



Strategic Support and Service Desk Solutions for Education

Enhance end user technology support services to improve productivity for students, faculty, and administrators

Dell and Perceptis™ – A Strategic Support Solutions partnership delivering enormous benefits

When you want all of the advantages, value, expertise, and knowledge-sharing needed to drive greater productivity, Dell and Perceptis team up to deliver. Perceptis is a recognized thought leader in education services delivering the finest strategic support solutions available.

Perceptis serves more than 100 clients and offers not only frontline service desk and support solutions, but also rich data metrics and collaborative approaches designed to help identify the root causes of recurring issues along with proactive resolutions.

With the Dell/Perceptis team supporting your school system and facilitating continuous process improvement, students, faculty, staff, parents, and alumni have immediate access to the technology assistance they need. Plus, our end-to-end services portfolio options can integrate all student and administrative services support, which simplifies management and improves enterprise-wide efficiency.

The Result: With combined services from Dell and Perceptis, your stakeholders can more easily use technology resources to meet your core mission goals of improving teaching, learning, research, and campus operations.



Data-driven, customizable, and predictable Strategic Support and Service Desk Solutions assure optimal technology performance

The quality of support end users receive from your service desk often defines the reputation and success of your IT program. A strong experience increases satisfaction, while a lackluster one leaves constituents frustrated and resistant to adopting the very technology solutions meant to increase efficiency. In forward-looking institutions where the IT services organization delivers high-performance results, user confidence and proficiency increase, which optimizes the value of your technology investments.

Service desk challenges

Educational institutions use increasingly complex and robust solutions for learning management, lecture capture, personalized and distance learning, ERP, student services, financial aid, alumni and donor relations, grant management, and more. Effectively managing around-the-clock technology support is mission-critical to achieving the goals of the student population as well as those of faculty, staff, and leadership. In today's environment, it is no small task to efficiently staff and manage a proficient, high-quality service desk and solutions support program.

Driving success with Strategic Support and Service Desk Solutions

For more than 25 years, Dell has collaborated with educators to enhance connectivity throughout classrooms, campuses, and school districts. Dell solutions are deployed at more than 60% of colleges and universities in the United States and our technology is used by millions of K-12 students worldwide. As part of our full services portfolio, we assist students, faculty, staff, and other stakeholders get relevant and easy-to-understand answers relating to the technology systems that drive learning, network access, email communications, admissions, benefits, payroll, financial aid, student services, accounts, and more.

Whether users tap into our fully integrated system of call centers and service desk resources, or use convenient and streamlined online self-help, we provide the right answers, and often in less time than traditional solutions. Whether you need a full end-to-end campus support solution or a more streamlined service desk offering, we can provide your choice of options to efficiently support:

- **IT Help Desk:** Support for basic applications, network connections, hardware troubleshooting, and more
- **Financial Aid:** Technology and process services for what to do, where to send materials, award and status notification, what's available, and other core information
- **Human Resources:** Benefits enrollment and help desk assistance
- **Recruitment:** Includes inbound and outbound campaign support and fulfillment services
- **Student Services:** Admissions, enrollment, and registration
- **Retention Services:** Outreach programs and support designed to increase graduation by directing at-risk students to the right campus resources
- **General Information and Switchboard**

We collaborate with you to select and deliver just the right mix of strategic support services for your campus or district:

IT Help Desk

- General IT and Desktop
- Learning Management Systems
- ERP/ Student Systems
- Classroom

Administrative / Campus

- Switchboard
- Information Line / Desk
- Human Resources

Admissions / Student Services

- Recruitment / Admissions / Enrollment
- Registrar / Student Accounts
- Financial Aid / Scholarships

Lifecycle Management

Our delivery approach

To simplify the end user experience, our technical solution is built on a fully-redundant network spanning three independent call centers, all within the United States. Our service agents undergo background checks before hiring and full applications-support training. We maintain certifications for HIPAA, FISMA, and FERPA records privacy and information security regulations. In addition, we have extensive experience with enterprise-wide campus technology applications including Oracle, PeopleSoft, Microsoft, SAP, and others.

As a trusted advisor partner, we strive to achieve maximum accountability by:

- Using disciplined Key Performance Indicators and quantifiable Service Level Agreements
- Delivering regular analytic reports on: Incident Volume, Average Speed to Answer, Negative Abandonment, First Call Resolution, and Customer Satisfaction
- Tracking and compiling metrics-based data to improve processes
- Establishing a collaborative working environment with weekly or monthly reviews
- Attending staff and planning meetings (at your invitation)

Service flexibility

All call center services include options for phone, chat, e-mail, web forms, and remote desktop management. To meet your cost-efficiency objectives, we can establish service delivery through either a primary team of defined agents (augmented by shared resources), or a shared team of agents. In either case, you draw from a larger pool of technical expertise and you no longer have to worry about staff scheduling burdens such as vacation days, sick leave, time off, holidays, etc.

