LEXICON
TECH SOLUTIONS
CELEBRATING **25 YEARS!**

CASE STUDY

FAYETTE COUNTY PUBLIC SCHOOLS

OVERVIEW

The Lexicon AlwaysLearning™ plan delivers turnkey deployment and maintenance that include onsite set-up and weekly pick-up and delivery of damaged/repaired devices

Spare pool monitoring ensures learning continues uninterrupted for students, regardless of how many devices are out for repair

Lexicon's multi-layered support resulted in smoother deployments and fewer learning interruptions for Fayette County students throughout the school year

2017 IMPLEMENTATION

> "Lexicon is more than a trusted partner. We value the relationship because they go above and beyond for our schools. They allow our teachers and students to teach and learn seamlessly. We can rely on Lexicon to be there when needed and to add value to our support and service mission."

JIM FARMER, CTO
Fayette County Public Schools
Georgia

FAYETTE COUNTY PUBLIC SCHOOLS TAKE STEPS TO ENSURE
TECHNOLOGY REPAIRS NEVER INTERFERE
WITH TEACHING AND LEARNING

KEEPING TECHNOLOGY IN THE HANDS OF STUDENTS

Teaching in a 1:1 environment becomes a challenge if devices aren't working or are unavailable. Students may forget to charge their device, leave a device at home, or attempt to work on a malfunctioning device.

The AlwaysLearning™ spare pool guaranteed Fayette County Schools had enough back-up devices on hand, at each school, for any contingency. If a student forgot his/her device, or the device needed a repair, it was a five-minute transaction for the student to hand in the damaged device and receive a replacement device from the spare pool. The student then returned to class for learning.

SPARE POOL MONITORING & PRIORITIZATION

Fayette County staff scanned the device into RepairEngine™, Lexicon's premiere cloud-based repair tracking platform. The device was then picked-up by a Lexicon employee and prioritized for repair based on spare pool availability. For example, if School A was down to 30% of their spare pool and School B was at 75%, any devices coming in for repair from School A were routed first for repair. By tracking stranded spares, inactive spares, and repair routing, Lexicon helped Fayette cut the learning disruptions inherent in a 1:1 environment.

A PARTNER TO COUNT ON

Lexicon's technical and testing expertise also proved invaluable to Fayette County when the unexpected occurred. During the school's benchmark testing period, touch screens began behaving erratically, clicking on items at random without user input. Fayette County's initial fears - that they had been hacked - were relieved when Lexicon's engineering team discovered a defect in the construction of the touch screen that was causing the behavior. Lexicon then went to bat for Fayette County with the OEM, who recognized the defect after reviewing Lexicon's findings and replaced the screens free of charge. Lexicon rapidly replaced all the impacted screens within a few weeks, allowing teachers and students to get back to learning.

REPAIR ANALYTICS OFFER INSIGHTS

Fayette County also benefits from the break/fix analytics that comes standard with AlwaysLearning™. Our repair teams meet weekly to look at individual school and district analytics. Using this feedback, Fayette is able to identify specific schools and grade levels experiencing above average device damage. Schools can then implement targeted user training and helpful reminders that reduce the number of devices coming in for repairs.

THE MISSING PIECE OF THE PUZZLE

Fayette County Public Schools CTO Jim Farmer points out that "hardware is hardware," and that most of the bigger name hardware vendors provide a good product. Far more important, he is quick to note, is the partnership a district has with its service provider.

"The better your partnership with your service provider, and that we have with Lexicon, for example," notes Farmer, "the more smoothly you can operate, the more efficient you are, the fewer interruptions you have, the more learning goes on."

PARTIAL LIST OF SERVICES PERFORMED

- Fully Managed Deployment
- Performance Testing
- Spare Pool Management
- Onsite Pick-up & Return
- One-Source Warranty and ADP
- Reporting & Analytics