

Customer Success Profile

OVERVIEW:

The Board employs 7,000 teaching and educational services staff. With 129 elementary and secondary schools and learning centres, the Board accommodates more than 66,000 regular day students and thousands more who take advantage of a wide variety of continuing education and adult credit courses.

www.ddsb.ca

PRODUCTS & SOLUTIONS:

- Hardware Deployment Services
- Project Management
- OS System Upgrades

RESULTS:

Compute was able to increase capacity throughout the project and as such finished all deployment related activities in six weeks, a full two weeks ahead of schedule.

This additional time created significant cost savings for the School Board as they had budgeted for this testing process to happen in September when most of their internal resources are extremely busy.

www.compute.com

BUSINESS OVERVIEW:

The Durham District School Board (DDSB) is responsible for public education in the rural settings of Uxbridge, Brock and Scugog Townships and the urban settings of Ajax, Whitby, Pickering and Oshawa.

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THE CHALLENGE:

"How to complete a Windows/Server upgrade and also refresh deployment of 5,000 desktops, 2,500 laptops and 350 printers within an (8) week window across 129 schools in Durham Region".

THE SOLUTION:

Compute's project management team quickly developed a detailed project plan in collaboration with DDSB that outlined the entire process and contacted all manufactures to ensure the staging and delivery dates of the equipment were properly scheduled. Compute worked closely with the school board staff to ensure proper coverage for school closures, and building maintenance upgrades which take place in the summer months in conjunction with this project.

In addition to the 7,850 devices that Compute was responsible for deploying we were also tasked with the removal of 6,600 existing systems that needed to be skidded and returned to the leasing company for proper disposal. All in all, throughout the eight week time window Compute was tasked with handling a total of 14,450 unique individual devices. During this same (8) week timeline DDSB also requested Compute to complete a major upgrade including a MiddleWare Server Upgrade and move from Windows XP to Windows 7 requiring 13,000 computing devices currently in the system to also be upgraded.

Compute's service excellence is truly in the flexibility to work in a changing environment. Handling 14,450 systems as well as upgrading 13,000 existing systems in a six week period is impressive, however this could not have been done without their flexibility and extensive communication.

*Wilson Chan
Manager, Technical Services*