



## Case Study

# Sycamore Community Schools

“Anybody can build laptops. You really want to work with a vendor who will be responsive and partner with you—and Acer has done that very well. What drew us to Acer was their service, the value and ruggedness of their products, and their focus on our needs.”

—William D Fritz, Technology Director,  
Sycamore Community Schools



### Profile

Sycamore Community Schools serves 5,400 K-12 students in Cincinnati, OH. With over 50 languages spoken in the district, the schools supports the needs of a highly diverse community. The mission of the Sycamore Community Schools is to equip students with critical skills that promote intellectual, social, emotional, and physical growth.

### Customer Needs

- **Expand technology access.** To improve basic technology skills and overall student experience, the district sought to make PCs broadly available to middle school-age children
- **Build on a strong infrastructure.** Beginning in 2002, the district began laying the foundation for expanded use of technology in the classroom, including adding wireless capability throughout campus and implementing a learning management system

- **Stay within budget.** With limited resources, the schools needed reliable computers and accessories that would deliver outstanding value and be inexpensive to maintain
- **Ensure uptime.** To make their investment viable, the district needed reliable PCs backed by a strong, responsive service plan

### Acer Impact

- Today, the district has 2,200 Acer netbooks and laptops running Microsoft Windows and Microsoft Office in regular use by students in grades 4 through 8
- Teachers have steadily increased their usage of the PCs, embedding them in their daily lesson plans
- Students are building lasting technology skills and finding new opportunities to collaborate and interact
- With a low repair rate and Acer’s rapid service response, Sycamore Schools can keep the PCs where they belong: in the classroom