



EDLA Webinar

*Presented to the Mississippi School Districts
Ongoing Support Update*



AGENDA

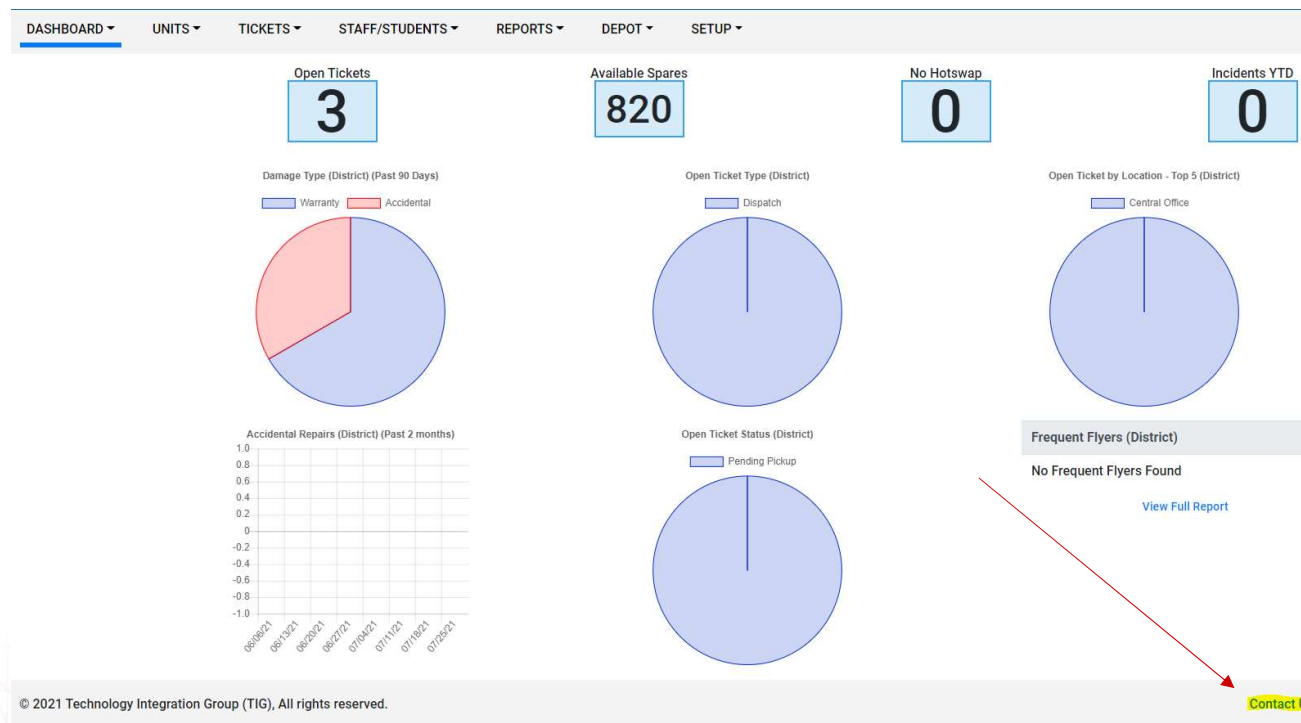
- Introductions/Overview
 - **Presenters**
 - Christian Anderson – CDW Program Manager
 - Clarke Manley – TIG
 - Ethan Brown – TIG
- Program Update
 - **Overview**
 - Year 1
 - Challenges & Improvements
 - **Metrics**
 - **Tempest**
- Q & A

KEY CONTACTS

- **TIG**
 - Clarke Manley- Senior Account Executive
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 - James Somers – Regional Services Manager, Lifecycle Services
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 - Josh Turnage – Project Coordinator, Lifecycle Services
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- **CDW**
 - Christian Anderson - CDW Program Manager
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 - Dano Long– Project Manager
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SUPPORT MAILBOXES

- MDESsupport@tig.com – Please add to Safe Senders List
- Support through Tempest:



EDLA PROGRAM UPDATE YEAR 1

- **278,000 Devices Deployed**
- **Repair Routes- Drop off & Pickups**
 - Five (5) Dedicated Trucks
 - Every District Once Per Week
 - Centralized location
 - 5 Units in Need of Repair OR Aging tickets more than 2 weeks old
- **Spares Pool**
 - Each District allocated 3% of total install base
 - 94% of spares delivered to date
 - 456 devices still need to be delivered to 49 districts
 - Global Hardware Shortage
- **Deploying additional units with Full Support**
 - Districts have purchased additional units with the same service & support levels
 - Adding pre-existing inventory to Tempest
 - 81,718 devices have been added to date

