



## Microsoft Surface Powers Remote Learning

As a result of the pandemic, in-person learning was no longer a viable option for students in an Arizona district covering six high schools and additional learning centers. In the earlier days of the transition to remote learning, the district had chosen to move forward with devices and services from another OEM based solely on price point.

In May 2021, the district's device strategy began to shift from a cost-focused standpoint to a value play. With student retention rates dropping, and competition among districts increasing, school leadership decided to spend remaining device funds on a device investment that would specifically add value to the school's IT ecosystem on multiple levels.

Moving forward with the decision to purchase Microsoft Surface® devices for approximately 4,000 students and 300 teachers, school district leaders contacted Insight to facilitate device procurement. Microsoft® Surface was chosen for its advantage in empowering remote learning outside of a classroom environment, its advanced and attractive device design, and the competitive advantage it delivers in an educational setting.

### Choosing a smarter partner

The client chose to work with Insight for this engagement because of our history as a key partner when it comes to enabling the technology the district needs to meet student and teacher requirements. In the past, we have worked with the district both to enable its Microsoft Enrollment for Education Solutions (EES) Licensing Agreement, and to implement Microsoft Autopilot and Intune® solutions within its device environment.

For this engagement, in outlining the terms of the district's device needs in conversation with Insight, the number of devices for procurement nearly doubled — 7,900 devices needed to be procured and provisioned within six weeks to meet the deadline for utilization of the district's Education Stabilization Fund (ESF) grant funds. Moving quickly with Microsoft was going to be critical.

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## Facts at a glance

### Client industry:

Education

### Size of company:

6 high school locations

### Challenge:

District leaders needed to identify a way to efficiently provide students with an effective classroom experience from home.

### Solution:

- Procured and provisioned 7,900 Microsoft Surface devices.
- Leveraged Microsoft Autopilot and Intune for distribution and configuration.
- Modernized and streamlined ongoing device management.

### Results:

- Out-of-the-box functionality for teachers and students
- Competitive technology solutions for the school district
- Optimized IT operations for device management

### Solution area:

Insight's Connected Workforce solutions are a suite of end-user compute offerings designed to simplify IT management while improving connectivity and collaboration.

## Moving fast with Microsoft

Thanks to our long-standing relationship with Microsoft, device procurement was handled quickly and cost-effectively. We were able to pre-purchase devices to have inventory ready as the district needed, removing the burden of order delivery time from the client's procurement process by having all devices delivered to our nearest on-site lab for provisioning.

Our Connected Workforce teams executed AutoPilot Pre-Provisioning (White Glove) services, with customized asset tagging and etching based on which devices would be used by particular subsets of students or staff. We were able to integrate all devices with the school's Autopilot and Intune® instances, assigning group tags to each site location for modernized device management.

Using pre-provisioning services for the district's device needs also meant that, rather than having to unbox each of the nearly 8,000 devices purchased and walk through manual setup processes for each, the school was able to receive the devices unboxed and multipacked, ready for pickup by the users.

And when students and staff went to pick up their devices, the process was incredibly user-friendly. Aside from setting up their credentials, students and staff can begin to use their new Microsoft Surface® devices immediately, relieving district IT of most of the device management burden and making it easier for end users to be productive.

Now, the district is benefiting from Microsoft® Surface as it helps to attract and retain students in a tough time economically, and students and staff are benefiting from the exceptional ease-of-use and productivity powered by Microsoft solutions for education and Microsoft 365™. The client is excited to continue relying on the partnership between Insight and Microsoft Surface in the ongoing process of replacing end-of-life devices and improving the overall device management process.

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