

# Using Chrome as a Service (CaaS) to Deploy More Capable Devices to Improve Efficiencies and Increase Student Engagement



## **Solution Brief:**

Aurora Public Schools  
Aurora, Colorado

## **Website:**

<https://aurorak12.org/>

## **Industry:**

K-12 Education

## **Enrollment:**

38,000

## **What is CaaS?**

Chrome as a Service is a per seat solution which entails bundling Chromebooks with hardware, services, licenses, and a comprehensive accidental damage warranty for a monthly, quarterly, or yearly subscription fee.

Because it is not a lease, or purchase, it allows for creative financing.

When the term is over, the school can receive new devices for the same cost.

## **CTL's CaaS Program Helps Aurora Public Schools to Build Sustainable and Successful Long-Term 1:1 Programs with Powerful Chromebooks Featuring Intel® Processors.**

Aurora Public Schools partnered with CTL and Intel to deploy a CaaS pilot to their East Middle School students. By using a CaaS model rather than a traditional purchase, Aurora was able to deploy powerful CTL NL72TW Touchscreen Chromebooks powered by Quad-Core Intel® Celeron® N5100 processors and Intel® Wi-Fi 6, allowing them to reduce costs, better manage their Chromebook fleet, and ease the burden of their IT personnel.



## **CTL's CaaS program enables schools to reduce costs, stay up-to-date with today's technology, better manage Chromebooks, and ease the burden on IT personnel.**

1:1 Chromebook deployments can be difficult to sustain. Managing support costs, accidental damage, and device refresh budget cycles can be challenging. That's why forward-thinking organizations have turned to Chrome OS as a Service (CaaS) from CTL as a solution to building sustainable and successful long-term 1:1 programs.

CaaS gives schools access to the latest Chromebook technology without needing to buy new hardware or fix broken devices continually. And it helps to make 1:1 programs more sustainable by building life cycle budgeting and technology management into a format that is easy for schools, parents, and community stakeholders to get behind. With CaaS, schools can maintain their Chromebook fleets with (the latest technology) better-performing devices for students, lower support costs, and a predictable refresh budget.

# CaaS gives schools access to the latest Chromebook technology without needing to continually buy new hardware or fix broken devices.

## Challenge: 1:1 Technology solutions are often costly, difficult to implement and manage, and put a heavy burden on IT departments

Implementing 1:1 technology solutions can create a significant financial burden for schools and can also be challenging to manage. Without the proper resources and support in place, IT departments are forced to dedicate significant time and effort to managing technology solutions, taking valuable attention away from other crucial school operations.



Deploying effective technology solutions is, therefore, vital, and costs can be reduced by selecting the best options that are tailored to the specific school's needs. Despite initial overheads, the efficiencies these solutions bring to schools are undeniable, and the long-term financial benefits of implementing 1:1 technology solutions far outweigh the initial costs.

"CaaS enables us to be innovative in how we deploy and support more capable devices for our students and sustain an effective 1:1 digital learning environment."

- Becky Fossum, Director of Innovation Technology

## Solution: CaaS, a new model for IT managers to successfully source and manage 1:1 technology solutions for K-12 students

CTL collaborated with Intel and Aurora Public Schools in Aurora, CO, on a POC project that provided East Middle School with 281 units of the CTL Chromebook NL72TW via the CTL CasS program.

This pilot project aimed to gauge the effectiveness of supplying Chromebooks to a public school with a 1:1 program via CTL's CaaS (Chrome as a Service) program. Students and teachers were equipped with the latest CTL Chromebook technology, while IT personnel could utilize CTL's support and services for device deployment, enrollment, and repairs.

With CaaS, schools get a true partner in CTL for device selection, deployment, management, repair, support, upgrade, and end-of-life services. It's a holistic approach to support today's 1:1 technology solutions for K-12 administrators, IT managers, teachers, and students.

There are a lot of good reasons why IT managers should seriously consider switching to a Chrome as a Service (CaaS) model for building sustainable and scalable 1:1 Chromebook programs. From cost savings through flexible payment plans and improved scalability to easy maintenance and repair services and better device lifecycle management, opting for CaaS has many benefits that can help drive better long-term learning outcomes. With increased dependence on computers as essential learning tools, CaaS is a cost-effective model for putting higher-performing computers in the hands of students.

