



## Case Study Wilson County Schools

### Profile

Wilson County Schools  
Tennessee, USA

Industry  
Education

Service Area  
Wilson County, Tennessee

Product  
LiveTime Help Desk

#### Business Benefits

- Increased efficiency of call handling
- Justification of support costs
- Eliminated ad-hoc support requests through consolidated view
- Improved Customer satisfaction

### Schools meet tomorrow's needs today with LiveTime Help Desk

Wilson County Schools' philosophy of "meeting tomorrow's needs today" is upheld by close to 800 teachers and administrators. They serve approximately 12,700 students from Kindergarten to Adult Education over 23 locations. The challenge to manage IT resources over multiple locations is handled by allocating the responsibility for a group of sites to specific technicians. The technicians schedule days to make onsite visits to handle support queries that cannot be fixed by remote desktop access.

In order to capitalize on the functionality of existing infrastructure and to maximize IT and human resources, Wilson County Schools needed to upgrade its open source help desk. It was decided that integration with Active Directory and Microsoft SMS asset management tool, along with the ability to produce relevant reports would make the help desk more effective and efficient.

Wilson County Schools selected LiveTime Help Desk as the replacement application because it was easy to use for customers and staff. It also possessed the required integration points and advanced reports module as out-of-the-box functionality.

The LiveTime Help Desk installation was completed remotely and the support team found the application easy to learn. LiveTime had an immediate impact on the way Wilson County Schools' help desk functioned.



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“The online system allows us to evaluate the call volume prior to making a location visit and we can take the appropriate materials with us,” said Ken Chitwood, Network Engineer for Wilson County Schools.

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## Contact

### USA

- 949 777 5800

### United Kingdom

- +44 1242 580 090

### Australia

- +613 9620 7588

### Belgium

- +32 2 725 16 44

### France

- +33 (0)1 49 04 71 99

### Ireland

- +353 1 230 4240

### Italy

- +39 02 58 21 56 60

### Netherlands

- +31 33 432 1700

### Norway

- +47 214 99099

### Portugal

- +351 217 101 165

sales@livetime.com

Mr Chitwood explained, “Our policy is that if a call isn’t in the system before the technician leaves for the site in the morning, the call is closed on the next visit to the school. This has almost eliminated the problem of users stopping the techs in the hall and asking for help.” This improved workflow has resulted in a reduced stress level for technicians, as they now have greater control over the way they work.

“The reporting also helps in justifying additional personnel,” said Mr Chitwood who generates reports to monitor call volume, open call per technician/location and the length of time for open calls.