



Massachusetts Municipality Chooses HP for Performance and Reliability

HP is trusted to empower government officials and field workers.





INDUSTRY:	Local government
OBJECTIVE:	Deploy fast, reliable devices to office and field workers with little need for support and troubleshooting
APPROACH:	Mansfield, Massachusetts equips employees with HP devices to ensure the town can be managed reliably and efficiently
IMPACT:	Rugged, reliable, and powerful laptops ensure officials and field workers can do their jobs for years on end without interruption

Across the country, local government employees are working hard to make sure civilians have water to drink, power to light their homes, and safe roads to drive on. Mansfield, Massachusetts is no exception. Every day, about 250 employees strive to keep the city running for its nearly 24,000 residents.

For years, Doug Collette, Mansfield’s network and technical support engineer, has seen first-hand how PCs are essential tools for employees to keep the town running. Town hall is full of office workers who need to be able to access infrastructure data, and Collette supports field workers who need to be able to report updates without returning to headquarters. In this case study, learn why a reliable technology brand is an essential decision for the town’s IT department, and what factors went into making that choice in Mansfield, Massachusetts.





Empowering town employees with mobility

When COVID-19 hit, the town of Mansfield needed to reassess the technology it deployed to city workers. As with the rest of the world, government employees needed to be able to work remotely nearly overnight. Even though they usually relied on desktop computers, the style of work immediately changed. When deploying laptops during that time, Collette shares that his team was “primarily looking for something reasonably fast.”

“We don’t need blazing performance, but something that’s capable of opening multiple documents at the same time without having to take a coffee break while you wait for them to open,” says Collette.

Mansfield employees may not need the most advanced compute capabilities, but it’s essential that their device performance is reliable. They need their laptops to be fast enough to handle the workload of a typical office employee, from record keeping to administrative work, without

causing delays. Users need to trust laptops will turn on and work whenever they are in use, and that they will be reliable for years to come. Collette shares many city workers need that durability and reliability on the go.

“For our field workers, the laptops and tablets that they use are in pretty harsh environments. They’re bouncing around in trucks, and they’re used in the rain and the snow. Ruggedness is very important to us.”

The ruggedness and reliability of a device can control the productivity of field workers. Employees that oversee the town’s infrastructure – like the water department or electrical workers – rely on their devices to access a geographic information system (GIS), rain or shine. The town has an extensive infrastructure map, and field workers rely on it to find the right valve or transformer that needs replacing, no matter how much of a beating their laptops take.

“We are primarily looking for something that is reasonably fast.”

– Doug Collette, Network and Technical Support Engineer, Town of Mansfield, MA





Finding reliability for any environment

The IT department for Mansfield has conducted significant research to determine what brand of computers would best support employees. They tried deploying different brands around 2015 to gain a better understanding of what devices fit users' needs. Because of the high demand for laptops and supply chain disruptions again in 2020, Collette and his team ordered any brand of laptop they could get their hands on.

Under both circumstances, the IT team kept a close eye on how the different brands held up. "It boils down to reliability," says Collette. "When most laptop brands work, they seem to work as well as anything. The problem is keeping them working."

When the Mansfield IT team deployed different laptops to users, they noticed a strong reaction toward the devices. Collette shares that the team "bought workstations from another brand equivalent to the HP workstations we have been buying, and nobody liked them." He gained an understanding of users' preferences through helpdesk tickets and office chatter.

"They were very slow, and the users hated them. We ended up pulling them out and replacing them with HP," Collette says.

Aside from being slow, Collette found that certain parts of the laptops did not perform reliably; the keyboard wouldn't work one day, or the webcam would crash. Even though the laptops had similar specs to the HP laptops the team deployed, users would get frustrated by all the inconveniences.

The burdens were more so experienced by field workers, who needed to access the GIS; any challenges they faced using their devices resulted in delays tending to the town's infrastructure. They would not be able to upload their notes or look up the location of an issue. And if a device shattered after being dropped or bumped, the field worker would be completely out of commission.

After trial and error, Collette emphasizes that "other machines definitely do not perform like HP." Ultimately, Collette and his team decided that they couldn't depend on any brand as much as HP. Even when the specs were the same, they did not have the performance or reliability that Mansfield employees need.

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– Doug Collette, Network and Technical Support Engineer, Town of Mansfield, MA





Effectively serving citizens for years to come

Now, after discovering what technology brands did and did not meet the needs of town employees, Collette has a better idea of which PCs to continue to deploy. He has seen helpdesk tickets come in for all types of end user devices, and the amount of time devices stay in the field, further informing his purchasing preferences.

“HP laptops seem to hold up well. Many of them have been in the field for five, six, or seven years. Some laptops have been used for even longer than that,” says Collette.

Offices in the town hall have heavily relied on HP desktop computers, and employees saw the same reliability in HP laptops when working in the field or working from home. Even HP laptops that were deployed before 2020 are still in the field. Collette shares that both the IT team and users appreciate the long-term reliability of PCs.

Field workers in Mansfield have found that HP devices hold up in every sort of environment they're in, no matter the weather. Office employees value the speed and efficiency of their devices. The IT team has found that HP not only meets their needs more than other brands,

but customer support also exceeds that of competitors.

“When we do have a problem with HP, the HP support has been very good,” says Collette. “We just typically call our HP partner, which is in the next town, and they send somebody the following day. It's fixed in a in a day or two rather than, you know, three or four weeks.”

When it comes down to selecting a new laptop for a user, Collette shares that he always starts with HP. He has found that HP has a wide range of models, so he can always find what he is looking for. From desktops to laptops, HP has helped Mansfield reliably and efficiently serve its residents. When it comes to recommending devices for other towns like Mansfield across America, Collette confidently assures that you can depend on HP.

“Once you come up with the requirements, then my recommendation is just start with HP. Go through the various HP models, and determine which model seems to be best suited to the needs of the user.”

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Technology solutions for local government

No matter the size or reach of your organization, effectively serving the public requires technology solutions that you can rely on. Devices need to support different working models, for field workers and hybrid work environments, while maintaining security and lower costs.

Our solutions empower government employees to produce great work with next-generation technology. From setup to day-to-day workflows, HP Premium PCs running Windows 11 enable employees to deliver their best. With our reputation for advanced innovation, reliable solutions, and convenient support, HP is ready to be your technology partner.

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