



Brick Township School District

School District Finds Considerable Cost Savings to Invest Elsewhere with IT Help Desk Solution

Through ITDirect, Brick Township Public Schools save \$36,000 per year to invest in infrastructure and training

Like many educational institutions, Brick Township Public Schools, with over 11,000 students, had a manual system for IT support requests. The district was still using fax, phone and email for tech support and was always in a reactive state. Brick Township was looking for an automated system to shift away from the manual request process.

ITDirect, SchoolDude's help desk incident management solution, solved Brick Township's problems. "The products flipped our business model 180 degrees," said Brick Township's IT team. ITDirect's automatic incident routing and robust reporting capabilities were the foundation for the district's success with the solution.

With the implementation of ITDirect, the IT department created an automatic process for submitting tickets and routing it to the appropriate technicians, saving the salary of one to two technicians annually. The district did not need to hire a full-time help desk technician, saving it \$36,000 annually. Brick Township was better able to manage first-level tech support so that rather than being reactive to every fax or call, it developed a fixed maintenance schedule that is reliable and predictable. ITDirect's robust reporting allowed for data-driven decision making and helped allocate resources to a fixed maintenance schedule.

With the district's \$36,000 annual savings, it invests in additional infrastructure and training. Additionally, Brick Township Public Schools have added other SchoolDude solutions. With all users and locations automatically configured with additional SchoolDude products, Brick Township has seen time savings with implementation as well as cost savings. FSDirect, an online facility scheduling tool, has helped recoup costs of building usage by the community and private organizations. "After school activities went from 'budget busters' to 'revenue generators,'" said the IT team. "SchoolDude is always responsive to our needs as they evolve."

Who they are

CLIENT: Brick Township School District

LOCATION: Brick, New Jersey

SIZE: 11,000 students, 12 buildings

SchoolDude products used

ITDirect
MaintenanceDirect
PMDirect
InventoryDirect
FSDirect
CommunityUse
MySchoolDude

ITDirect
saves \$36,000
annually