MINNETONKA SCHOOLS

RapidIdentity

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Thanks to Identity Automation, our teachers can concentrate on teaching, not tech support.

Karen Arens,
Network Administrator
Minnetonka Public Schools

Minnetonka Public Schools, located in Minnesota, is among the highest performing districts in the nation. The district prides itself on its reputation as a technology leader, offering more than 10,000 students, 15,000 parents, and 2,000 staff members access to tech skills, mobile apps, and online tools.

The Challenge

Students at Minnetonka Public Schools access various external learning applications. Grades K-4 use in-classroom Chromebooks and iPads, and students in grades 5-12 are issued an iPad that can be taken home. To ensure student privacy, rigorous security is a must—and with 6,000 iPads to maintain, the district needed a trusted solution for encryption and single sign-on (SSO).

While the district's IT team already had an identity management solution, it was cumbersome and included an obtrusive developer environment, making it difficult to build connections to new applications. Ultimately, Minnetonka had to rely heavily on the vendor for support, and when changes at the vendor caused support levels to suffer, they knew it was time for a new solution.

The Solution

Minnetonka turned to Identity Automation because of its expertise in K-12 environments and reputation for outstanding service. Using RapidIdentity, they were able to expand the districtwide tablet program, achieve their SSO goals, and offer a personalized, role- and attribute-based user portal for students, teachers, and parents.

Previously, the district supported 90 apps via SSO. Now, with RapidIdentity, 271 apps (and growing) are supported, and most new apps can be connected without development support. "We've

seen a huge increase in classroom efficiency," says Karen Arens, Minnetonka's Network Administrator. "It used to take a lot of class time for everyone to log into the various resources. Now, students just input their credentials once and click into their standard environments."

And staff requests? No problem. Teachers use the portal to request an app—and can have it up-and-running within minutes. "Our teachers love that they can respond to trends and student requests, and quickly add programs without any IT hassles," says Arens.

Perhaps best of all, the IT team no longer has to tread water. "Identity Automation aligns well with a K-12 environment—product-wise and cost-wise," says Arens. "Our systems run smoother and IT can now work proactively."

The Result

Minnetonka now runs a true SSO solution, using it for apps, learning management, the library, special programs, and more. Students, teachers, and parents are connected on a unified platform that's scalable and secure.

RapidIdentity provides Minnetonka Schools with:

- **Teachers Focus on Teaching, not tech Support:**
  The district gained an estimated 4,500 more instructional hours per year. As an added bonus, staff can now access apps and files from work or home.

- **Students Access More:**
  181 additional learning programs are available, as well as access to shared drives for group projects. Plus, the easy-to-use interface means less frustration and more time learning.

- **Parents Engage More:**
  90% of school district families have logged on to access attendance, grades, and online documents, with about 75% do so on a weekly basis during the school year.

- **The Help Desk Deals with Fewer Calls:**
  Support calls were reduced an estimated 80%. The two-person team now spends most of their time on proactive tech support, instead of reactive support calls.

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> *Identity Automation aligns well with a K-12 environment— product-wise and cost-wise. It's made things smoother & given IT a chance to work proactively.*

Karen Arens,
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IDENTITY AUTOMATION