

HMH Professional Services

TECHNOLOGY MAKING AN IMPACT

Fresno Unified School District is not unlike many districts across the country: they use a variety of solutions for their curriculum and are embarking on the journey of technology integration. Fresno recognized they needed a streamlined internal process and **TechAdvise** provided the discipline and structure they needed. The **HMH Technical Services** team created a common forum for Fresno's teachers and administrators, which allowed Fresno to address their unique needs with HMH® and foster a connected learning experience.

California

Fresno Unified School District, CA

BY THE NUMBERS

73,000 students
65 Elementary Schools
17 Middle Schools
15 High Schools

TECHNOLOGY PROFILE

Bring Your Own Device (BYOD)
Multiple Technical Platforms
SSO via ADFS & SAML 2.0
Using Data for Decision Making



It's Time to Focus on Technology

Implementing an SSO solution is not easy, but with the support of the HMH Technical Services team, Fresno was able to make the solution a reality. The goal was to first define the technical issues they were facing. After the audit was completed, Fresno and HMH created a plan that addressed their most immediate needs and their year-long goals.

HMH began by defining quarterly objectives for their technical team. This process included addressing issues before they became a problem within Fresno's technical environment. A dedicated HMH Technical Services teammate was there to help them along their journey to optimize their technology and learn about enhancements to programs they were using. The partnership with the HMH Technical Services team included bi-weekly meetings to troubleshoot and plan for resolutions to issues. Their dedicated HMH partner was a phone call away to ensure they were successful not only for the semester but throughout the school year.



THE CHALLENGE

The district needed support with implementing multiple programs without a dedicated support partner to advocate for solutions and tackle technical issues that arose.

THE SOLUTION

TechAdvise
Project Management
Data Services
Issue Escalation Assistance
Technology Best Practices
Monthly Wellness Checks

THE RESULTS

Fresno was able to seamlessly integrate the programs they were implementing as a result of careful planning and accomplish their long-term goals for technology use within the district.