



ITDirect is a cloud-based IT help desk management solution that streamlines the entire technology workflow process from support request to resolution.

Looking for a way to improve customer service while also ensuring your technicians have time to handle all incident requests and the growing technology assets at your school?

BENEFITS

- ▶ Save IT staff 30 minutes per incident by reducing requests and streamlining workflow.
- ▶ Reduce total cost of ownership by 60-80%.
- ▶ Reduce total incident requests through self-help knowledge database and troubleshooting questionnaire.
- ▶ Automate communication and feedback with requesters for improved customer service.
- ▶ Quantify costs for supporting and maintaining older equipment for refresh justification.
- ▶ Increase productivity by 10-12%, or approximately \$10 per student efficiency gains.

REDUCE
incident requests by
10% - 20%

SAVE
30 MIN
per help desk ticket

FEATURES

Productivity

- ▶ Automatically routes and assigns incidents to appropriate staff
- ▶ Notifies technicians of new incidents via email (mobile friendly as well)
- ▶ Includes project templates to automatically create and assign recurring groups of tasks
- ▶ Generates time-based request reminders and monitoring, and escalates incidents not reviewed in a time determined by you
- ▶ Integrates with ITAMDirect to easily import and track existing IT inventory assets

Budget

- ▶ Reports costs by category (asset type, budget code, project, etc.)
- ▶ Tracks staff labor costs and work completion to justify budgeting and planning decisions
- ▶ Includes asset inventory management for tracking configuration, history, priority and association with support requests

Communication

- ▶ Integrates with FSDirect to enable requesters to submit technology requests for event setup
- ▶ Enables requesters to submit requests online via request submission portal and receive email updates on status of requests
- ▶ Features configurable requester self-help and troubleshooting questionnaires

Reporting & Documentation

- ▶ Generates customizable, detailed reports and graphs
- ▶ Tracks detailed asset information, including history, configuration and related incidents
- ▶ Tracks detailed outage and downtime information for incidents
- ▶ Enables scheduling reports to be automatically emailed to various users

RECEIVE
payback on your investment in
3 MONTHS

Give a voice to your IT with technology management solutions:

ITDirect
ITAMDirect

Pricing varies based on size and institution type. Contact salesrequest@schooldude.com for more information.



SATISFACTION & IMPLEMENTATION RESULTS

Satisfaction

SchoolDude was chosen 2 to 1 over other CMMS options and has an overall 97.5% satisfaction rating. Top ratings in:

- ▶ Installation support
- ▶ Customer service responsiveness
- ▶ Training
- ▶ Product upgrades
- ▶ Product enhancements

Implementation

SchoolDude is one of the fastest, easiest solutions to implement with minimal training required:

- ▶ 80% of users require only hours or days of training to be proficient
- ▶ Pre-built templates, reports and categories to get you started

Impact on Your Resources

SchoolDude solutions will have minimal impact on your technical and administrative resources to implement and maintain:

- ▶ 45% of users only need minimal internal administrative resources to manage SchoolDude
- ▶ 85% of users have little-to-no need to depend on internal technical resources to support SchoolDude

Results

A recent survey of schools showed:

- ▶ 75% increase in productivity with SchoolDude
- ▶ 91% found reporting in SchoolDude to be powerful

SCHOOLDUDE SOLUTIONS

Check out all of SchoolDude's solutions including:

- Maintenance Management**
- Energy Management**
- Facility Usage**
- Technology Management**

SUPPORT SIMPLIFIED

Learn about SchoolDude's award-winning support

Lifetime Support and Training:

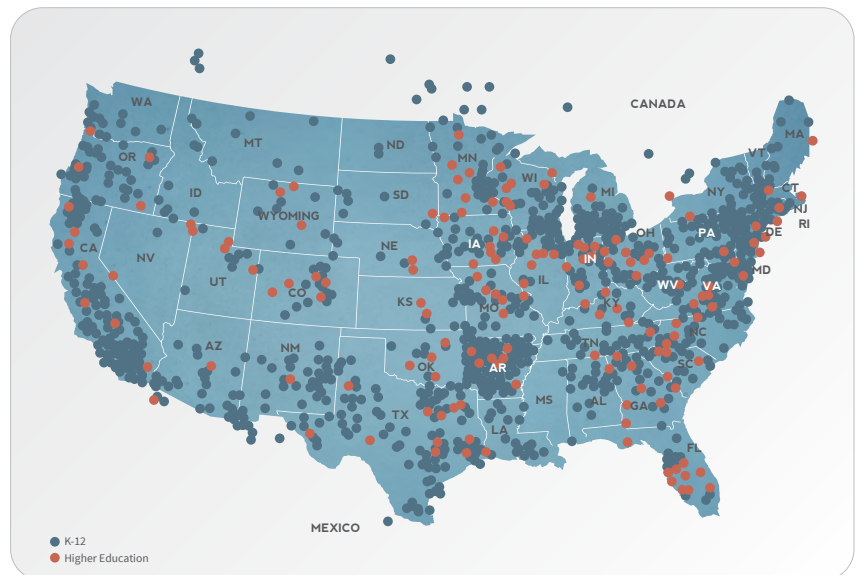
- ▶ Prompt support
- ▶ Cloud-based training for users
- ▶ Unlimited application users

Types of Support:

- ▶ Phone support – always speak to a live person
- ▶ Email support – we answer 99% of emails within 1 hour
- ▶ Chat support – available cloud-based

Additional Resources Available:

- ▶ Online client community – free to all clients
- ▶ Best practices help
- ▶ Online success documents and webinars
- ▶ SchoolDude University
- ▶ MySchoolDude – KPI and benchmarking platform
- ▶ On-site services



Thousands of K-12 schools, private schools and higher education institutions within the U.S. and beyond are already using SchoolDude solutions, and the number is growing daily!

CONTACT US

Got questions? Answers are what we're here for.

Phone: 877.868.3833

Fax: 800.216.3063

Email: salesrequest@schooldude.com

Attend an online technology management demo:

Tuesday @ 2:00 pm EST or Thursday @ 4:00 pm EST