EDLA PROGRAM UPDATE

CHALLENGES & IMPROVEMENTS

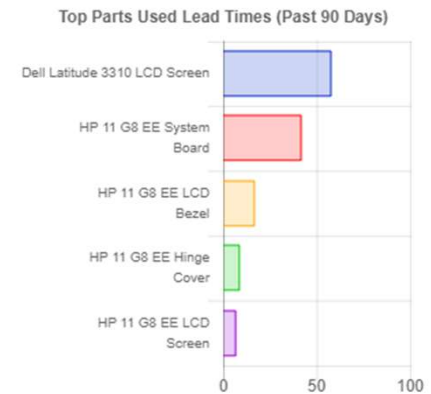
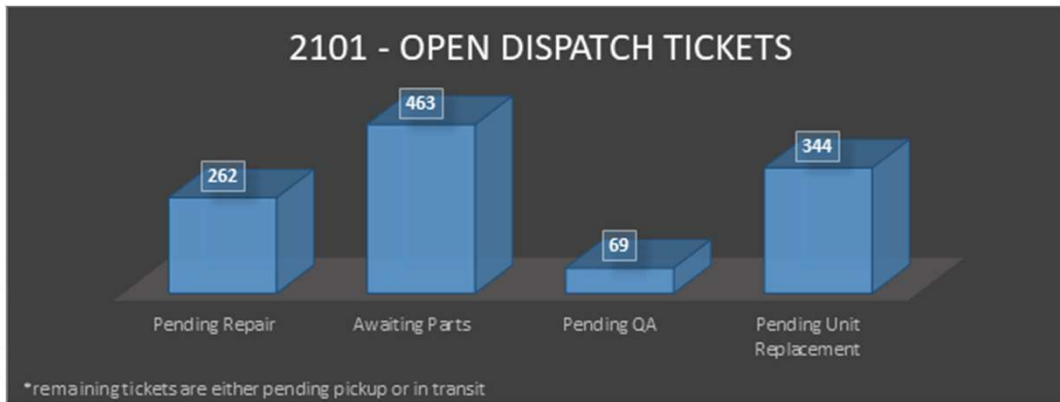
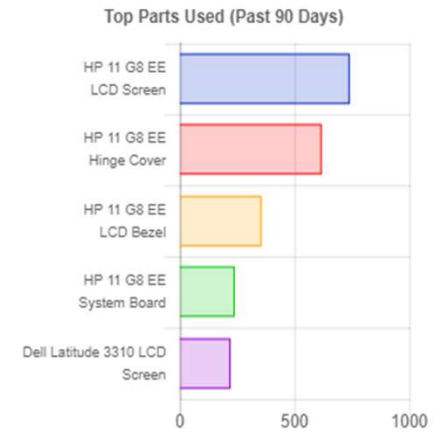
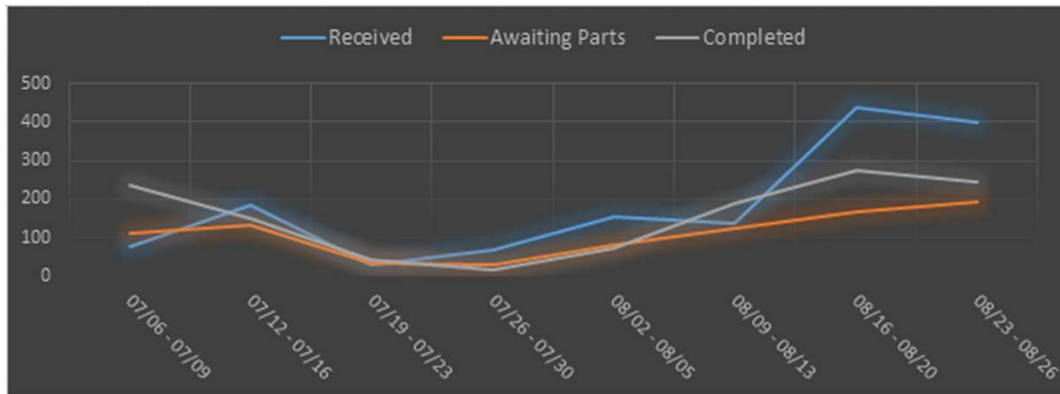
- **Global Parts Constraints**
 - Increase on-hand parts stock
 - More Parts = Faster Turn-around
 - As units get older, repairs will increase, parts availability will decrease

- **Whole Unit Replacements**
 - Parts cost exceeds new device cost
 - 429 devices so far

