

# Service *Support*

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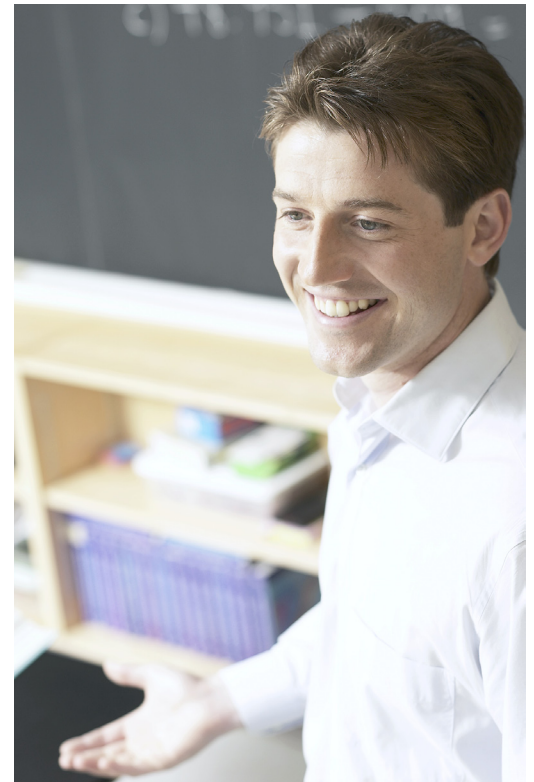
*-Angie von Gersdorff,  
Washington County Public Schools*

## **The Problem:**

The IT Department at Washington County Public Schools (WCPS) maintains a large network of computers. The department was reliant upon a popular, yet inefficient help desk tool to support its efforts in 46 schools. The previous system used paper forms for incident requests. This system did not allow the support technicians to quickly and effectively access requests, making timely responses impossible.

The previous system created communication problems between the technicians and the end users. The users were not updated on the progress of their requests, and there was often miscommunication regarding incidents.

Additionally, without a central database, the ability to generate accurate, detailed reports was time consuming and tedious. Thus, technicians spent too much time creating reports rather than handling incident requests.



**Helping schools maintain a budget and  
provide world class support**

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## **Washington County Public Schools**

Washington County Public Schools oversees 46 schools (K-12) in Western Maryland. WCPS has over 2,500 employees, and more than 22,000 students. The Technology Department handles all hardware and software issues for each school, including the maintenance of every computer within the school network.

## The Solution:

With the transition from a less effective paper system to the web-based *everything* HelpDesk® solution by GroupLink®, WCPS was able to revamp its IT Department's approach to problem resolution. Angie von Gersdorff, System Support Specialist for WCPS, stated, "The ability to move away from an outdated paper system to a web-based tool has been a tremendous success for us. Our techs now have access with any computer that is internet equipped. In fact, they can access the project at hand from the very computer they are working on!"

Technicians are able to keep end users informed about the progress of their incident requests. eHD™ allows end users to participate and learn the processes needed to resolve their issues. "By bringing our users into the process, we eliminate repeat inquiries," said von Gersdorff. "By providing [the end users] with the means to see the status of their request, they are more involved and feel like they are part of the solution."

Having information available instantly has reduced the number of phone calls to the IT Department. "By keeping our schools more informed, we have eliminated guesswork and increased the ability to become an active part of the solution," von Gersdorff stated.

The technicians no longer spend their time shuffling through piles of paperwork and creating paper reports. Instead, they are able to spend their time managing incident requests. Technicians can also easily create powerful, detailed reports. These reports can be set up on a schedule to be automatically created and emailed to any contact.

## Conclusion:

With the implementation of eHD, WCPS has increased the IT staff's productivity, and improved the functionality of the entire computer network in all 46 schools. "I love it," said von Gersdorff. "The difference in how our department operates now is night-and-day when compared to how it was. Everyone is very pleased, and our supervisors are particularly impressed with the reporting piece."

## School Name:

Washington County  
Public Schools

## Industry:

K-12 Schools

## Business Benefits:

High Adoption Rate  
Email Integration  
Reporting  
Customization  
Cost Efficient

## Quick Stats:

46 Schools  
2,500 Employees

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- Angie von Gersdorff,  
System Support  
Specialist

