



## Case Study

# Livonia Public Schools

## Driving Operational Efficiency and Educational Success Through Device Lifecycle Management

### Client Profile

Livonia Public Schools, located in Michigan, is a diverse and forward-thinking district dedicated to providing quality education to students across its community. With a focus on academic excellence, innovative teaching, and the integration of technology, Livonia Public Schools prepares students for success in any direction they may choose to go. The district serves a wide range of educational needs, from early childhood through post secondary, and is committed to fostering an inclusive, supportive environment where every student can thrive.

### The Challenge

Livonia Public Schools faced significant challenges in managing the lifecycle of their devices, particularly including Chromebooks, Windows desktops, and tablets. With the need to replace about 4,000 Chromebooks alone annually, the district struggled with the logistics of handling such a large volume of devices. The existing staff was already stretched too thin to add the additional task of device management. The district also needed to ensure the security and compliance of their devices, including proper disposal and recycling.



## The Solution

Livonia Public Schools teamed up with All Covered to tackle these challenges head-on. Now, All Covered takes care of the entire device lifecycle, from shipping and setup to repairs. When needed, they assist with device and AV equipment procurement as well.

Devices are sent straight to All Covered's secure warehouse, where everything from unboxing and asset tagging to inventory management, enrollment, and configuration is completed. All Covered also set up organizational units in Google Admin to ensure that devices are properly grouped and labeled. Once the devices are configured, they are delivered directly to the schools, eliminating the need for the district to handle them at all.

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“We never have to touch the devices, and they're in the schools with kids using them, and we never had to lift a finger to make that happen,” says Timothy Klan, Administrator of Information and Instructional Technology at Livonia Public Schools.

The process of recycling old devices has also seen improvement. In the past, the district was responsible for handling the recycling of retired devices. Now, All Covered works directly with a certified recycling partner for a much more streamlined operation. All Covered removes the old devices, delivers the new ones, and then coordinates with the recycler for pick up. This allow the district to earn a per-device fee for recycling, which adds up to a significant amount for well over 4,000 devices replaced at a time—without a large time investment.

After seeing success with device lifecycle management, Livonia Public Schools expanded their services with All Covered to support high-end labs, such as those for drafting, AutoCAD, and game design. All Covered provides expert assistance to configure specialized labs at the Career Center, which has unique requirements. The district is also piloting Promethean Interactive Flat Panels for special education classrooms, with All Covered handling the installation and any necessary moves.

In reference to All Covered's breadth of services, Klan says, “It's hard to find somebody that does a lot of different things, but does them all well. You know, usually when you focus on one thing, you do it really well, but if you start expanding what you do, sometimes the quality can suffer. But we haven't found that to be the case with All Covered.”



## Key Benefits



**Simplified Device Procurement:** All Covered helps Livonia Public Schools acquire the best equipment for their needs and secures competitive pricing.



**Improved Device Security and Compliance:** All Covered's management ensures that devices are properly configured, enrolled, and securely handled throughout their lifecycle, meeting the district's compliance and security requirements.



**Seamless Technology Deployment:** Devices are quickly and accurately deployed to schools, minimizing disruption and ensuring that students have immediate access to the tools they need for learning.



**Scalability for Future Growth:** The successful management of over 4,000 devices annually and the expansion of services to high-end labs and specialized classrooms provides a scalable model for future technology needs as the district continues to grow.



**Streamlined Recycling:** By partnering with All Covered for device recycling, the district more easily earns per-device fees while avoiding the logistical burden of managing recycling themselves.



**Enhanced Technology Integration:** The district successfully implemented advanced technology solutions, such as Promethean Interactive Flat Panels, without additional strain on resources, improving educational experiences for students.

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## Results

By partnering with All Covered, Livonia Public Schools achieved significant improvements in operational efficiency, time savings, and cost management. The district streamlined its device lifecycle process, reducing the burden on IT staff and eliminating the need for hands-on involvement in shipping, setup, and recycling.

This partnership not only simplified device lifecycle management, but also enhanced the deployment of advanced technologies like Promethean Interactive Flat Panels. All Covered's comprehensive services ensured improved device security, compliance, and seamless integration, supporting the district's growth and educational goals. Ultimately, Livonia Public Schools has implemented a scalable model for future needs, and a strong, reliable vendor relationship to support ongoing success.

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“I haven't found anything yet that we've asked All Covered to do that they haven't been able to complete. Which is great, because even though I may not necessarily know what the next thing is that we're going to need, I know I have somebody I can call who will help me get through it. That's important, because trying to find somebody who can work within our timelines, and provide the resources, and manpower to meet those timelines for us when we need it—it's big.”

## About All Covered

All Covered, a division of Konica Minolta, is a leading provider of managed IT services and solutions for organizations across North America. All Covered leverages decades of collective industry experience, ranging from IT consulting to cybersecurity, to empower businesses with cutting-edge technology solutions. Over the years, they have built a track record of success in delivering robust technology infrastructure solutions that transform the way teams operate.

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