

University of Southern Indiana

AN ihets. CASE STUDY ON HELP DESK SERVICES

The University of Southern Indiana extends their help desk service without expanding their wallet

ABSTRACT:

The Problem

How to provide the help desk coverage students and faculty need without taking on the additional costs of extending help desk services.

The Solution

USI teamed up with IHETS to provide weekend and off-hours help desk services. IHETS' highly-trained customer service staff handles and documents all calls, allowing USI to monitor the success and value of help desk outsourcing.

The Outcome

IHETS and USI continue to collaborate and customize the help desk services to best fit the needs of USI's growing institution.



As reliance on technology increases and learning through distance education becomes more common, the University of Southern Indiana (USI) is forced to balance the needs of their students and faculty with available Information Technology funding. In response to growing concerns from students and faculty that their IT problems were not properly addressed during late evening and weekend hours, USI decided to expand their help desk services.

USI chose to work with their long-time technology services provider, IHETS, to create a cost-effective solution. Late night and weekend calls are now routed to IHETS' knowledgeable customer service staff where each inquiry is resolved and properly documented. **The IHETS help desk service allows USI to benefit from a highly qualified technical staff without having to worry about recruiting, training and fulfillment issues.**

IHETS provides USI with quarterly reports showing the number of calls received, dropped calls, average talk time, and additional statistics broken down to an institution-specific level. USI continues to monitor the success of their relationship with IHETS. Wayne Bohm, Director of Computer Services, jokes that the best quality indicator for IHETS' customer service is the lack of student complaints coming into his office.

“Outsourcing to IHETS’ gave USI the ability to extend our services to late hours and weekends, providing a better service for our students.”

[Wayne Bohm, USI]

IHETS' highly customizable help desk service allows the University of Southern Indiana to scale to the level of support they need without incurring large IT expenditures. IHETS continues to collaborate and improve help desk services to best suit the needs of USI's students, faculty and staff.

To discover ways IHETS can assist your organization with help desk services
contact info@ihets.org