



## Schools' charity supports modern, mobile learning

Non-profit organisation expands learning beyond the classroom with mobile technology for students. Onsite IT staff offer fast support and help reduce costs



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*Hans Ruthmann, Head of School, City of Unna*

### Customer profile



<b>Company</b>	Mobiles Lernen
<b>Industry</b>	Primary & Secondary Education
<b>Country</b>	Germany
<b>Employees</b>	12
<b>Website</b>	<a href="http://mobileslernen21.de">mobileslernen21.de</a>

### Business need

Mobiles Lernen wanted to support schools to optimise student learning with modern education tools. It needed robust, standardised technology.

### Solution

The institute provided Dell™ Latitude™ laptops to students at schools in the City of Unna and offers fast onsite support services with help from Dell ProSupport™.

### Benefits

- Schools expand learning beyond the classroom with reliable mobile technology
- Learning downtime is minimised with efficient IT support services
- Teachers are free to focus on lessons rather than technical duties
- Technicians save 35 working hours per week with dedicated procurement page

### Solutions Areas

- End User Computing
- Mobility
- Support Services

Mobiles Lernen foresees a future in which students can learn without boundaries. The non-profit educational institute provides laptops to around 10,000 students from 20 primary and secondary schools in and around the City of Unna in Germany. The mobile devices are privately funded and the company takes care of financing, software, service and insurance.

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*Thomas Wetterkamp,  
Chief Executive Officer,  
Mobiles Lernen*

Uwe Kornatz, Director of Schools, Mobiles Lernen, says: “Mobiles Lernen offers students a full-service package, taking the cost and hassle out of managing mobile technology.”

The City of Unna has put broadband and wireless local area networks in place at the schools. Karl-Gustav Moelle, Managing Director, Finance and Aid, Unna Municipality, says: “We’re proud to be opening the doors to a new generation of learning by equipping schools in Unna with a high-performance technology infrastructure. We believe that education is one of the most important resources for the future, and for our region.”

Mobile Lernen’s partnership with Dell is crucial in helping it deliver cost-effective, high-performing IT solutions and services to schools and local authorities.

#### **Schools’ needs are met with reliable, robust technology**

Laptops in classrooms are generally treated with less care than technology in offices. The City of Unna established this in its school facility, Unit21, which is the first of its kind in Germany. The unit saw that students risk falling behind in their studies if they’re made to wait for weeks while devices are being repaired or replaced. Therefore, devices need to be robust enough to withstand rough treatment, such as receiving hard knocks while stored in school bags.

Mobiles Lernen tested a range of laptops that would meet schools’ needs for robustness and reliability. It advised the City of Unna and the Gesamtschule Koenigsborn (GEK) – a secondary school in Unna and a pilot school for mobile

learning – to choose Dell™ Latitude™ E5420 laptops. Thomas Wetterkamp, Chief Executive Officer, Mobiles Lernen, says: “We recommended the Dell Latitude E5420 laptop for GEK because it’s robust enough to withstand student use. It has strong steel hinges, a spill and scratch-resistant keyboard and an LCD protective seal that forms around the panel when closed.”

#### **Continuous learning is enhanced by long battery life and support warranty**

GEK has been testing hardware and service solutions within the demanding school environment for nine years. Its research revealed that only laptops with a long battery life meet the unique requirements of a school timetable. Wetterkamp says: “Students use their laptops for eight hours in a school day. The devices need to run well even when the batteries are nearing the end of their lifecycles. The Dell Latitude E5420 laptops are designed to use around 70 per cent less power compared with previous generations of laptops, so the batteries last longer.

### **Technology in practice**

#### **Services**

- Dell Support Services
  - Dell ProSupport™ with Mission Critical
  - Dell Online Self Dispatch
  - Dell Premier Page

#### **Hardware**

Dell™ Latitude™ E5420 laptops with Intel® Core™ i5 processors

A three-year Dell warranty for batteries helps guarantee the continuous use demanded by learners. If users need new batteries in that time, they're replaced at no additional cost."

GEK now only offers laptop-based classroom teaching and all 945 students at the school are equipped with laptops. Parents must commit to purchasing a device when enrolling their child. Four further schools are now following the GEK approach, and as part of its services Mobiles Lernen offers financial support for means-tested families. This ensures that all students in the City of Unna can access modern technology to support their studies.

### **Learning downtime is reduced with fast, efficient support**

Mobiles Lernen chose Dell ProSupport™ with Mission Critical to provide it with priority onsite service within 24 hours for emergencies, such as laptop replacements and repairs. Its technicians also use Dell Online Self Dispatch, which provides them with online resources for managing most repairs, maintenance and troubleshooting tasks themselves. As part of the Dell Online Self Dispatch option, Mobiles Lernen technicians receive access to Dell IT professional training and certification, but they also have a direct phone line to Dell experts when they need it.

Hans Ruthmann, Head of School, City of Unna, says: "With certified technicians and Dell ProSupport, we've reduced turnaround time for repairs and queries to a maximum of 48 hours. With Dell Online Self Dispatch, in 80 to 90 per cent of cases laptops are returned to students on the same day, so that lessons can continue as planned."

### **Technicians save 35 hours a week with dedicated service page**

Mobiles Lernen has its own Dell Premier Page, where technicians

can manage the procurement of laptops and parts online. The page simplifies ordering, tracking and inventory management, and integrates with customers' e-procurement applications. With its Dell Premier Page, Mobiles Lernen saves around 35 hours each week in administration. Savings are reinvested into the firm's fund for subsidising laptops for students with parents on low incomes.

### **New approach to learning is supported by partnership**

Laptops are becoming standard tools in classrooms, on the school grounds and at home, both for work and play. But historically, the high cost of laptops and the complexity of support has been a barrier to the adoption of mobile technology. With support from Mobiles Lernen and Dell, GEK is demonstrating new possibilities for learning.

For example, the laptop supply chain is uncomplicated and designed to meet school needs. Parents lease laptops when their children start school, choosing from timeframes of 24, 36, 48 or 72 months. The standardised devices are easily exchanged between schools and students. Ruthmann comments: "A laptop is one of the best tools to encourage students to learn autonomously. With their Dell Latitude E5420 laptops, students are developing skills for the workplace and life after school."

Learning can take place beyond the classroom and school, so students' education is free of many of its physical boundaries. Ruthmann says: "It's better to provide laptops than to dedicate specific rooms that need to be booked weeks in advance. Teachers can concentrate on their lessons, and apply the latest tools and media to any subject."



Kornatz says: "For the City of Unna, the investments in the schools have represented a great leap forward. Previously, we spent our money on expensive single applications. Now all schools have access to the latest learning methods, and a future-proof infrastructure based on Dell mobile technology."

#### **Management is simplified with standardised environment**

By providing all students in a school with the same computers, technicians can update systems easily and offer faster response times. Wetterkamp explains: "Before we deployed the Dell solution, we had to set up images for each class and laptop, configure different levels of protection, and make specific features available for users. With the Dell Latitude E5420 laptops we set up one image for the year, and save significant amounts of time and money." Standardisation is not only cost-efficient for Mobiles Lernen, but guarantees greater availability of devices to students, while reducing costs for both learners and their parents.

#### **School thrives thanks to notebook initiative and premium Dell service**

The laptop classes equipped by Mobiles Lernen are often over-booked, and there's been an increase in the number of children from other cities applying to attend schools in Unna. Ruthmann says: "With Dell, we can provide students with a premium solution and service. We also appreciate the easy access to a single Dell Account Manager. Thanks to the project with Mobiles Lernen and Dell, our school has an excellent reputation as one that fulfils its duties to education."

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