

Customer Case Study

Harnessing Real-Time Data to Optimize User Experiences

UDT develops a digital experience-focused service offering with HP Workforce Experience Platform (WXP) at its core to maximize business outcomes.

UDT
ACCOMPLISH MORE

Industry

IT Services

Country

USA

Objectives

- Optimize digital experiences and add value across industry verticals
- Allow end users and leadership teams to focus on core competencies and gain visibility
- Support proactive IT management and longer-term outcomes
- Give end users the best possible digital and IT experience

Approach

- Work with HP to beta-test and implement WXP
- Deliver proactive services with telemetry and data
- Develop an education-specific service model focused on improving the IT experience

Business Outcomes

- 20% reduction in real-time system health alerts have reduced mean time to resolution
- 30% reduction in device-related downtime
- 20% increase in IT operational capacity
- Optimized device lifecycles and refreshes
- Seamless integration with existing ecosystems
- Overall service offering significantly enhanced



Delivering a Digital Experience to Optimize Device Management

UDT doesn't believe in one-size-fits-all approaches: its success is built on the conviction that every organization in every sector needs its own IT strategy and roadmap—whether it's a commercial enterprise or a local school board.

This tailored approach has seen the Florida-based business become an industry trailblazer in K-12 education technology. It serves some of the largest school districts and K-12 organizations in the US, which together represent nearly 10% of the country's student population, and is also growing its roster of business clients.

"K-12 and mid-market commercial are our two main verticals," says Devin Hicks, VP of Lifecycle Services at UDT. "Many of their device pain points are the same: whether it's around device management, fleet management, asset management, user problems, or repairs, they all have them. The big difference is how they're prioritized."

Specifically, K-12 clients tend to have more limited budgets, meaning they need to achieve more with less, and can be slower than commercial clients in adopting new technology. Compounding this, IT staff turnover in the education sector is common, as more experienced individuals leave for better-paying roles in the private sector.

100K+

devices handled by UDT

10%

of US student devices managed

> "The digital experience is really where we're seeing the push in the industry; how do we leverage telemetry and data, and allow people to consume it more easily and make informed data-driven decisions? WXP enables that."
>
> **Devin Hicks, VP of Lifecycle Services, UDT**

> **"We'd already been impressed with HP Proactive Insights, but WXP provided so much of what we were looking to deliver."**
>
> **Devin Hicks**
> **VP of Lifecycle Services**
> **UDT**

Device equity is also a consideration. School districts can operate over 100,000 endpoints—many of which are used by students—so it's important to avoid situations where some students use outdated equipment while others are using brand new.

"It's an amazing new world of learning, but there's also this complex set of new challenges for the districts," says Hicks. "What everyone has to keep in mind is that the student and their experience is what matters. And how are districts measuring that right now? They're not. It's mostly reactive and based on ad hoc feedback. They're not necessarily managing the devices at an experience level."

A Proactive Solution at the Forefront of Customer Conversations

As a longstanding HP partner, UDT understood the value of lifecycle management and HP's contribution to its offering. It was an area that UDT had always wanted to continue innovating within, and when HP introduced Workforce Experience Platform the path ahead became unmistakable. The opportunity wasn't just compelling—it was a green light signaling that UDT could move ahead with confidence and clarity to better serve customers.

"We'd already been impressed with HP Proactive Insights, but WXP provided so much of what we were looking to deliver," Hicks says. "The digital experience is really where we're seeing the push in the industry; how do we leverage telemetry and data, and allow people to consume it more easily and make data-driven decisions? WXP enables that."



15%

reduction in total cost of ownership

20%

reduction in real-time system health alerts



Optimized device lifecycles and refreshes



Maximized effective teaching time

With Workforce Experience Platform, UDT saw it would be able to develop a comprehensive lifecycle management offering that would allow K-12 customers to shift their focus away from day-to-day IT tasks and onto their core educational mission. By providing actionable data and insights, UDT could also link IT strategies to educational goals, minimizing disruptions, shortening refresh cycles, and maximizing effective teaching time.

"The goal is to make IT more proactive and less reactive. We want district IT teams to be strategic and not constantly battling reactive device and user issues," Hicks explains. "And this all layers into us becoming their full-stack lifecycle partner."

