STEP

SUCCESS STORY

DUVAL FINDS SUCCESS ONE STEP AT A TIME

Duval County Schools needed to manage and connect 129,000 students, 13,000+ staff, and 195 schools in a single software program that was feasible, intuitive, and would show real-time data. STEP delivered.

Client: Duval County Schools
Solution: Network, Dashboard

129,000 Students

13,000+ Staff Members

195 Schools

1 Challenges:

Located in Northeast Florida, Duval County Public School District (DCPS) is the 20th largest school district in the nation serving the urban, suburban, and rural areas of the City of Jacksoville and Duval County, Florida. The technology department needed to monitor and validate that every facility was consistently up and running. Each facility could have multiple pieces of equipment and the Supervisor of Network Operations was tasked by Duval's CTO to find a way to know in an instant if all these pieces of equipment were working.

2 Solutions:

STEP proposed their Dashboard as a solution for Duval County Schools. STEP's Dashboard offered a "pane of glass" view that could geographically show every location in the district, monitor real-time data of the top 5 pieces of equipment and send alerts if something went down or needed to be addressed. Dashboard is a service that delivers customized performance monitoring, network, analytics, key health indicators, and reporting in a virtual appliance that is easy to deploy, view and use. All information was embedded into the software, so the Duval team immediately knows critical information such as what device was down, circuit ID, Internet throughput, etc. The software can be customized based on the information they needed and will grow as the district adds new features, appliances or facilities.

3 Outcome:

Multiple benefits were realized when DCPS switched to Dashboard. They were able to monitor their data in real-time. If something did fail, they are able to click on the location and see what pieces of equipment were in the facility and immediately identify the issue. This was a huge savings in time and man hours just in the diagnosis of issues. This resulted in a huge Return on Investment savings from switching to Dashboard from the previous software being used by the district. Not only was the previous software outrageously more expensive, it was not nearly as user-friendly, as robust or had the customization capability of Dashboard. Dashboard was able to check every box and more for all the needs of the district.

Why STEP?

STEP is an award-winning, nationwide IT services engineering firm known for providing cutting-edge services and solving complex IT challenges through a blend of experience and expertise. STEP is not just a vendor but a partner - ready to meet your needs promptly and efficiently.

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