



KONICA MINOLTA

All Covered



IT SERVICES FROM KONICA MINOLTA

LAKE COUNTY SCHOOL DISTRICT



EDUCATION SERVICES

Success Profile



Lake County School District Overhauls Technology Accessibility with Konica Minolta and All Covered Managed IT Services

CHALLENGE: Lake County School District was at a serious disadvantage when it came to technology. “The district was struggling with technology issues on a daily basis due to dated equipment, poor infrastructure, and understaffed day-to-day IT management,” said Kate Bartlett, Director of Business Operations at Lake County School District in Leadville, CO. The administration couldn’t rely on technology to perform when needed. The performance of students on academic testing was very poor and several schools were considered on turnaround by the Colorado Board of Education. Teachers and staff across the district were 100 percent committed to change.

Change was necessary for the district to excel.

SOLUTION: Lake County had been a Konica Minolta customer for years, with several bizhub MFPs and a production print device already in place. All Covered first conducted an assessment of Lake County’s technologies and network in July 2013. There were numerous ongoing issues with both the computers and Internet access across its four schools and administration office. There were few security protocols to protect sensitive information. There were few user rules for access and administration of the network itself. Some software was more than 10 years old and users could only access a handful of features depending on the device being used. In addition, all the firewalls were end-of-life and the network itself performed at levels far below those necessary for the number of users.

“Other issues included frequent email problems and an overall low sense of morale from administrators and teachers with regard to resources and reliability,” said Bartlett. “We needed to correct the inequity of our teachers and students so that learning could improve across the entire school district.”

In summer 2013, Lake County purchased 150 new desktop computers for the schools’ technology labs. Later that year, with the help of a BEST funds grant and \$20,000 in All Covered Customer Reward vouchers from a refresh of the Konica Minolta printers, Lake County worked with All Covered to completely overhaul the district’s network technology services.

All Covered first redesigned the district’s network and Internet capabilities to increase bandwidth and reliability. Formerly having line-of-sight radios that provided connectivity to the schools and administrative office, Lake County frequently lost Internet service due to passing clouds. Working closely with the hardware manufacturers and other solution providers, All Covered also updated Lake County’s firewalls and security protocols. Differentiated web access for different users was established using OpenDNS. Most importantly, All Covered ensured that all teachers had reliable access to Internet services, without bandwidth or accessibility issues.

RESULTS

- Improved Internet accessibility and reliability
- Greatly reduced ongoing technology issues
- Greatly reduced downtime and outages
- Enabled technology-assisted learning in all classrooms
- Updated many devices across the school district
- Established updated security and administration protocols
- Updated all solutions for optimum functionality
- Improved student and teacher morale



BUSINESS IMPACT: Uptime and accessibility are the most dramatic changes the district witnessed as a result of this project.

"It's a major change," Bartlett said. "There are few if any unplanned outages anymore, except for times when there is an overall power loss. The capabilities for our educators and students are much improved. Whereas we had very limited, antiquated functionality before, we are on the front edge of technology today. For instance, before this project, we could only have 60 kids testing online at one time due to bandwidth. Now, the entire district can test at the same time."

Bartlett also noted an overall culture change.

"Our teachers have almost needed to re-learn how to ask for help," she said. "They had gotten used to things not working and sometimes simply stopped asking for help because it was difficult to get things fixed. We have had to teach them that they can always – and immediately – ask for problem resolution, and with the help of our IT staff and/or All Covered, it will be addressed in a timely manner."

"This project has not only changed the learning processes at our schools, but also everyday life of the students and teachers," Bartlett said. "And we couldn't have done it without All Covered and our other partners."

TECHNOLOGY:

- All Covered Managed IT Services
- 12 Konica Minolta bizhub MFPs
- 3 Konica Minolta Production Print Devices

Partnership.

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About All Covered

All Covered, a division of Konica Minolta Business Services U.S.A., Inc., is one of the nation's leading IT services companies. For over 15 years, All Covered has been helping businesses across all verticals with their IT support needs. All Covered has local offices in over 25 cities with more than 500 engineers, and is fully certified in all major technologies. Across the U.S., more businesses trust All Covered for their IT support than any other company. For more information, please visit www.AllCovered.com and follow [@allcovered on Twitter](https://twitter.com/allcovered).