

Automated PC support helps Phoenix-area students make the grade

Phoenix Union High School District counts on Dell Technologies to ensure students have a productive digital learning experience.



Customer profile

PHOENIX
PXU
UNION

Primary & Secondary Edu. | United States



“Dell ProSupport Plus for PCs is essential to ensure that everyone can get the most out of their devices.”

Amy Remfrey

Director of Technology Support,
Phoenix Union High School District

Business needs

When Phoenix Union embraced digital transformation, the transition tripled the number of laptops, desktops and workstations the district uses. ProSupport Plus for PCs lets the district efficiently automate and provide remote support for all of its digital devices, while minimizing stress and disruptions for students, faculty, staff and the IT team.

Business results

- Keeps students, faculty and staff productive with minimal device downtime.
- Reduces time needed to handle repairs or replacements by half.
- Speeds ordering of new parts from hours to minutes.
- Supports triple the number of devices with no increase in staff.
- Allows proactive rather than reactive response to the district’s IT needs.

Solutions at a glance

- [ProSupport Plus for PCs](#)
- [TechDirect](#)
- [SupportAssist](#)

Phoenix Union High School District is one of the largest and most progressive high school districts in the U.S. With 23 schools, more than 28,000 students, and 4,000 faculty members and other staff, the district serves families across 220 square miles of Arizona's capital city.

When Phoenix Union became a "one-to-one" district, every teacher and student was provided a digital device. This transformation posed enormous challenges, necessitating a more modern approach that could fully support the district's large fleet of remote devices. Phoenix Union needed to automate its PC support to eliminate stress not only for students and teachers, but also for the district's IT team.

"We've relied on Dell Technologies for nearly 20 years," says Amy Remfrey, director of technology support at Phoenix Union High School District. "We now have approximately 50,000 digital devices district-wide. Every single laptop is a priority because it's how the students are learning and doing their assignments."

With teenagers, it isn't surprising that a few issues have arisen. "Backpacks are dropped or accidents happen with little brothers and sisters," Remfrey explains. "The old saying about the dog eating their homework has become, 'My dog ate my computer.'"

She continues, "Dell ProSupport Plus for PCs is essential to ensure that everyone can get the most out of their devices."

Staying ahead of issues with insight

Most students and teachers in the district are equipped with powerful Dell Latitude laptops. Some users are supplied with high-performance Dell Precision workstations, while others use versatile Dell OptiPlex all-in-one desktops with cameras.

With ProSupport Plus for PCs, Phoenix Union receives modern, intelligent support with insight into its PC fleet. The district enjoys 24x7 support, onsite next-business-day repair, priority access to experts and centralized monitoring of parts delivery. Telemetry-based

algorithms gather data from Phoenix Union's PC fleet, allowing the IT team to predict and resolve issues before they're reported. This frees them up to work on other projects.

"Fortunately, whether it's devices, deployment, support or services, Dell Technologies has always been there when needed," says Remfrey. "With learning and even testing now digital, there's no time for device failure."



"We use the TechDirect portal to self-dispatch parts, and it's cut the time in half that our techs spend repairing devices."

Amy Remfrey

Director of Technology Support,
Phoenix Union High School District



By applying the latest intelligence-based features of ProSupport Plus for PCs, Remfrey's staff can continue to build greater automation into the district's IT process to further evolve their PC support experience.

She concludes, "I greatly value our partnership with Dell Technologies. They always bend over backwards for whatever we need."

Forging a path toward support automation

Remfrey and her team use the Dell Technologies online portal, TechDirect, to inventory, group and manage the district's fleet of devices — with self-service case management and parts dispatch and proactive, predictive issue detection and resolution.

In addition, Dell SupportAssist technology enables modern AI-driven support including analysis of the fleet's health and security, metrics to dig deeper into potential performance issues, and seamless updates of applications, firmware and drivers — all from a single dashboard in TechDirect.

"With areas on each campus where students can go anytime for tech support, we've become the new bathroom pass," Remfrey muses. "We use the TechDirect portal to self-dispatch parts, and it's cut the time in half that our techs spend repairing devices. SupportAssist technology lets us customize rules to automate manual tasks, optimize performance and remove viruses and malware."



"SupportAssist technology lets us customize rules to automate manual tasks, optimize performance and remove viruses and malware."

Amy Remfrey

Director of Technology Support,
Phoenix Union High School District