We can deliver your choice of:

- 24x7x365 strategic support services
- Overflow back-up when your help desk is flooded
- Application-specific services that you designate

Comprehensive services to meet every level of support with optimal cost-efficiency

Our service technologies integrate a custom-built incident management system along with a unified agent desktop and customer portal delivered over a stable Voice over IP platform that can:

- Handle large call volumes (up to and over 100K+ tickets per year, if needed)
- Model and support complex workflows
- Meet peak and seasonal load volumes
- Manage the needs of a diverse and distributed enterprise
- Deliver accurate automated data and consistent reporting

The web-based customer portal provides advanced features including:

- A complete view of customer tickets with capabilities to process, escalate, open, and close
- A management module to create and manage user populations through a permissions-based structure
- A messaging module that allows communication with service desk agents in real time
- Reporting scorecards and dashboards
- Flexibility for customization
- Client branding (as desired)

Success Stories

University of Virginia

Reduced costs by 15% while expanding support to 24/7

Because of limited resources, heavy workloads, multiple siloed help desks, and 8-to-5 staffing, UVA was oftentimes unable to provide same day service to students and faculty. After much research and consideration, UVA decided to turn their help desk services over to Perceptis in an around-the-clock Unified Service Center model designed to give users the quality IT help they need anytime, anywhere.

"Partnering with Perceptis fits perfectly with our strategy of 'right-sourcing,' allowing us to free up our staff to focus on our core mission. The Perceptis team was in constant communication through the entire process, from implementation to training on their tools, on-site meetings, and really getting to know our team."

*James Hilton, CIO
University of Virginia*

Fitchburg State University

Improved satisfaction by 180% and first call resolution by 360%

Fitchburg faced significant budget cuts and limited staff resources, coupled with an increase in technology demands. After looking at several help desk vendors, and even trying one unsuccessfully, the university turned to Perceptis. The implementation team, in conjunction with Fitchburg subject experts, created a rich knowledge base tailored specifically to Fitchburg and included customized answers on everything from their Blackboard LMS and Banner ERP to general IT and desktop requests.

"I had looked at several different help desk vendors and determined that not only was Perceptis the best, but they used their experience with other campuses and their knowledge about how we operated to simplify and enhance our offerings—customer complaints were immediately reduced the day we went live."

*Steve Schwartz, CIO
Fitchburg State University*

Financial Aid specialization

In the highly competitive High Ed sector, meeting student funding needs can make-or-break your recruiting and graduation goals. With our high-value financial aid support services, your staff can optimize performance by:

- Helping students get their questions answered more effectively
- Using automated tools to streamline processes and operations, which increases availability for one-on-one counseling
- Increasing the number of aid packages awarded
- Improving the tracking and effectiveness of enrollment campaigns
- Enhancing student and parent satisfaction

More about Perceptis

Perceptis is 100% focused on supporting educational institutions and is a leading provider of help desk services, customer support, and business intelligence. Perceptis operates 24x7x365 IP-based call centers in Cleveland, Phoenix, and Greenville, South Carolina, and currently handles millions of calls annually supporting more than 1.5 million end users. Perceptis is recognized for their quality of client partnerships and a precision of bringing data to the services function, which helps drive root cause analysis, process improvements, and cost-savings.

The Dell/Perceptis team provides robust support services with patience and speed

Our Strategic and Service Desk Support Solutions deliver a competitive edge for your organization:

- Seamless and scalable support services with greater standardization and centralization
- Common measurement, processes, and tools to add productivity and improve operational performance
- Greater efficiency in recruiting, enrollment, financial aid, alumni relations, and more
- A better student lifecycle experience to enhance academic success while increasing retention and graduation rates

Our applications support covers enterprise, administrative, and student services, including:

Campus Applications Supported	
LMS	Blackboard, Desire2Learn, Moodle, Sakai, Canvas
Virtual Learning	Wimba, Breeze, Tegrity, eInstruction, CPS, Respondus, Lockdown Browser, SecondLife, Foliotek, SharePoint, Turnitin, WordPress
ERP & Student Information Systems	Banner and Datatel (Ellucian), PeopleSoft, Oracle SIS, Campus CE, SAP, Jenzabar
Desktop Applications	Windows, MacOS, Linux, Microsoft, Open Office (GoogleDocs), AOL, Adobe, wikis, blogs; along with most common anti-virus, spyware, and computer protection and maintenance applications
Browsers	Internet Explorer, Firefox, Safari, Chrome
Email	Outlook, Gmail, Microsoft Live, Exchange, Entourage, Apple Mail
Portals	uPortal, Luminus, SharePoint
Mobile Devices	iPad, iPhone, Android, Kindle, iPod, Zune, and more
Media Creation Utilities	Windows Media Player, iTunes, Camtasia, Audacity, iMovie, VLC

Note: We work to stay current on new and emerging education software so our apps support portfolio is constantly expanding. We also have proven capabilities to quickly learn and support the locally-developed applications that school systems use.

A closer look at our unique architecture and functionality

Our proven solution blends a development framework that drives better operating efficiencies through smoother database interaction and added process automation. A real-time message center generates announcements with attach and acknowledge capabilities along with a scrolling information message bar. The system captures high-value business intelligence and analytics to expand reporting capabilities.

Key benefits include:

- Routing, managing, and tracking automation that allows greater accuracy and simplicity
- Informational metrics designed to drive root cause analysis and improve business processes
- Continuous knowledge-base building through data and scripts
- A flexible online self-held solution that answers common user questions and issues

K-12 expertise: Whether you have responsibilities in a higher education institution or a K-12 school system, we have all of the resources, tools, and experience needed to help you succeed. In K-12 environments, we not only support your district's learning management and school administration applications, our team is trained in FERPA and HIPAA standards to help meet the regulatory compliance requirements you face every day around reporting, data protection, and information security. In addition, we have proven experience learning and supporting the locally developed applications used in some districts.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services

