

HOPKINS COUNTY BOARD OF EDUCATION

# AUTOMATING HELPDESK SERVICES ACHIEVES 100% ROI IMMEDIATELY

## 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 certain

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

— Shari Winstead,  
IT Director

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 list of three.

Even though SupportWizard (the precursor to Agiloft) was not the cheapest solution, it still won the selection by virtue of its reputation, functionality, and unconditional guarantee. SupportWizard gave HCBOE a free two-month evaluation license for an unlimited number of users.



## INDUSTRY

- Education

## 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 licensing policies prevent widespread, consistent use
- Lack of system functionality and unsatisfactory web interface meant some needs were going unmet

## AGILOFT SOLUTION

- Agiloft CRM Solution
- In-house server running Linux
- Microsoft Active Directory authentication/integration

## BENEFITS

- Response times halved
- Improved user satisfaction
- Fewer open work orders
- Automated work order tracking
- Increased technician productivity
- Personnel costs reduced
- Standardized authentication
- Adaptable platform makes customizations and changes easy

If the software did not meet all their needs, they could cancel the purchase decision without any pre-payment or penalty.

## IMPLEMENTATION PROCESS

The customization and 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 AGILOFT SOLUTION

**Response times halved:** On average, work orders are now completed 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.

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

Technicians are able to modify or close work orders from anywhere on the network, which allows them to receive new work orders without returning to the central office.

Because the system automatically notifies users about status updates, users can track and update

issues through their browsers and technicians can devote more time to solving problems rather than providing tickets updates.

**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 four. The productivity of users at the individual schools has increased because problems are getting resolved faster.

Technicians used to resolve an average of 18 issues per week, now they resolve 23. IT managers used to spend a significant portion of the workday manually assigning issues, which are now automatically assigned to the appropriate technician with email notifications sent to all applicable parties.

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Security is better and administration costs are lower. HCBOE's team achieved all these gains within two 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, which 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 four, user satisfaction has improved, and personnel costs have been 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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