



How Webster Groves School District Connected Facilities and Technology to Create Better School Days



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For Zach Klestinske, Director of Technology for Webster Groves School District (WGSD) in Missouri, IT Asset Manager was the entry point into a broader Follett Software ecosystem — one that is now helping the district connect technology, facilities, planning, and day-to-day operations in a much more intentional way.

Before implementing IT Asset Manager, the district did not have an inventory management system in place. Their previous ticketing system also lacked the ability to track key details like problem types, user buildings, and locations over time. That limited visibility made it harder to spot trends, plan effectively, and make informed decisions.

IT Asset Manager changed that.

“It has given us visibility into many areas we didn’t previously have. We can now track device warranties, depreciation, work being performed on specific assets, including the ability to track parts being used and the overall cost of a repair.”

That added visibility has made planning easier and more strategic. As the customer explained, “This makes planning for parts and tracking trends over time much easier.”

Turning data into a clearer path forward

The district's investment in Asset Survey and Tech Plan added another layer of value. For this technology leader, the return was clear from the start because of the quality and usefulness of the data.

"As a newer technology director this report helped form a clearer picture of the status of our entire district's infrastructure and what ideal data closets should look like. It gave me tangible improvements I could take to my CFO/COO with realistic goals and targets."

The visual nature of the work made the next steps easier to see and easier to act on.

"Having visual pictures of our current layout and where improvements are suggested made our goals and path extremely clear and actionable."

Where technology and facilities work better together

One of the strongest themes in the district's story is the growing connection between technology and facilities. With Follett Software tools in place, the two teams are able to collaborate more smoothly on work that naturally overlaps.

"We can easily bounce tickets back and forth for infrastructure and issues that involve both our teams."

That matters in real-world situations where responsibilities are shared. The customer pointed to projects like installing a new badge reader, where facilities may need to handle fitment, framing, or door hardware while the technology team configures the device itself.

The district is also adding assets to Drawings, which will give both teams more shared visibility.

"This will give both our teams visibility into each others' key assets and their proximity to one another, making it easier for both teams to see potential obstacles or things of which to be aware when pursuing new projects."

Building toward a single source of truth

As the district has adopted more Follett tools, the broader goal has come into focus: creating one connected system for inventory and asset data across teams.

"We have been progressively adopting each tool and working on integrations, but the final goal is that we have a single source of truth for our inventory and our assets."

That alignment is already improving communication and helping both teams understand each other's work more clearly.

"It exposed workflow gaps we could correct and helped inform each others' teams on what kind of work had to be put in to make certain things possible, so it gave each team insight into the others' daily work that we previously didn't have a reason to seek out."

Better coordination leads to better school days

For the district, the benefit of this connected approach comes down to making work easier, faster, and more responsive for the people schools serve.

That kind of coordination can make a difference in everything from moving a security camera to supporting A/V needs that may require electrical work or affect safety systems.

One moment made the value especially clear. While discussing structured Cat6 cabling, the team needed to determine whether the route required plenum-rated cable. Using Drawings, they were able to trace the path and answer the question immediately.

“So without needing to have meetings and do fact-finding, the tech team was able to pop into one system and get an answer, saving time and energy for both teams.”

A connected approach that is built to work together

For this customer, one of the biggest advantages of the Follett Software ecosystem is interoperability — especially when those connections are already built in.

“Any time you can find a system with high interoperability with other systems, you gain a lot in terms of data and ease of use. When those systems are directly connected such as this product suite, the integrations aren’t something you have to build, they’re just baked in.”

He pointed to one example in Schedules: **“Just by having one question on our Schedules form, we can automatically generate a ticket specifically for our A/V specialist if they are required for an event.”**

“In today’s school technology environment, the more time you can save and the more accurate your data is, the less time you focus on digging for information and more time servicing the needs of students and staff.”

“Having a suite of products that makes this possible is invaluable to smaller teams or any districts that are looking to centralize a lot of common processes without a heavy lift.”

See how Follett Software helps IT and facilities teams work from the same picture, move faster, and **create better school days across every building in your district. »**



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