



# JCCC Eliminates Wasted Spend and Expedites Resolution



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At Johnson County Community College (JCCC), IT Asset Management (ITAM) isn't a back-office inventory exercise; it's a strategic engine. By leaning into TeamDynamix ITAM (Sassafras) for in-depth software usage analytics and hardware lifecycle visibility, JCCC has been able to successfully reallocate high-cost resources, simplify software/hardware delivery, strengthen audit compliance, and measurably accelerate ticket handling across its service desk.

### From Inventory to Insight

Organizations are experiencing increasingly complex environments, where diverse teams are using hundreds or thousands of various software products. At JCCC, there are a number of variables that need to be considered and planned for. For example, instructors often need niche tools tied to specific curricula, labs evolve semester by semester, and licensing models change.

With TeamDynamix ITAM in place, the institution has the ability to continuously detect and normalize what's running across campus, capturing thousands of application variants so that the IT team can see who uses what, where, and how often.

Brad Staupp, Director of ATS Labs at JCCC, explains, "Our current model has detected around 1,300 different software packages, and when you include all the versions and variants, it's closer to 5,000. In an academic environment, that kind of visibility is critical because every instructor brings their own tools and preferences."

That visibility has allowed the college to make better-informed business decisions. For example, usage insights revealed a clear pattern: certain testing labs weren't exercising high-end Windows laptops or specialized applications as expected, while other departments needed more performance.

"These users could easily use a Chromebook, which costs a third as much as the laptop in use, and they last twice as long and are easier to maintain," Staupp said.

Armed with real usage data, the IT team confidently redeployed premium devices to STEM areas and shifted testing workflows to more appropriate, lower-cost endpoints.

"It's about right-sizing, not cutting," Staupp explained.

### Cost Optimization Without Compromise

Another way JCCC has right-sized is through modernizing the college's software delivery.

For courses that don't require workstation-class horsepower, JCCC has adopted software as a service platform to provide software on Chromebooks and personal devices, "to meet the students where they want to learn," Staupp said.

Upgrades now happen once on a server, Staupp explained. This saves IT the trouble of having to track down each laptop in use and manually update software, and is more convenient for end users. This also allows the IT team to improve security and free up time for other initiatives.

### Compliance and Governance—On Demand

With TeamDynamix ITAM, JCCC can instantly generate lab-ready software inventories and deployment audits, compare entitlements to usage, and validate versions campus-wide.

"If I had to go before the Board of Trustees tomorrow, I could show exactly what's deployed," Staupp said. "I have reports and dashboards that show me what's licensed and what's in use. That's the power of having real data."

## Saving Time and Money

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When vendors inquire, the institution can produce real-time evidence of what’s deployed and who’s using it. The upshot: audit readiness by default, not by scramble.

The team is saving time, avoiding risk, and reinforcing credibility with stakeholders from department heads to the Board.

“Auditors see that we’re using this system [TeamDynamix ITAM] and say, ‘Okay, never mind.’ That tells you everything you need to know about its credibility,” Staupp said.

### When ITAM Meets ITSM

As JCCC’s story illustrates, the biggest gains appear when asset intelligence flows directly into service management. With TeamDynamix ITAM and ITSM in place, JCCC has built workflows that enable technicians to open a device record and immediately see installed software, hardware components, ownership group and support group information.

“If someone calls, the system knows exactly who manages that device,” Staupp explained. “The ticket goes to the right person instantly.”

This has improved service delivery for the college, making sure each ticket gets resolved in a timely manner, “Tickets would be on pause until they could be assigned to a proper support team, requiring a manual decision,” he said. “Now they move very fast.”

With ITSM and ITAM together on a single platform, JCCC has resolved two pain points:

#### 1. Faster routing and triage

Ownership and “managed by” details push tickets to the right team the first time eliminating the purgatory where work sits because no one is sure who should act.

#### 2. Faster fixes

Known-issue patterns (e.g., specific model/drive combinations) trigger the right task automatically. What used to require manual lookup and judgment becomes a guided path to resolution.

“We’re cutting resolution time by hours, that’s what makes the biggest difference day to day,” Staupp said. “It’s not just faster tickets. It’s the reputation that comes with it — people see IT as responsive, not reactive.”

Licensing shifts are handled cleanly as well. As vendors move from device-based to user-based models, JCCC coordinates account provisioning and software deployment as linked workflows to preserve clean reporting for leadership while keeping the experience fast for requesters.

### Hardware Refresh Cycles Matter

Traditionally, JCCC would target a refresh cycle of roughly four years for PCs and five years for printers, but COVID-era purchases distorted typical timelines, Staupp said. TeamDynamix ITAM brings those assets into a single, trustworthy system so IT can decide what truly needs replacing and what doesn’t. This is all backed by actual utilization data vs. just a purchase date.

The next step is putting that clarity into stakeholders’ hands. JCCC is building dean-level dashboards inside TeamDynamix that map cost centers to devices to refresh windows, so departments can self-serve answers to “when am I up for replacement?” without emailing IT, Staupp explained.

### Forecasting That Matches the Academic Rhythm

Dashboards in TeamDynamix ITAM show devices by building, by form factor and by active use, turning asset counts into signals for the next move. One unexpected discovery: many “laptops” never leave desks. Batteries die prematurely, service tickets rise, and the supposed mobility goes unused. Those data points are now informing a potential swing back to all-in-ones for specific user groups to offer longer life, fewer battery issues, and lower total effort.





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JCCC is also pushing to align forecasting to semesters, not just annual or quarterly views, so planning matches how campuses operate.

### **Better Data, Better Service Desk Outcomes**

When it comes to measuring the success of using a tool like TeamDynamix ITAM and ITSM, the service desk feels the impact immediately:

- Minutes to hours saved in assignment and triage because tickets land in the right queue with the right context.
- Higher first-time resolution thanks to model-level patterns and guided tasks.
- A better reputation with faculty and adjuncts who now see same-day responses where other institutions might take weeks.

It's a virtuous cycle: the more TeamDynamix ITAM enriches tickets, the faster issues close; the faster they close, the more capacity IT has to improve the experience again.

“We're saving time, money, and effort because our ITAM data feeds directly into our ITSM workflows, giving us one system of truth for every decision,” Staupp said.

### **Why TeamDynamix Works at JCCC**

When it comes to impact, three benefits stand out:

- 1. Discipline around usage analytics**  
Decisions are based on reality, not assumptions.
- 2. Pragmatic delivery architecture**  
Virtualizing, where appropriate, reduces costs and drives agility.
- 3. Tight ITAM-ITSM integration**  
Asset truth shows up inside the workflows where technicians actually work.

Together, they turn asset management into a strategic lever—spanning cost control, risk reduction, and frontline service quality.

“Once we tied our asset data into ticketing, we stopped guessing,” Staupp said. “Every redeployment, every software decision now saves real money because it's based on usage and demand, not assumptions.”

### **What's Next**

JCCC is continuing to extend ITAM data across stakeholders by standardizing dashboards, tightening semester-based planning, and deepening the integration with service management.

The aim is simple: one system of truth that informs budgets, guides procurement, and speeds every ticket from first touch to done, all without living in spreadsheets.

