

East Allen County Schools Customer Success Story



EAST ALLEN COUNTY SCHOOLS

DREAM IT. DO IT.

Industry:

K-12 Education

Customer:

East Allen County Schools
1240 State Road 930 East
New Haven, IN 46774

District Details:

10,007 students
1,186 Staff
642 FTE
14 schools

IT Hero:

Mitchell Locke
System Engineer

Logisoft Customer:

Since 2011

Logisoft Solutions:

Adobe Creative Cloud
Microsoft Office 365, Azure AD,
& Defender
VMware vSphere Standard
Veeam Backup & Replication
Micro Focus Stack
Suse Linux

Goals and Vision

East Allen County Schools' vision as a district is "Educating ALL students for success." To accomplish this goal, EACS provides several different services for their students.

- With a large Burmese population, they provide English learning services to those students to ensure they can speak and read English fluently.
- They offer unique secondary options like East Allen University, where students can graduate high school with an associate's degree from Vincennes University.
- They also recently launched East Allen Career Center, where students can get hands-on experience performing jobs that are available in Northeast Indiana.

The Challenge

Mitchell's biggest challenge with resellers is being able to build a good working relationship with someone who understands their business and environment. Mitchell knows how frustrating it is to work with a reseller who has no idea what the education space is like. He trusts that Logisoft knows his business and can support him with providing the resources his staff and students need.

The most important aspects of an EdTech solution for Mitchell is ease of use and deployment. His colleagues in the Technology department fill many shoes and need to be able to deploy new solutions quickly, efficiently, and in a way that aligns with the districts' mission. If a product is difficult to get implemented, it negatively impacts their end users.

East Allen County Schools



Having a reseller like Logisoft who is willing to get to the bottom of problems or questions on products has saved us so much time, money, and gets the digital resources to our students faster. I know that if we have a problem with a product, Logisoft will be able to help us.

The Partnership

Being able to pick up the phone or email a real person is extremely valuable to Mitchell. Having someone on his side is something his district values when looking for partners. He says, "Logisoft has always been able to provide us with the support we need when dealing with product vendors. I like that I can get a response immediately and not have to wonder if my email got lost in a list of other requests"

Recently, EACS had to migrate from the free Microsoft licenses to an A3 subscription. Mitchell relied on his Logisoft rep, Robin, to communicate on his behalf, which eliminated the headache of dealing with a vendor as large as Microsoft. Thanks to Robin, he was able to save time and money during the migration.

In addition, Robin has helped Mitchell when getting locked out of his Microsoft Entra tenant, along with navigating the difficulties of the recent VMware changes. Mitchell says, "Robin has saved me countless hours of dealing with vendors and their support teams. I would recommend Logisoft, and they are the first reseller I think of when we need to purchase new software. They are one of the best software resellers in the industry. They help us deliver on the district vision of educating ALL students for success."

If you are hesitant about how the process of moving resellers would look, get in touch with someone at Logisoft. You won't be handed off to a different account manager every year, they'll know your district needs and customize solutions for you.

It's not common for me to have a reseller willing to go the extra mile to make sure we get the correct licensing. I've had a reseller sell us the completely wrong product. With Logisoft I know they will do their research and get us the proper licensing the first time.

We at East Allen County Schools appreciate everything Logisoft has done for us and look forward to continuing our long relationship!

-Mitchell Locke
System Engineer

