



Case Study University of Northern British Columbia

Profile

University of Northern British
Columbia
British Columbia, Canada

Industry
Education

Service Area
5 Campuses

Product
LiveTime Help Desk

Business Benefits

- Single point of contact for all requests
- Intelligent skill based routing based on local points of presence
- Access from any browser anywhere on campus

UNBC provide centralized campus support from any desktop

The University of Northern British Columbia (UNBC) is based in four locations and has 3500 students with over 700 staff. The in-house IT support department is segmented into four departments: Computing and Telecommunications Service, Administrative Computing Services, Computer Science, Library and Medical support.

Over time the UNBC has used a mix of home-grown and open source solutions to track and manage support requests. However the limited feature set of these applications did little to prevent service requests being lost through informal communication, nor did they route requests based upon availability or workload. A solution with features suitable for a university that would cater for the cross platform environment and be fully accessible via the web was required to formalise the support process throughout the numerous locations.

After completing extensive research into products available in the Help Desk market, UNBC concluded that LiveTime was the only vendor that could support the complex routing requirements and access from any desktop. It was also vital that the application was easy to use for customers and support staff and LiveTime Help Desk was the obvious choice.



Working closely with the LiveTime professional services team to install the solution, Trevor Fuson, UNBC Systems Analyst, has found their product knowledge to be “excellent.” “It is a sign of a good company that knows their own product very well,” he said.



UNBC’s confidence in LiveTime has grown as the product’s feature set has expanded to meet the challenges encountered in an educational environment. “The inclusion of enhanced team-based escalation, automated Active Directory synchronization and implementation of department-based assets all serve to validate UNBC’s decision to invest in LiveTime Help Desk.” said Trevor Fuson, UNBC Systems Analyst.



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“LiveTime is, without any doubt in my mind, the best company I have ever dealt with in terms of customer support.”