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PC Set Up: Fast and Numerous – School System – North Carolina

With the challenges of growth in North Carolina public schools and the continuous enhancements to technology, one public school district was challenged with a need to roll out 17,000 new computer systems in 160 locations in less than two months. They also needed to redistribute an additional 3,000 newly-imaged systems. Realizing the rollout needed to be in a relatively short time frame and storage for the PC's was going to be a challenge, the school district selected NWN Corporation to manage the project.

In September of 2008, NWN was engaged and the hardware was ordered. NWN provided the supplemental staffing necessary with the correct expertise, and to install and prepare the PCs for a rollout to many different locations throughout a large county. NWN hired a team of professionals consisting of a Certified Project Manager and 20 technicians. Every day, four teams of five people reported to their assigned location for the day and installed twenty-five to two hundred and fifty computers. The process was quite extensive and consisted of the following:

- Delivery of the computers early each morning

- Un-boxing and organizing of all components
- Delivery to each desktop
- Connecting all components and verification of successful power
- Naming and labeling each computer
- Consolidation of trash associated with the new systems
- Consolidation and verification of all old equipment to be returned
- Shipping all trash and old systems to a central warehouse for recycling or re-distribution
- Managing the warranty replacement process for all DOA systems
- Re-imaging of approximately 3,000 systems for re-deployment
- Delivery and installation of the older systems

The project was a success and completed on time, taking only two months from start to completion. The Senior Director of Network

Systems for the school district commented, "Our public school system has for many years enjoyed a strong partnership between Tom Steagall, (Corporate Vice President of Contract Services), and the staff of NWN." "We have relied on them to provide supplemental staffing, technical support and to manage high volume computer purchases for our fast growing school district." The performance, professionalism and attention to detail by NWN have always been second to none."

Client: Very large North Carolina public school district in North Carolina

Category: K-12 Education

Location: North Carolina

Challenge: To roll out over 17,000 new and updated computer systems throughout 160 locations in less than two months.

Solutions: Staffing, product acquisition, integration, knowledge transfer and support

at a glance