Particularly exciting for UDT was the opportunity as an HP partner to be involved with Workforce Experience Platform ahead of its full roll-out, and then implement it internally at UDT.

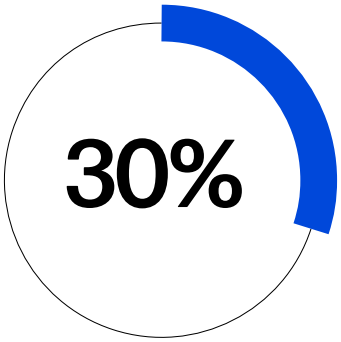
> **"This is what we were missing from our portfolio. It blends traditional physical services—the facilities, the repair—right into the user experience, and how we measure it and improve that customer experience."**
>
> **Hunter Valk, Pre-Sales Engineer, UDT**

"The timing was perfect to get into beta development for WXP," says Hunter Valk, Pre-Sales Engineer at UDT. "It was the real 'aha!' moment; this is what we were missing from our portfolio. It blends traditional physical services—the facilities, the repair—right into the user experience, and how we measure it and improve that customer experience."

"There are obviously other digital employee experience management tools out there, but our strategic partnership with HP is so strong and WXP was so powerful that it just made sense," adds Hicks. "Involving us in the beta testing, where we could impact some of WXP's output and features, really was the deciding factor."

The way forward was clear: Workforce Experience Platform would become the centerpiece of UDT's digital experience offering, complemented by a handful of in-house proprietary digital tools.

"WXP is something we believe in so much that we're integrating it completely within our solution portfolio," Valk explains. "WXP and those lifecycle insights will be at the forefront of our customer conversations. It's not an add-on; if you do business with UDT, this is the value and insight you will receive."



reduction in device-related downtime

IT teams can now prioritize and resolve critical issues faster

The Experience is Everything

The early results of UDT's internal implementation of Workforce Experience Platform provide important indicators of its potential within the K-12 space. Real-time system health alerts have reduced mean time to resolution (MTTR) by 20%. UDT's IT teams can now prioritize and resolve critical issues faster and, critically, reduce downtime.

"The experience is everything!" says Hicks. "With WXP's real-time issue detection and pre-emptive resolutions, device-related downtime alone has decreased by up to 30%. That's a significant boost to productivity."

"WXP perfectly blends employee experience, productivity, proactive maintenance, actionable insights, security, and data-driven decision-making, significantly enhancing our offering as a strategic HP partner."

Devin Hicks, VP of Lifecycle Services, UDT

From smooth onboarding to clear data visualizations in dashboards and customizable reports, the platform is already surpassing UDT's expectations. Actionable analytics and core insights help UDT to proactively repair or replace customer devices, extend hardware lifecycles, and optimize device refreshes. Total cost of ownership (TCO), as a result, is reduced by an estimated 15%.





Solution at a glance

HP Services

- HP Workforce Experience Platform

"WXP integrates seamlessly with our existing IT ecosystem, leveraging data from multiple sources to create a unified support structure and develop unique solutions," says Valk. "It intuitively identifies issues before they become critical, leading to smoother operations."

Workforce Experience Platform automates tasks such as system updates, patch management, and device health checks, allowing IT teams to focus on core objectives and strategic initiatives.

"This has already increased IT operational capacity by an estimated 20%," Hicks says. "WXP perfectly blends employee experience, productivity, proactive maintenance, actionable insights, security, and data-driven decision-making, significantly enhancing our offering as a strategic HP partner."

For Valk, the potential benefits go beyond the numbers: Workforce Experience Platform is enhancing client liaisons and forging new working relationships.

"The goal isn't just to provide a ton of metrics," he says. "It's about condensing those into usable content that we can then act on together as partners. We really want to be seen as an industry leader in harnessing that data.

"The euphoric moment would be having a school district official tell us that these insights are fundamentally changing how IT works for students, teachers, and their learning outcomes," Hicks concludes. "That's what success will look like, and with a top-tier partner like HP, we can achieve it."

Learn more at hp.com/hp-services

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

© Copyright 2025 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA8-5218ENW, November 2025