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THE NEED:

Trine is a private, non-denominational institution that grants associate, bachelor’s, and master’s degrees in more than 35 programs on campus, online, and at regional education centers. In 2006 Trine University decided to focus the IT team on strategic objectives to help them compete and to provide the levels of service other school were delivering. Several opportunities for improvement were identified including:

- Important IT projects needed focus from the IT team for on time/on budget completion. By focusing on these important IT projects Trine would compete better in the post-secondary education market.
- A strategic view of IT projects and the IT team would result in better service for the staff, faculty and students of the university. This would result in a better overall rating of the university and its ability to provide services.

THE RESULTS:

- Trine has been using TeamHeadquarters™ since 2006. While Trine’s IT team has remained focused on strategic initiatives like wireless Internet access for the campus, online education and faculty tools, TeamHeadquarters™ has been quietly supporting their entire campus – students, faculty and staff. Trine has been able to combine several helpdesk products into a single solution, TeamHeadquarters™, and staff it with students and tier 1 technicians.
- Now that Trine’s IT department has implemented procedures and workflow to handle helpdesk, projects and resource time, they are enjoying greatly improved customer satisfaction and efficiency.
- Trine has been able to focus tier 2 and 3 IT resources on projects and strategic initiatives and resulting in less interruptions and virtually no multi-tasking. This is making Trine a better school.
- The long-term benefit of TeamHeadquarters™ has been the optimization of the entire IT team. Resources across multiple disciplines – phone systems, ERP, network, etc... can all be brought together on a single helpdesk incident to effectively, efficiently provide the best in customer service.

For a detailed case study visit www.entry.com and register

THE BENEFITS:

- ✓ THQ focus the team on what’s important every day
- ✓ Integrated helpdesk and project management
- ✓ A cost effective solution that doesn’t take away from your core business activity
- ✓ Easy to learn and implement
- ✓ Improved customer service reputation
- ✓ Consolidation of applications
- ✓ Improved ability to direct internal resources on strategic initiatives

THE CUSTOMER:

“TeamHeadquarters is the only solution that we found that could do projects, helpdesk and resource management in an easy to deploy and learn SaaS implementation.”

Michelle Dunn

CIO, Trine University

FOR MORE INFORMATION:

Entry Software Corporation
North America: 1 (888)368-7909
International (818)792-6160

www.entry.com