

Rabun County School District simplifies asset management

with Inventory and HelpDesk Integration

INTRODUCTION

Rabun County School District is a growing school district in Georgia serving over 2200 students across 6 campuses. Rabun County implemented TIPWeb-IT to inventory assets and rollout a 1:1 initiative to 9th graders in the school district. In addition to gaining an asset management system that can grow as the district grows, Rabun implemented GetHelp, a cloud-based, integrated help desk software built for the unique needs of K-12 education. GetHelp is the modern K-12 help desk designed to work seamlessly with TIPWeb-IT asset management solution.

CHALLENGE

Greg Purcell, Director of Technology at Rabun County School District, was looking for a solution that allows him to manage inventory across the district. He needed the ability to run reports easily, maintain visibility across the department, remain accessible to all technicians, and have unlimited support from a team of experts. Rabun County's previous inventory system was housed on a single laptop and managed by one technician. The siloed system resulted in extensive work after hours, even requiring Purcell to give up time he should have spent supporting the district in order to manage inventory and run audits. "We looked for a solution that allowed us to be able to run reports easily, so that anyone who needed to run a report or complete an audit could have access and be empowered to take ownership," says Greg Purcell.

RABUN COUNTY

GA	Tiger, GA
6	Campuses
2,268	Enrollment

SOLUTIONS

TIPWeb-IT

GetHelp

Integration with PowerSchool
for SIS

RESULTS

Cut missing assets down by 2/3

Streamlined 1:1 implementation

Increased accountability and
tracking of devices

Unlimited customer support from
K-12 experts

SOLUTION

With asset management built directly into the workflows of ticket resolution in GetHelp, the school district's technicians see information related to an asset without having to log in and out of disparate systems. GetHelp makes it easy to manage the growing influx of work orders so technicians can spend less time managing tickets, and more time resolving them. With single sign-on capability, the district has the option to allow staff, faculty, and even students to create tickets and see assets issued for both individual use or their classrooms.

“One of the biggest reasons that we've seen success is that your support team is so **helpful and responsive.**”

RESULTS

After implementing TIPWeb-IT, it became clear that previous audit methods left the district vulnerable to loss. The first year of running audits with an upgraded system cut missing assets down 66%, and Rabun County expects this year to be the first year without a single missing asset. With TIPWeb-IT, it's easy to generate lists of assets and keep them all accounted for, and even easier to implement 1:1. “It is so easy to go into TIPWeb-IT and assign payments and issue devices to students. The year after implementing TIPWeb-IT has been our best year. TIPWeb-IT really helps us to collect Chromebooks at the end of the school year, since we can easily compile a list of lost or missing items”

Without an integrated asset management and help desk solution to manage the county's assets, Rabun was vulnerable to inaccurate asset tracking and audit preparation. Now, Rabun will have a streamlined system, giving technicians and administrators confidence in each asset they have available, where each asset lives, and how it is being used to help teachers to teach and students to learn.



Hayes Software Systems specializes in inventory control solutions to automate K-12 asset and instructional material accountability. By incorporating respected methodologies with the unique needs of education professionals for over 29 years, Hayes helps over 7,000 schools across 39 states implement inventory control solutions. TIPWeb solutions support the workflow and planning required to track instructional resources to students and teachers.