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**
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- **CDW**
  - Christian Anderson - CDW Program Manager
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  - Dano Long - Project Manager
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SUPPORT MAILBOXES

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

![Dashboard Image]

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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

2101 - OPEN DISPATCH TICKETS

Top Parts Used (Past 90 Days)

- HP 11 08 EE LCD Screen
- HP 11 08 EE Hinge Cover
- HP 11 08 EE LCD Backend
- HP 11 08 EE System Board
- Dell Latitude 3310 LCD Screen

Top Parts Used Lead Times (Past 90 Days)

- Dell Latitude 3310 LCD Screen
- HP 11 08 EE System Board
- HP 11 08 EE LCD Backend
- HP 11 08 EE Hinge Cover
- HP 11 08 EE LCD Screen

*remaining tickets are either pending pickup or in transit
**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
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

SUCCESSES & METRICS