- **Route Improvements**
 - Open tickets in Tempest
 - Have devices available

- **Additional Reporting & Metrics**
 - Tempest
 - Tracking Trends

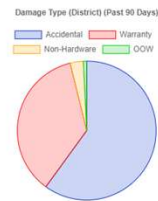
EDLA PROGRAM UPDATE METRICS



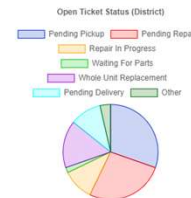
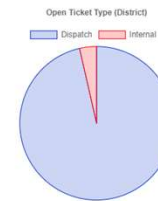
TEMPEST

- Provides real-time reporting and management capabilities
- Tempest application provides ease of asset management from the beginning of the lifecycle of each device
- All data is stored and available to the School District
- Success we've seen is the elimination of multiple Programs and spreadsheets used by IT staff

Open Tickets
56

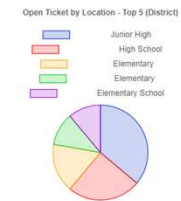


Available Spares
2755



No Hotswap
3

Incidents YTD
687



Frequent Flyers (District)

| Location | Tickets |
|------------|---------|
| [Redacted] | 4 |
| [Redacted] | 4 |
| [Redacted] | 4 |
| [Redacted] | 4 |
| [Redacted] | 4 |
| [Redacted] | 4 |

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| Students Enrolled | No Hotswap | Assigned to Student | Assigned to Staff | Assigned to Cart/Classroom | Available Spares | Under Repair | Stolen / Lost / Inactive | Admin Hold | Pending WUR | Total |
|-------------------|------------|---------------------|-------------------|----------------------------|------------------|--------------|--------------------------|------------|-------------|-------|
| 513 | 0 | 263 | 41 | 0 | 238 | 4 | 0 | 0 | 0 | 547 |
| 352 | 1 | 268 | 0 | 0 | 79 | 1 | 0 | 0 | 0 | 348 |
| 385 | 0 | 362 | 30 | 0 | 36 | 2 | 0 | 0 | 0 | 430 |
| 530 | 0 | 342 | 31 | 0 | 51 | 3 | 0 | 0 | 0 | 427 |
| 428 | 0 | 309 | 33 | 0 | 47 | 3 | 0 | 0 | 1 | 394 |
| 318 | 0 | 250 | 23 | 0 | 39 | 0 | 0 | 0 | 0 | 312 |
| 370 | 2 | 35 | 25 | 0 | 349 | 4 | 0 | 0 | 2 | 415 |
| 446 | 0 | 330 | 37 | 0 | 85 | 3 | 0 | 0 | 0 | 456 |
| 449 | 1 | 390 | 32 | 0 | 21 | 1 | 0 | 0 | 1 | 445 |
| 296 | 1 | 215 | 24 | 0 | 74 | 0 | 0 | 0 | 1 | 314 |
| 1 | 0 | 0 | 25 | 0 | 186 | 0 | 0 | 0 | 1 | 212 |
| 517 | 5 | 365 | 21 | 0 | 56 | 12 | 0 | 0 | 1 | 455 |
| 675 | 0 | 377 | 40 | 0 | 134 | 1 | 0 | 0 | 0 | 552 |
| 0 | 0 | 0 | 16 | 0 | 43 | 0 | 0 | 0 | 0 | 59 |
| 1125 | 0 | 722 | 65 | 0 | 30 | 4 | 0 | 0 | 0 | 821 |
| 1663 | 2 | 1095 | 102 | 0 | 14 | 8 | 2 | 0 | 2 | 1223 |

TEMPEST TICKET CREATION

DASHBOARD ▾ UNITS ▾ TICKETS ▾ STAFF/STUDENTS ▾ REPORTS ▾ DEPOT ▾ SETUP ▾ LOGOUT

Unit Information
Asset Number: 11300
Serial Number: 5CD0356XXD
Assigned To: Elementary School

Ticket Information
Location: Central Office

What is wrong with the unit:
3500 characters remaining

How did the damage occur:
2000 characters remaining

Damage Type:
Yes

Request Depot Service:
Request CRU:

Comments:
3500 characters remaining

Navigation: Inquiry, Add, Manage, Asset Transfer

Q & A

EDLA PROGRAM UPDATE

WHAT WE DID

- Deployed over 278,000 Devices
- Built out a 45,000 square foot support facility
- Fleet of Vehicles for Dedicated Support
- All in less than 3 months

EDLA PROGRAM UPDATE

SUCSESSES & METRICS