CTS Mission Critical IT

# CASE STUDY

## With a Tight Deadline Looming, CTS Configures Hundreds of MacBooks During Summer Teacher Hiring Fair

### The Challenge

CTS' Client – a charter school in The Bronx, NY - was determined to pull off a huge undertaking. Their goal was to launch a recruitment push at the end of the school year and hire over 100 new teachers and additional staff (totaling over 200 new employees) by the beginning of the following school year. This gave them a 2-month timeframe to accomplish their mission, which was no easy task.

Determined to achieve their goal, the client started to prepare by purchasing over 200 new MacBooks. When CTS was asked to help with the laptop configurations, half of the devices had a name associated with them, while the other half were yet to have names assigned to them.

The charter school culture is very competitive, and first impressions are important. When newly hired teachers and staff came to the school in late July for training and preparations, the client wanted to make sure the laptops were ready to be given to new staff members.

The client was understandably nervous. They had the technology but had to continue finding and hiring the right people with limited time. The client needed a partner they could rely on; one who would exhibit composure and remain on call and accessible to continuously configure the computers as they added new hires over the course of the Summer.

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### The Solution

The CTS team got to work immediately and configured the computers which had a staff member associated with it. Once the configurations were completed, CTS remained on standby as hiring continued.

CTS prepared by:

- *Anticipating the needs of the school:* CTS talks about being a seamless extension of their client teams and this is one example of how they accomplish that. The CTS team gathered the details, mapped out a strategy that included resourcing and timelines, and communicated the strategy to the client, so they had clarity around CTS' role and ownership of the project. This instilled confidence within the client.

- *Organization, Time Management, and Resources:* CTS was aware that 100 computers needed to be configured within a week, so they had to plan accordingly. CTS' summer is bustling with school projects (namely their School Readiness Program). The team is busy implementing new projects and device switchovers, installations, etc. while the students are not in school, so CTS had to plan and gather qualified staff while ensuring other projects were covered.

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### The Outcome

CTS' client accomplished a significant goal, hiring 200 staff members over the Summer. CTS was also successful configuring 100 computers within one week. Since the school had a huge recruitment push until the last minute, CTS was being given the names of staff members up until the day before the start of their new employee training.

The most important outcome for CTS was that the team put the clients' minds at ease – they didn't have to worry about the technology component because CTS owned that portion of the initiative.

The client recognized that a lot of work goes into configuring computers and that this wasn't an easy project. The scenario was an evolving/shifting/changing situation given the fact that active recruitment was happening up until the last minute.

The client pointed out that they witnessed excellent teamwork, and the attitude of the team was so positive and impressive. The CTS team was lighthearted and confident, helping transform a stressful situation for the client into a seamless one, strengthening the already solid partnership that existed.

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