

It is 2:00 am on the East Coast and a student is completing a school assignment online. On the other side of the country, it is 11:00 pm. A student is taking an exam. In the middle of the country, an instructor is uploading grades at 9:00 pm. In a country half the world away, an active-duty first lieutenant is registering for online classes at an American university.

Welcome to the World of Education 2.0

In today's world, education is 24/7/365... so is the demand for support. The needs of students and instructors are as unique as the individuals and the schools. The online learning population is diverse in age, technical ability, time of course access, and the type of help required. A full range of support services are necessary to keep students and instructors satisfied and productive.

Presidium recognizes the importance of the technology support necessary to serve both fully online and blended learning; serving these needs is our focus. We offer a wide array of educational services support to our clients. To ensure that the quality of student and instructor support interaction remains consistently high every hour, every day, no matter the complexity, we have developed integrated 24/7/365 service desk for our education provider clients.

Centralized IT Help Desk Solutions - The Unified Service Desk Approach

Presidium advocates a centralized framework for managing all interactions throughout the student life-cycle. We help clients deliver a consistent and predictable service experience by centralizing critical student services - including IT support as well as student services support. Through a unique combination of in-sourcing and co-sourcing, our services free-up clients to focus on their core mission: education.

Education Services Management - ESM

Presidium has collaborated with more than 650 education providers to develop and deliver innovative 24/7/365 help-desk solutions to support students, instructors, and staff.

Customized Help-Desk Solutions

In order to provide clients with consistent, high-quality solutions to manage student interactions, Presidium unifies a broad spectrum of offerings - from support for Learning Management and Student Information Systems to support for Financial Aid and Registrars' offices. Our customized solutions optimize client resources, establish consistency, resolve ambiguities around where to get support, and help plan for change.

Multi-Sourcing means cost-effective resource optimization

We work directly with client internal teams to understand goals, strengths, and strategic objectives. By focusing on resolving each client's unique "tier 1" issues, we enable administrators to focus on their core responsibilities.

Presidium IT Service Desk Solution

Presidium understands that a variety of applications are required to create a rich learning environment. In our experience, the more complex the learning environment, the more complex the service desk interactions will be. To that end, Presidium supports numerous applications and a wide range of multi-media tools critical to robust teaching and learning. We currently support more than 90 applications specific to higher education teaching and learning. Applications range from locally developed software to open-source technologies to commercial packages such as Blackboard, Angel, Wimba, and Elluminate. Presidium currently resolves 1,000,000 Learning Management Systems requests per year. Applications and technologies we support include:

- Commercial, Proprietary, and Open Source Learning Management Systems and Distance Learning Programs: Blackboard/ WebCT, Angel Learning, Desire2 Learn, Moodle, and Sakai
- Proprietary Applications: Pearson Higher Education, Wimba, Elluminate, Smarthinking, and CourseSmart
- Comprehensive Technical Help Desk Services: browser/OS, plugins, campus portals, messaging/email, and student information systems
- Enterprise Co-sourced Help Desk Services: comprehensive contact center deployment and shared-sourcing support, including: AV/Smart classrooms, wireless, and walk-in support
- Enrollment and Student Services: inquires and systems related to financial aid, registration, student accounts, and advising

Establishing Service Consistency through a privately branded solution

The benefits of custom-branded support give students the feeling that the service is a part of the “bricks-and-mortar” institution, which leads to greater trust, increased student satisfaction and, ultimately, improved retention.

Resolving Service Ambiguity means reducing frustration and creating seamless transactions

A unified, co-sourced approach to service management reduces the frustration of not knowing who to call for which services. To do this, Presidium works with clients to establish seamless interactions by leveraging shared resources, infrastructure, and processes – from ticketing to reporting to telephony and knowledge base articles.

Planning for Change means proactive change management

Keeping up-to-date on upcoming changes and possible configuration conflicts is necessary in today’s rapidly evolving technology. Proactive change management ensures changes to systems and services are orderly and support educational institutions’ goals. Through various channels such as Wikis, user conferences, and RSS feeds from the knowledge base, Presidium empowers clients to stay ahead of changes to the support environment and reduce disruptions to teaching and learning. Presidium’s Configuration Management Database (CMDB) provides administrators and clients with a complete and accurate view of their support environment, including the potential implications of upgrades, plug-ins, migrations, and hardware changes.

Unified IT Help Desk with Comprehensive Help-Desk Solutions

Presidium offers the spectrum of support services from Blackboard and online learning programs to entire student services help-desks. Our 24/7/365 custom-

branded service desk solutions offer the greatest level of support, assurances, and trust, and can combine: Admission/Enrollment; Registration; Financial Aid; Student Services; and IT help desk services.

The multi-modal, co-sourced support approach focuses on self-help tools with a robust knowledge base and real-time escalation to ensure the highest possible levels of first-call resolution. Our clients experience a reduction in overall call volume by offering self-help for each live support request, an increase in productivity and internal job satisfaction, and a reduction in yearly hiring and training expenses related to turnover. The benefits of seamless support with private branding gives students the same “brick-and-mortar” feel which results in a level of trust that increases student satisfaction.

Partnering with Presidium Means Customized, Cost-Effective Solutions and Savings

Presidium has the resources, relationships, and expertise to offer a full-range of services to educational institutions—delivering comprehensive ESM solutions. When you choose Presidium as a strategic partner, you join a collaborative network of 650 Clients – educational institutions and technology providers – mobilized to help solve the challenges of ESM by leveraging best practices and industry data.

Presidium also partners with education technology companies and publishers to improve solutions for education providers. As a premier technical support provider for Blackboard, Angel Learning, Horizon-Wimba, Elluminate, Pearson Education, and Houghton Mifflin, we gain experience on new technologies early in their release and are able to uncover possible areas where problems might arise. From this early information, we create process and disseminate this knowledge to our clients through knowledge base articles. In addition, our partnerships offer opportunities for innovation and sharing, which we pass along to our educational institution clients.

Overview of a Presidium Engagement

Through our ESM approach, we bundle our services, people, and technology to deliver comprehensive, integrated service desk solutions. Presidium’s ESM approach includes a number of elements vital to a comprehensive solution for our clients:

- Interaction support services 24/7/365 delivered via phone, Web, and live chat
- Knowledge Base with customized FAQs, illustrations, tip sheets, and animated tutorials for applications, hardware, and other elements
- Proactive Change Management Services
- Contact Center Operations with hourly capacity planning, real-time quality assurance, and in-depth reporting and analytics
- Account Management with a customized Implementation Planning Guide and work schedule, regularly scheduled reviews and customer satisfaction report cards