



80,000+ students supported

550% increase in devices supported

20% reduction in help desk staffing



## Anne Arundel County Public Schools

**INDUSTRY**  
Education: K-12

**CHALLENGE**  
Support digital learning by ensuring rapid rollout and high availability of classroom technologies.

**SOLUTION**  
Remedy IT Service Management offers increasing levels of automation to drive efficiency and enable support teams to handle more devices at a lower cost.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

**BMC – Bring IT to Life**

# Anne Arundel County Public Schools enhances digital learning for over 80,000 students with optimized incident management

## BUSINESS CHALLENGE

One of the 50 largest school systems in the U.S., Anne Arundel County Public Schools (AACPS) provides an exceptional education for over 80,000 students at 126 schools in the state of Maryland. AACPS began integrating computers into the classroom over 20 years ago. Since that time, the number and types of devices have expanded more than anyone could have imagined, and today's students benefit from computers, cameras, interactive response systems and white boards, and more. To ensure the reliability and performance of these devices, the help desk constantly seeks ways to automate manual tasks and increase efficiency.

## BMC SOLUTION

Remedy IT Service Management is a powerful service management platform that enables AACPS to constantly improve productivity in managing incidents, inquiries, and requests, so the staff can support more students, teachers, and devices while reducing staffing requirements.

## BUSINESS IMPACT

Remedy helps drive the digital learning strategy of the school systems, giving students a steady stream of new technologies that support e-learning and empower them to succeed in the digital economy.

- In the 15 years since AACPS implemented Remedy, the number of devices has increased from 12,000 to 79,000, while **help desk staffing has decreased by 20%**.
- The help desk handles 87,000+ tickets annually, **with the number of self-submissions already at 18,000 and growing.**
- Automatic generation of 8,000 tickets annually for recurring tasks **saves countless hours of staff time.**

“Remedy cut support costs and made us more proactive in supporting the schools,” says Kim Olds Abner, senior user support specialist and Remedy administrator at AACPS. “Our custom applications automate non-IT functions such as tracking correspondence, triggering emergency notifications, and scheduling training—reducing costs in those areas as well.”

