



Customer Case Study

Colegios El Valle Optimizes IT Assets

HP Managed Device Services¹ facilitates learning at Colegios El Valle by providing a flexible and tailored solution.



Industry

Education

Country

Spain

Objectives

- Enable personalized education for 6,000 pupils
- Flexibility to support the delivery of evolving curriculums
- Optimize IT and technology to enhance and facilitate education process

Approach

- Single solution to manage the computing environment efficiently
- Equip pupils with the right devices and technology to enhance learning

Business Outcomes

- Optimize total cost of ownership and improves cash flow
- Free up IT from support, security and device management
- Reduced end-user downtime
- Reduced preventable device issues
- Enhanced user satisfaction with a simple, hassle-free experience





Enables pupils to both learn and share



HP devices deliver a combined experience

Objectives Individualized Education

Colegios El Valle is a private education group with four schools (three in Madrid and one in Alicante) and a farm-school in Segovia. It provides a non-religious, humanist education approach, promoting individual responsibility in a plural and democratic society. Colegios El Valle provides personalized education to help over 6,000 pupils reach their full potential, coexisting with and respecting the social values of the 21st century.

Its classrooms are continuously evolving in line with the rhythm of its pupils, who not only want to learn but to share. Born between 1994 and 2010, the children of Generation Z have grown up in a hyperconnected world. In North America, 45% of children between 10 and 12 years old have a smartphone with a service plan², with this figure rising to 51%³ in Germany. This means teachers need to change how they teach and the way their pupils learn.

At Colegios El Valle, innovation is not only about providing access to technology, it is a process that is continually evolving to take full advantage of and optimize the performance of IT and communications technology to benefit the cooperation, collaboration and work that underpins meaningful learning in all aspects of life in its educational community.

Its classrooms have interactive digital boards and multimedia devices, and all teachers and pupils have an HP laptop running Microsoft® Office 365 Education, which provides access to the institution's specially developed platform. This facilitates, diversifies and optimizes the work of teachers, as well as the way pupils receive information and participate in creating their own learning outcomes.



“Thanks to HP Managed Device Services¹ and the analytics provided by the HP Workforce Experience Platform⁴, we can proactively identify problems.”

Andrea Rodriguez
Director of Information Systems, Colegios El Valle

“We have been really impressed by the quality of the HP devices and the close relationship and excellent service the company provides. HP has used its experience to help meet all our needs.”

Andrea Rodriguez
Director of Information Systems,
Colegios El Valle

700

new pupils a year

4,000

devices

Approach

Digital Transformation at the Service of Education

When Colegios El Valle embarked on its digital transformation in 2014, one of the first steps was to look for suppliers of state-of-the-art technology with proven experience in the education sector to support the implementation of the project. After studying and analyzing the market leaders in the education sector, Colegios El Valle opted for HP and its HP ProBook x360 11 with Intel® processor and solid-state drive (SSD).

The devices are solid, lightweight, easy to transport and have a flexible 360° hinge and dual camera designed to provide the perfect combined learning experience, allowing pupils to type, touch, write and draw. Since the devices are destined for use by children, another important requirement was that their design incorporated hard-wearing materials.

“The decision was clear-cut, we opted for the HP devices, running Microsoft education software,” explains Andrea Rodriguez, Director of Information Systems at Colegios El Valle. “We were familiar with the HP range and it was an easy decision.”

Colegios El Valle initially purchased over 500 devices, which were used to train teachers and allow them to get used to new teaching methods. The next phase of procurement involved purchasing 1,000 new devices a year until every pupil had their own device. “All pupils have their own laptop connected to the cloud with Microsoft, and work with OneNote and Teams,” explains Rodriguez. “We take in over 700 new pupils a year and each receives a laptop on the first day. Teachers spend the first week of classes showing pupils how to use the Office environment and operate the devices. IT staff at each school are always on hand to provide support to teachers in case of any problems with the devices.”

When devices are not in use, they are kept inside the school on charging carts. This means that during breaks, at mealtimes and if devices are left at school overnight, they are recharged to ensure they always have enough power to work correctly.

Solution at a glance

HP Managed Device Services

- HP Workforce Experience Platform⁴
- Accidental Damage Protection

HP Hardware

- ProBook x360 11
- 32U Essential Charging Cart



HP Care Pack service provides extended guarantee



HP Workforce Experience Platform monitors application performance

Business Outcomes

Freeing Up Internal Resources

In 2018, Colegios El Valle decided to take the next step by implementing a solution that would help free up the IT resources of its schools thanks to a managed service.

Analyzing the status of the devices and the coverage of their guarantees showed that they did not include a service for protection against accidental damage, which is fundamental for an institution that places over 4,000 computers in the hands of children.

The HP team proposed that Colegios El Valle adopted its Managed Device Services¹ model. This provides the institute with a single solution for all its hardware, software and services, freeing up the IT department from support, security and device management tasks, which consume a significant amount of time. This allows the department to focus on other strategic initiatives to strengthen the educational leadership of Colegios El Valle in the areas where its schools are located, such as the use of virtual reality for teaching.

Thanks to its “price per device” structure, the HP Managed Device Services model helps predict costs and optimize cash flow. It also provides better IT support, automates the management of downloads and updates, makes the IT department more flexible in adapting to the changing needs of schools and offers device-level visibility through its device management and powerful analytics services. All this means that issues with the health of devices can be addressed before they become more serious.

“HP Managed Device Services and the analytics provided by the HP Workforce Experience Platform⁴ allow us to proactively identify problems,” explains Rodriguez. “We now have information on individual devices, applications and usage that helps us optimize spending and IT resources. The system warns us if a device is about to fail. If the problem can be fixed at the school, our IT staff take care of it. If not, we get HP to take a look. It’s much quicker and avoids major issues.”

Learn more at <https://hp.com/managed-device-services>

1. HP Managed Device Services includes hardware and services and may require financing. HP Managed Device Services requirements may vary by region or by Authorized HP Managed Device Services Partner. Please contact your local HP Representative or Authorized Managed Device Services Partner for specific details in your location. Payment solutions may be available through HP Integrated Financial Solutions endorsed finance partners, subject to country location, credit approval, and other restrictions. Not all services or offers may be available and not all customers may qualify. HP Integrated Financial Solutions' partners may change or cancel program at any time without notice. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service, or the HP Limited Warranty provided with your HP Product.

2. <https://www.nielsen.com/us/en/insights/article/2017/mobile-kids-the-parent-the-child-and-the-smartphone/>

3. <https://www.mpfs.de/studien/kim-studie/2016/>

4. The Workforce Experience Platform (WXP) is available in various tiers and for multiple term license durations, and some features require optional add-on solutions. WXP is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. WXP is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Activation and restrictions may apply. Select HP solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/> requirements. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required. HP Vyopta license required for audio and video collaboration technology monitoring. HP Anyware license or compatible third-party virtual machine license required for virtual machine monitoring. Print capabilities are available to select beta customers in the US only. Print is planned to be available in a future release in various tiers as an add-on solution in various term licenses.

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