

Stratix Helps Gwinnett County Public Schools Maximize Chromebook Program

Overview

Gwinnett County Public Schools (GCPS) is Georgia’s largest school district, serving more than 180,000 students across 142 schools. To ensure children have seamless access to digital educational resources—both in the classroom and at home—GCPS has one of the nation’s largest one-to-one Chromebook programs.

The Challenge

Managing a district-wide Chromebook program on the scale of GCPS's is a massive undertaking—requiring a scalable, efficient, and cost-effective solution.

With 205,000 Chromebooks in circulation, the logistical and operational demands quickly become overwhelming. IT administrators need holistic visibility of the entire program. They must coordinate repairs, manage spare inventory, and respond to constant student and teacher needs—all while maintaining critical in-school infrastructure and supporting other classroom technologies.

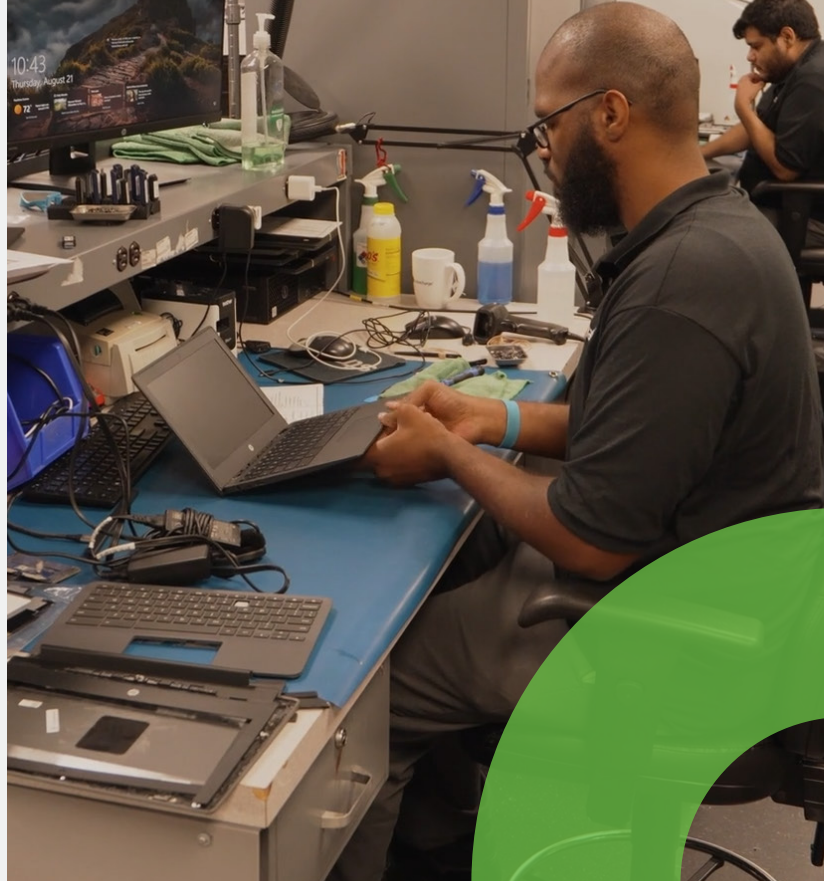


- **Fast Repair Turnarounds:** Students can’t learn effectively without a functioning device. Delays in repairs or replacements risk disrupting instruction.
- **Device Tracking:** Administrators need to know each device’s status and location
- **Inventory and Cost Management:** Keeping a massive spare pool of devices on hand would be costly and inefficient.
- **IT Resource Constraints:** GCPS’s IT staff already has a heavy workload—Chromebook support adds an overwhelming layer of complexity.

The Stratix Solution

Faced with the challenge of supporting hundreds of thousands of Chromebooks across 142 schools, Gwinnett County Public Schools turned to Stratix. We put our more than 40 years of experience managing millions of devices for some of the world's largest companies, to work.

Stratix designed a comprehensive, end-to-end support program that handles every aspect of the device lifecycle, from provisioning to repair and replacement.



Key elements of the solution include:



Daily Pickup and Repair Logistics

Stratix vans collect broken Chromebooks from schools and deliver them to our over 100,000 sq. ft. repair facility in Peachtree Corners, GA.



Certified Repairs

OEM-approved replacement parts and Stratix-certified technicians ensure high-quality repairs, capable of refurbishing hundreds of devices per day.



itrac360 Device Visibility

GCPS administrators can enter RMAs, monitor real-time repair statuses, spare pool counts, and device locations with Stratix's proprietary itrac360 platform.



Customer Success Partnership

Dedicated Stratix customer success managers work closely with GCPS IT leaders to ensure smooth coordination and transparent reporting.

This comprehensive approach has transformed how GCPS manages its Chromebook program, allowing the district to focus on education rather than device logistics, and ensuring every student has a working device in hand when they need it.

Quantifiable Results

The impact of Stratix's support has been measurable and significant:

Metric	Before Stratix	With Stratix	Impact
Repair Turnaround Time	Up to 2 weeks	3 days or less	Students return to learning faster
First-time Resolution	Repairs not always reliable	99% repaired properly the first time	Less disruption, lower costs
Device Inventory Costs	High due to large spare pools	Millions saved through efficient repair logistics	Lower operational expenses
Device Longevity	Avg. 3 years	Up to 4–5 years	Extends ROI per Chromebook
IT Resource Allocation	IT focused on device repairs	IT can focus on school infrastructure	Greater operational efficiency

School District Perspective

“ You’ve helped us in two major ways. First, the time students and employees spend without a working device has gone from two weeks down to just three days. Kids can’t learn if they don’t have a device. Second, the cost savings are significant. GCPS saves millions of dollars by outsourcing device repairs and avoiding the need for massive inventory and extra employees. Stratix’s repairs are high quality—our Chromebooks last longer and stay with students longer, which improves our ROI, ”

- Aaron Lupuloff, Senior Director Gwinnett County Public School Foundation.

Summary

With Stratix managing its Chromebook lifecycle, Gwinnett County Public Schools cut device downtime from two weeks to just three days, saved millions in costs, and extended the life of its devices. By handling repairs, tracking, and logistics, Stratix keeps students connected and lets IT teams focus on supporting learning, not fixing devices. To learn more about Stratix support services for education, go to www.stratixcorp.com/education.



Watch how Stratix helped Gwinnett County Public Schools cut Chromebook downtime from two weeks to three days, save millions, and keep 180K+ students connected.

[Watch Video >](#)