and install the update.

"We've been pretty innovative when it comes to Shopping usage," says Sandt, "but Shopping isn't just about user empowerment. Because it integrates so well with Configuration Manager, we can also use it to manage software license compliance and to monitor license usage."

The Future of Education

Park Hill School District is now working with 1E to understand how Shopping can be used to support their new 'one-to-one' education initiative, which aims to provide every child in the school district with a new laptop as part of Park Hill's mission to build a successful future for their students.

"The impact on our help desk and IT team of manually trying to support more than ten thousand students doesn't bear thinking about," says Sandt. "But using Shopping, we will be able to give our students the ability to download the applications they need, together with access permission, printer drivers, and, when they need to, even request replacement hardware."

1E – Empowering Efficient IT

We believe every one of our customers should expect more from their IT. Founded in 1997, 1E pioneered advanced PC power management with the release of ground-breaking solutions like NightWatchman® and WakeUp™. That innovative approach has continued with the development of revolutionary concepts like Useful Work™, Drowsy Server® and Computer Health™ as part of a unique range of industry-leading solutions. Headquartered in London and New York and with 14 million licenses deployed world-wide, over 1100 organisations in 42 countries have trusted us to help them to work effectively, productively and sustainably. To date, we have helped our customers save in excess of \$530m in energy costs alone, cutting CO₂ emissions by 4.3 million tons. We have many imitators, but there is only one 1E.

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