

CASE STUDY / K-12 SCHOOL DISTRICT / WYOMING

Superior Technology, *Phenomenal* Service

How a northern Wyoming district replaced its in-house IT department with a partner, and started spending less.

AT A GLANCE

CLIENT

Sheridan County School
District #1

LOCATION

Sheridan, Wyoming

INDUSTRY

K-12 Public Schools

SERVICES

Managed IT · Cybersecurity ·
Infrastructure · Budgeting
and Sustainability Planning

ENGAGEMENT

Fully outsourced IT since
2016

HEADLINE RESULT

Spends less than in-house IT

01 THE CLIENT

Eight schools, one standard

Sheridan County School District #1 sits in northern Wyoming, near the Bighorn Mountains. Eight schools, more than 1,100 students, and roughly 160 staff, spread across a county where the nearest alternative to doing it yourself is a long drive away.

A district of that shape runs on its network the way it runs on its buses. When it works, nobody thinks about it. When it stops, everything else stops with it: attendance, instruction, food service, payroll, the phones in eight front offices.

What the district wanted was not the newest equipment. It was consistency. One standard across every building, one number to call, and someone who could say what the technology would cost three years out.

02 THE CHALLENGE

When the IT director *retired*

In 2016 the district's IT director retired, and the arrangement that had been quietly holding technology together retired with him. What remained was an unorganized mix: some work handled by internal staff, the rest handed off to a large outside vendor. Neither side owned the whole picture, and the gap between them was where things went wrong.

WHERE IT SHOWED

Technology died without warning. Support was slow when it came. Nobody was certain who owned a ticket once it was filed. Product options were limited to whatever the vendor happened to sell. There was no technology plan, and costs kept climbing anyway.

That left the district with a choice familiar to every rural administrator: recruit, hire, and train a new IT director in a tight labor market, or find a partner who could take the whole function. Sheridan County School District #1 chose to outsource it completely.

03 FINDING THE RIGHT PARTNER

Two seats at the *table*

A decision like this has to satisfy two people with very different scorecards: a superintendent who measures service, and a business manager who measures spend. Both had to be right about Pine Cove, and for different reasons.

“

Pine Cove removed a lot of constant headaches for us. The responsiveness and the level of service we get is phenomenal. Customer service is what they do well.

PETE KILBRIDE
SUPERINTENDENT

“

We still spend less now with Pine Cove than we did when we hosted our own staff, and our technology is more up to date and better connected.

JEREMY SMITH
BUSINESS MANAGER

04 WHAT CHANGED

Audited, planned, *staffed*

Pine Cove started by looking at everything the district already owned, before recommending anything new.

01 An audit of every system

Pine Cove inventoried and assessed the district's technology end to end, so the first recommendation came from a full picture rather than a guess.

02 A 10-year sustainability plan

A long-range replacement and budgeting plan, so equipment is scheduled and funded before it fails instead of replaced in a panic after.

03 One embedded liaison, on site

A full-time Pine Cove staff member works from the district as its day-to-day point of contact, backed by the full remote team of specialists.

04 Networking, cybersecurity, and support

Pine Cove runs all three, so there is one place to go and one group accountable for the answer.

05 THE RESULTS

Better service for *less*

1,100+

students on connectivity that holds through the school day

10-Year

sustainability and budgeting plan guiding every purchase

Lower

annual spend than when the district staffed IT in-house

Response time stopped being a question and became a routine. Connectivity became something nobody in the district talks about, which is the point. And the budget went the direction budgets almost never go after an upgrade of this size: down.

Sheridan County School District #1 now runs one of the most technologically advanced environments of any district in Wyoming, staffed by a partner rather than a payroll line.

06 LOOKING AHEAD

The plan keeps *moving*

The 10-year plan is a living document, not a binder. Each year the district and Pine Cove revisit what is aging, what is coming, and what the budget can carry, so the next replacement is already scheduled before anyone notices the old equipment slowing down.

Ready to *chat*?

Let's talk about what your organization is trying to accomplish, before we talk about products.

[Schedule Your Free IT Assessment](#)

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