



Kirkwood Community College

Community College Sees Remarkable Time Savings With New Help Desk Work Order Solution

Kirkwood Community College decreases time of work order completion and supports additional assets by implementing ITDirect

Kirkwood Community College was in need of an IT makeover when it hired Jon Neff as the new executive director of information technology to help manage its growing technology portfolio and evolving technological needs. In Kirkwood's in-house database, everything from trouble tickets to purchase orders was entered manually. The college knew it needed a change from its labor intensive process.

The college decided now was the right time to purchase both SchoolDude's MaintenanceDirect, an online work order management solution, and ITDirect, a help desk ticket management solution. "It was a no-brainer," said Dana Lighthall, desktop support manager, after viewing a webinar of ITDirect. The team set up ITDirect in just 3 weeks, and achieved the college's goal of launching ITD and MaintenanceDirect simultaneously.

Kirkwood's IT department didn't realize the inefficiencies of its help desk management system until it adopted ITDirect. Today, 90% of the tickets that come in are customer generated. The tickets are automatically routed to the right person, which saves on labor and improves efficiencies. Emergency ticket resolution time has been cut from 3-4 days to just 1 day with ITDirect. Additionally, Kirkwood's IT can handle more hardware with the same number of technicians. "Since the implementation of ITDirect, we've increased our fleet significantly — we now support approximately 4,000 computers. I'm down a full-time technician, yet we're handling the workload seamlessly," said Lighthall.

Another concern for the department was that it hadn't conducted an IT inventory audit in 5 years. Kirkwood decided to purchase ITAMDirect, since it had such great success with SchoolDude's other solutions. ITAMDirect is an online technology asset management solution that streamlines all aspects of IT asset administration including monitoring, reporting, planning, and life cycle costing. This product gives Kirkwood visibility into what IT assets are in its system and who they are assigned to. It can also track assets that have left the campus. Utilizing the tracking feature, Kirkwood was able to recover a laptop stolen from the school's library. "That's a huge advantage [to us]," added Lighthall.

Who they are

CLIENT: Kirkwood Community College

LOCATION: Cedar Rapids, Iowa

SIZE: 17,625 students, 212 buildings

SchoolDude products used

ITDirect

ITAMDirect

MaintenanceDirect

PMDirect

InventoryDirect

PlanningDirect

UtilityDirect

MySchoolDude

Emergency ticket resolution time cut from over 3 days to just 1 day with ITDirect