

Service Desk Solution



Adams County School Districts 50



Location: Westminster, CO
Classification: School District
Revenue: (Private)
Website: <http://www.adams50.org>

The District 50 vision Ensures students skills and knowledge meet or exceed the requirements of a successful 21st Century citizen. Honors and embraces the diversity of its school community. Nurtures the love of learning and inquiry with every District 50 student.

Serves as a lighthouse district in the state of Colorado for students academic achievement and life-long success.

Challenge

- “Unreliable and underperforming Help Desk and End User Support; high volume user issues.
- “High Operating Costs and Staff vulnerabilities (high turnover).

Solution

- “Utilization of 24x7x365 Service Desk to monitor and track all user issues, from inception to resolution, thereby reducing call volume by 70% and achieved first call resolution of 80%.
- “Leveraging of existing resource infrastructure through SYMMETRIX shared Service Desk and subject-matter-expertise reduced operating costs by over 20% and provided seamless support to users.
- “Staff vulnerabilities are minimized due to local team of resources and reach back capability of SYMMETRIX.

Services

- “Symmetrix Solutions implemented a 24x7 service desk to monitor, track and support 10,000 users, from inception to resolution, thereby reducing call volume by 50%, and achieved first call resolution of 80%, even though ticket volume increased based on reestablishing credibility with the end users.
- “Implemented Best Practices for service desk.

Benefit

- “Increase credibility with end user community, resulting in a higher level of confidence with the IT department.
- “Increased 1st call response and resolution by 30%.
- “Predictable cost model
- “Scalability both up and down leveraging shared services model.