



Happy Campus

CampusWorks IT Service Delivery Client

From 90 Minutes to 8: Optimizing Laptop Provisioning During Peak Demand

Challenge

At the start of each school year, surging demand for loaner laptops puts heavy pressure on help desk resources. At one managed services client site*, each laptop required nearly 90 minutes of manual configuration—a slow, complex process that left students waiting and help desk staff stretched thin during peak periods.

Solution

An expert from CampusWorks' Infrastructure Center of Excellence developed a custom script that automated the most time-consuming steps in the provisioning process, reducing the setup time to just 8 minutes per laptop. By streamlining the setup, the team reduced reliance on manual effort while ensuring each laptop still met the institution's standards.

The Impact

The results were dramatic:

- ▶ **Time savings:** Provisioning time dropped from 90 minutes to just 8 minutes per laptop, saving an estimated 135 hours of help desk labor.
- ▶ **Productivity boost:** The new process enabled the rapid deployment of 90 laptops, equipping students with the tools they need to be successful.
- ▶ **Improved service:** With more time freed up, help desk staff could focus on other critical support needs, elevating the overall quality of service for students and faculty.

The Power of CampusWorks' Managed Services

CampusWorks' Managed Services provide clients with real-time access to specialized talent through our Centers of Excellence. For this client, we were able to transform a labor-intensive process into a fast, efficient workflow. This optimization not only improved turnaround times for students but also enhanced the College's IT service delivery—demonstrating the power of CampusWorks' Managed Services to deliver meaningful results when it matters most.

* To safeguard our client's privacy and security, their name has been withheld.