What does CTL's CaaS program offer that makes it a great solution for schools?

- Cost Savings
- Flexible Payment Options
- Turnkey 1:1 Client Infrastructure
- Improved Scalability
- Easy Maintenance & Repair
- Sustainable Device Lifecycle Management



CTL's Chrome as a Service program has been a game changer. We've not only been able to upgrade to more powerful Chromebooks, but our tech team now spends significantly less time dealing with broken devices. This has allowed them to focus on what truly matters – supporting our teachers and empowering our students in their learning journey.

- Robert Hubbard, Assistant Principal - East Middle School

## How CaaS Works

- 1. Choose the Chromebook.** Options include the latest 11" and 14" CTL Chromebooks with next-generation Quad-Core Intel Celeron N5100 processors.
- 2. Choose the Payment Plan.** Short Term (3 to 12 months) or Long Term (12 to 24 months) with monthly payments.
- 3. Refresh the Chromebooks.** At the end of the term, receive new models with the same month-to-month payments, and CTL will repurpose or recycle the used devices.

## What CaaS Includes

- **New CTL Chromebooks** with the latest technology, including Quad-Core Intel Celeron N5100 processors and Intel Wi-fi 6 connectivity.
- **Google Education Upgrade License**
- **Hot-swap spare units**
- **Parts and labor warranty** coverage with unlimited accidental damage warranty and 2-way return shipping



## Initial Takeaways and Results

IT personnel at Aurora Public Schools and East Middle School found that CTL's service and support, including the CaaS program and ChromeOS devices, provided the following improvements;

- Faster Chromebooks with Quad-Core Intel Processors
- Increased student engagement
- Eased the burden on the IT department
- Streamlined deployment, and returns
- Saved time on troubleshooting & repairs

"The initial enrollment of Chromebooks can be time-consuming. We cut down on time using CaaS, allowing IT personnel to focus on other assignments"  
- Jeffrey Bishop, Technical Support

School administrators cited CTL's commitment to a partnership with school IT personnel as key to making CaaS a successful pilot. They considered it to be an ideal model for future device sourcing.

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## CaaS Enables a Powerful ChromeOS Solution

Students and teachers found the CTL Chromebook NL72TW to be a valuable asset for learning.

By using CaaS rather than purchasing, Aurora was able to deploy a more powerful device.

Benefits cited include:

- A powerful Quad-Core Intel Celeron N5100 processor and Intel Wi-Fi 6.
- Touchscreen technology for better student engagement
- Tablet mode to increase peer-to-peer interaction
- Carry handle for easy transporting and preventing drops
- Flexibility to add a stylus for further engagement

**Conclusion: CaaS provides schools with more powerful devices, streamlined provisioning, cost and time savings, and better device lifecycle management.**

Aurora Public Schools partnered with CTL and Intel to deploy a CaaS Proof of Concept to their East Middle School students. By using a CaaS model rather than a traditional purchase, Aurora was able to deploy powerful CTL NL72TW Touchscreen Chromebooks powered by Quad-Core Intel Celeron N5100 processors and Intel Wi-Fi 6, allowing them to reduce costs, better manage their Chromebook fleet, and ease the burden of their IT personnel.

### Before CaaS

- Entry-level Chromebooks
- Large capital expenditure
- IT purchases Google EDU licenses
- IT manages device provisioning
- Budget required for replacement devices
- IT Department recycles devices
- IT plans for the next large device purchase

### After CaaS

- Faster Chromebooks featuring Quad-Core Intel Celeron N5100 processors
- Monthly payments start when devices arrive
- Google Education Upgrade License is bundled with the device
- Google ZTE Provisioning is included
- Easily add devices to the fleet as needed
- CTL recycles or repurposes devices
- New devices arrive when the new term begins

**“The CTL Chromebooks startup faster, load better, and have far fewer technical issues than we do with some of the other Chromebooks we currently have in other grades.”**

**- Tony Temple, School Technology Technician, East Middle School**