



## Partnership in Education

Questeq and bigWebApps Create  
Tier 1 Support Solution to Solve Help Desk Problems

### The Customer

Allegheny Intermediate Unit (AIU) is an education agency located on the south bank of the Ohio River just outside of Pittsburgh, PA. They are chartered to serve, support, and lead the K-12 districts in their region which includes 42 public school districts. AIU's challenges are directly tied to the complexity of their help desk staff in supporting 2,300 full and part-time employees and several thousand students who request daily support on various software and hardware solutions.

AIU manages and deploys three separate groups from their central office: the network connectivity group who is in charge of making sure their schools are able to successfully access the web in a safe reliable manner; the web development group whose task is to work on their internal website as well as the websites of their participating districts; and a fiber support group for charter schools who need service on their laptops and printers.

In 2004, Kevin Rump, Asst. Dir. of Admin for Tech Operations, noticed his current solution for handling Tier 1 support was overwhelmed by the weight of their existing infrastructure. They turned to a well known local managed service provider, Questeq, for help.

### The Challenge

Questeq was selected by the AIU to serve as the Tier 1 call center support provider. Prior to this move, AIU customers would call a technician directly. Being based “in the field”, the techs handling the calls were struggling to ensure that requests were consistently recorded, prioritized, and managed properly. Issues falling through the cracks became a concern. Enter Questeq. With their decades of experience supporting the K-12 market, Questeq was able to provide quality phone support that properly handled AIU’s customers’ initial requests. Questeq saw to it these issues were reliably being serviced by trained professionals and, as equally important, being documented properly. However, there was still a big issue in bridging the support visibility between Questeq and AIU. Questeq’s existing help desk software didn’t allow Kevin the accessibility he needed to see what was happening within his support department. He needed more flexibility in reviewing the quality of all of Questeq’s Tier 1 support team submissions. On top of this, Kevin also needed the ability to review his internal Tier 2 support team’s performance. Questeq turned to their partner, bigWebApps.

Before HelpDesk we would have had a ‘gut-feeling’ that a particular person was overloaded in an area because we were getting a large amount of complaints. But now with the data, we are able to pinpoint and identify problem areas before the complaints start.

### The HelpDesk Solution

bigWebApps HelpDesk provided the perfect solution in complimenting Questeq’s support services by giving Kevin and his team visibility into the entire support process and the capability to create custom reports.

Kevin said, “Before HelpDesk we would have had a ‘gut-feeling’ that a particular person was overloaded in an area because we were getting a large amount of complaints. But now with the data, we are able to pinpoint and identify problem areas before the complaints start”.

The transition process from the help desk ticketing system AIU was using to bigWebApps HelpDesk software was fairly minimal. Questeq’s staff was very familiar in how AIU support process needed to be setup as well as had a deep understanding of HelpDesk’s customization. Combining Questeq’s expertise and the feature set in HelpDesk such as sub-classes and a configurable routing engine the implementation was a smooth transition.

AIU has even expanded the use of HelpDesk and implemented a work-flow system that rides next to their financial system. They now have a process for when their people order new technology (computers/laptops/printers). Once the purchase is approved an auto-alert is sent to the HelpDesk solution via an email which creates a ticket to the technician who will support the equipment. This allows the technician to begin pre-planning allowing them to be prepared prior to the arrival of new hardware.

By leveraging Questeq's service and bigWebApps HelpDesk, AIU was able to avoid adding staff, as well as abandon the process of trying to 'hammer out' a help desk application internally using the limited amount of resources they had available.

"By simply allowing Questeq to have access to managing and resetting our customer's passwords has drastically reduced our staff's need to go on-site for these calls" noted Kevin.

Approximately 45-55% of all of our tickets are now completed by the Tier 1 Questeq support staff. This translates to us cutting the number of tickets we support in half.

### The Result

By allowing Questeq to come in and take over the Tier 1 support process using bigWebApps HelpDesk, AIU has eliminated the issue of deciphering voice mail messages and having to convert them into a request. Now tickets reaching the Tier 2 support techs have been professionally qualified and gaps in the information are filled by Questeq's operators.

"Approximately 45-55% of all tickets are now serviced by the Questeq staff", commented Kevin. "We have been able to decrease our on-site visits and ticket escalations by as much as 45% and have been able to 'hold our own' with the increasing amount of new technology being supported year over year."

### The Value

Now when any wide-spread issues are identified in AIU they immediately inform Questeq. This step empowers the Questeq staff to give AIU's customers with immediate feedback that the issue is being worked on. Prior to implementing Questeq and bigWebApps HelpDesk, each one of these calls would have been on the active plate for various Tier 2 technicians. All issues can be accurately logged and assigned into bigWebApps HelpDesk with confidence each issue will be serviced in a timely manner.

Kevin states, "From a technology support perspective, it has been a great combination of both bigWebApps and Questeq to improve and enhance our ability to support our staff. In education our primary focus is on the students. So anything that takes away from (the students), takes away from the mission of our organization. Having technology problems known, qualified, and addressed as soon as possible helps everyone in the organization provide a higher level of service. And (Questeq and bigWebApps) allow us to do that."

Kevin continues by stating, "Working with Questeq and bigWebApps has been great from a customer service standpoint. It seems when we ask a question they almost take it as a challenge to figure out how to make it work better."

bigWebApps  
1447 Peachtree Rd  
Suite 880  
Atlanta, GA 30309  
www.bigwebapps.com

Questeq  
410 Rouser Rd  
Suite 201  
Coraopolis, PA 15108  
www.questeq.com