

## Automating Helpdesk Services Achieves 100% ROI Immediately

“We put it into full production use in 2 weeks, it paid for itself immediately and our users are delighted. The team at EnterpriseWizard is very supportive and their product is rock solid.”

- Shari Winstead IT Director, Hopkins County Board of Education

### Organization Overview

The technology department support team of the Hopkins County Board of Education in Kentucky provides technical assistance for teachers and technology coordinators in 14 schools in the district and supports over 2250 computers.

### Challenges

The team at the HCBOE needed a helpdesk system to track and manage issues, route them to the appropriate individuals or teams, coordinate their resolution, inform the schools of their status and monitor activity to ensure that nothing was falling through the cracks. In brief, they needed to operate with the efficiency of a well-managed business and to do so on a limited budget.

HCBOE had tried to satisfy these needs by using a well-known helpdesk product but were impeded by its restrictive licensing policies, unhelpful client-server background and unsatisfactory web interface. Only selected workstations could submit work requests, and functionality shortcomings meant that they had to assign and route requests manually.

### Selection Process

The HCBOE team’s experience with the existing helpdesk product naturally made them cautious about spending more money on this technology. They reviewed over a dozen helpdesk products before narrowing down to a shortlist of three.

Even though SupportWizard (the precursor to EnterpriseWizard) was not the cheapest solution, it still won the selection by virtue of its reputation, functionality and unconditional guarantee – we gave HCBOE a free two-month evaluation license for an unlimited number of users. If the software did not meet all their needs, they could cancel the purchase decision without any pre-payment or penalty.

## Hopkins County Board of Education

### Industry

Education

### Industry Challenges

Manual process caused some issues to slip through the cracks

Users weren’t being automatically notified about their issues’ progress

Backlog of issues caused productivity problems for staff waiting for solutions

Expensive legacy system’s licensing policies prevented widespread, consistent use

Lack of system functionality and unsatisfactory web interface meant some needs were going unmet

### EnterpriseWizard Solution

SupportWizard CRM Solution

In-house server running Linux

Microsoft Active Directory authentication/integration

### Solution Benefits

Response times halved

Improved user satisfaction

Dramatically fewer open work orders

Automated work order tracking

Increased technician productivity

Personnel costs reduced

Standardized authentication

Adaptable platform allowed for customizations and changes in business rules

## Implementation Process

The customization/setup requirements included creation of custom tables and fields, integration with Microsoft Active directory, custom escalation rules, automated reports, custom scripts for automated issue assignment, custom groups for access control, work-order routing and GUI customizations.

In addition to tailoring the system to the precise needs of the school district, the implementation plan included testing a few schools before rolling the system out to all the schools in the district. An aggressive one-month schedule was allocated for the customization and rollout period.

The entire process was finished and the system certified for full production use after just two weeks. The benefits were felt immediately.

## The EnterpriseWizard Solution

### Response times halved

Now work orders are completed, on average, in less than half the previous time. This is because the system automatically assigns issues and notifies technicians, who no longer need to wait for tickets to be manually assigned.

Technicians are able to modify or close work orders from anywhere on the network. Because of this, they are able to receive new work orders without returning to the central office.

Technicians can now devote their time to solving problems rather than updating users about progress on their tickets, because the system automatically notifies users about status updates, and users can track and update issues through their browsers.

### Cost savings

The reduction in response time and improved productivity resulted in a dramatic cut in the number of outstanding work orders. Before HCBOE's team implemented SupportWizard, there was an average of 50 open work orders at any one time. After six weeks, the average had dropped to just 4.

The productivity of users at the individual schools has increased because their problems are getting resolved so much faster.

Technicians used to resolve an average of 18 issues per week, now they resolve 23.

The tech managers used to spend a significant portion of the workday manually assigning issues, now issues are automatically assigned to the appropriate technician and email notifications are sent to all applicable parties.

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Security is higher and administration costs are lower. HCBOE's team achieved all these gains werewithin 2 months of installation and there are more benefits to come. The software supports custom tables, making it extensible to additional needs in the organization, and these are already under active evaluation.

### **Work order tracking**

Escalation rules automatically track and monitor work orders. The system captures work done on each order and generates progress reports. These reports also document overall performance levels to help management stay on top of things.

### **Improved user access**

Now any authorized individual may submit a work order from any workstation on the network at any time using a browser interface, rather than having to rely on HCBOE staff to submit the order on their behalf.

### **Standardized authentication**

All workstation clients use the same Active Directory Service for authentication of their workstation login and SupportWizard login. This improves security, reduces confusion and centralizes administration to reduce administrative costs.

### **Benefits**

The school district obtained a full ROI on the cost of the software before actually having to pay for it. Response times have been halved, the incident queue has dropped from 50 to 4, user satisfaction improved and personnel costs reduced. These benefits are the direct result of a disciplined procurement process, selection of appropriate software for the task and a structured implementation. This public organization now enjoys management as efficient as any of the best private businesses.

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### **For More Information**

Contact 1-888-727-2209 ext 1 to learn more about using EnterpriseWizard for helpdesk or ITIL support.

### **About EnterpriseWizard**

EnterpriseWizard, Inc. ([www.EnterpriseWizard.com](http://www.EnterpriseWizard.com)) is the leading provider of powerful, easy-to-deploy, and cost-effective Web-based software solutions for business process automation, customer support, and change management for organizations with complex products or services. Its flagship product, EnterpriseWizard, and its adaptable SaaSWizard platform have attracted hundreds of customers, ranging from startups to leading edge companies such as AMD, NEC and Fujitsu.

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