



## Building the "I3" Enterprise Backbone for Lewisville ISD

**Client:** Lewisville Independent School District (LISD)

**Location:** North Texas (127 Square Miles)

**Scale:** 48,000 Students | 6,400 Staff | 64 Campuses | ~100,000 Assets

**Partner:** Swensa (Field Service & Inventory Management Specialists)

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### Executive Summary

Lewisville ISD faced a multi-million-dollar challenge: managing a massive 1:1 device fleet across 64 campuses with outdated, manual processes. By partnering with Swensa, LISD moved away from legacy software (TipWeb IT) to a custom-built, unified platform known as **I3 (Insights, Inventory, and Incidents)**. This transition shifted the district from reactive manual auditing to a proactive, AI-driven ecosystem, resulting in **\$7 million in savings**, 98%+ daily device engagement, and total operational transparency.

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### The Challenge: The "Manual Audit" Nightmare

With nearly 100,000 devices in circulation, LISD struggled with a lack of real-time visibility that led to:

- **Resource Depletion:** Yearly manual audits were "resource hogs," requiring thousands of man-hours from campus technicians and yielding data riddled with human error.
  - **Financial Leakage:** Devices were often discovered missing only after the school year ended, making recovery impossible and leading to significant capital loss.
  - **The "Data Fog":** Critical discrepancies existed between the physical Inventory database and the Mobile Device Management (MDM) systems, creating "ghost assets" that appeared on paper but were nowhere on the network.
  - **Inefficient Procurement:** Without usage data, the district had no objective way to know if students or staff (who carry both iPads and Laptops) were utilizing their devices as intended.
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## The Solution: The Swensa I3 Platform

LISD approached Swensa to translate their expertise in mass-scale industrial inventory into an educational context. Through weekly collaboration, Swensa built a three-pillar solution:

### 1. Insights (The Intelligence Layer)

Swensa developed an **Insights Application** that correlates network data with physical inventory to provide a "single pane of glass" view for leadership.

- **Automated Alert Engine:** Notifies students, staff, and Assistant Principals automatically if a device does not check in for a specific number of days.
- **Underutilization Tracking:** Identifies devices that are assigned but not being used, allowing for clean-up and decommissioning.
- **Predictive Maintenance:** Uses AI to flag specific device models showing high failure rates before they disrupt high-stakes testing.

### 2. Inventory (The Operational Layer)

LISD replaced its legacy **TipWeb IT** system with **Swensa Inventory**. Built and migrated in just **8 months**, the new system offered:

- **SIS Integration:** Automates "Check-In/Check-Out" by syncing directly with Student Information System enrollment records.
- **Financial Loop Closure:** Automated billing for fines and fees for damaged hardware, closing the gap between the tech lab and the business office.
- **Multi-Campus Reconciliation:** Synchronizes data across all 64 campuses to ensure balanced resource allocation.

### 3. Incidents (The Service Layer)

Currently under evaluation, this module completes the trifecta by designing intelligent help desk workflows. It routes hardware issues to technicians and instructional software hurdles to digital learning coaches, ensuring specialized support.

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## Key Results & ROI

The partnership transformed LISD's technology department into a model of enterprise efficiency.

- **\$7 Million Saved:** Achieved by identifying underutilized devices and optimizing the decommission process instead of purchasing new inventory.
- **98% Device Engagement:** The automated alert system ensures that student devices are active and ready for instruction every day.
- **Unified District Operations:** For the first time, the Superintendent and Cabinet have real-time visibility into district-wide asset health.
- **Software Cost Reduction:** Moving from TipWeb IT to the Swensa ecosystem provided immediate savings in licensing fees and maintenance overhead.
- **Audit-Ready Transparency:** LISD can now generate 100% accurate, audit-ready reports for the board and state regulators at the touch of a button.

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## The Conclusion: A New Standard for K-12 IT

Swensa has moved from being a vendor to the **IT Backbone of Lewisville ISD**. The I3 platform proves that when local innovation meets educational scale, the results are measured in millions of dollars saved and thousands of instructional hours reclaimed. Swensa's rapid development and white-glove support have turned LISD into a national leader in educational asset management.