



TOUCAN  
TECHNOLOGY  
GROUP



## CASE STUDY

# How Toucan Technology Group Built a Longstanding IT Partnership with KIPP Indy Public Schools

### THE CHALLENGE:

#### From Vendor Support to Embedded Partnership

Today, KIPP Indy Public Schools serves more than 1,700 students across two campuses in Indianapolis. More than a decade ago, the leadership team recognized that their technology infrastructure needs were becoming more complex and expanding rapidly. So, they decided to look for a proactive, mission-aligned partner that could support both day-to-day IT operations and long-term growth, including onsite support for their school.

**“Toucan not only helps us when things break, but they also brainstorm with us on smart, economical solutions to problems. They help us build internal knowledge, streamline support, and make smarter long-term decisions.”**

- PAULINE MCGINNIS, DIRECTOR OF TECHNOLOGY, KIPP INDY SCHOOL

### THE SOLUTION:

#### A Relationship Rooted in Shared Mission

Toucan Technology Group was selected for IT support and has been growing with the KIPP Indy Public Schools for the last 13 years. “The running joke now is that Drew is our second-longest-tenured KIPP staff member. He’s been with us longer than anyone except one teacher. He’s not technically on our payroll, but he might as well be,” stated Pauline McGinnis, the director of technology for KIPP Indy Public Schools. Toucan started by supporting and enhancing the school network, as well as providing technical support to the school and the teachers.

As technology use continued to grow exponentially, Pauline McGinnis stepped into her role as Director of Technology seven years ago and began working hand-in-hand with Toucan to serve their now 1,600 connected devices and stay within the tight school budget. “Toucan not only helps us when things break, but they also brainstorm with us on smart, economical solutions to problems. They help us build internal knowledge, streamline support, and make smarter long-term decisions,” she said.

Today, Toucan works alongside Pauline’s internal tech team to deliver high-touch, customized support—whether it’s troubleshooting complex network issues, mentoring staff, or going above and beyond during critical school operations.

## Key Accomplishments Include:

### Technology That Works (and Saves)

Toucan helped KIPP Indy evaluate and procure Dynabook laptops with a 40% discount and an extended trial period. Pauline’s team tested the devices in real-world classroom environments before committing, ensuring they met performance expectations and were the right fit for the school’s needs. “Toucan knows we have a tight budget, and works with us to ensure we have the optimal balance of security, performance, and price. They really want to help us, not just take our money and try to upsell us on the most expensive technology.”

### Service Beyond the Sale

When KIPP looked into purchasing interactive smart boards from another vendor, the quoted installation costs were unexpectedly high. Toucan stepped in, researched the situation, and determined they could save KIPP money by sourcing and installing the boards. Pauline shared. “They are a company that really values their customers and wants us to be successful. They get to know our needs and systems, it’s so much better than a large tech support call center where you have to explain everything to a new rep and get transferred around.”

### Reliable Presence for Critical Moments

Toucan prioritizes in-person support for high-stakes events like the first day of school and student testing windows. “I never worry about those moments because I know Drew or Erik will be here if we need them,” said Pauline. “From working together on implementing MDM for staff phones, to quickly adding IP address, their word is their promise, and Toucan will find a way to make it happen.”

### Empowering Internal IT Capacity

Pauline now handles most Tier 1 issues herself, thanks in part to mentorship from Toucan. “If it’s something tricky—a Scooby-Doo mystery—I’ll ping Drew. He’s always willing to walk me through it or show me a better way,” Pauline shared.

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## WHY IT WORKS

### A True Extension of the KIPP Indy Team

The Toucan-KIPP Indy relationship is rooted in partnership, not just service. Toucan understands the stakes of supporting an educational institution—and works every day to ensure students and staff have reliable, secure, and high-performing technology.

“I’ve said to my boss: I wouldn’t be as successful in my role if it weren’t for Drew. And that says a lot.” - Pauline McGinnis.



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43 Motif Blvd. Suite A  
Brownsburg, IN 46112  
(317) 376-4874



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