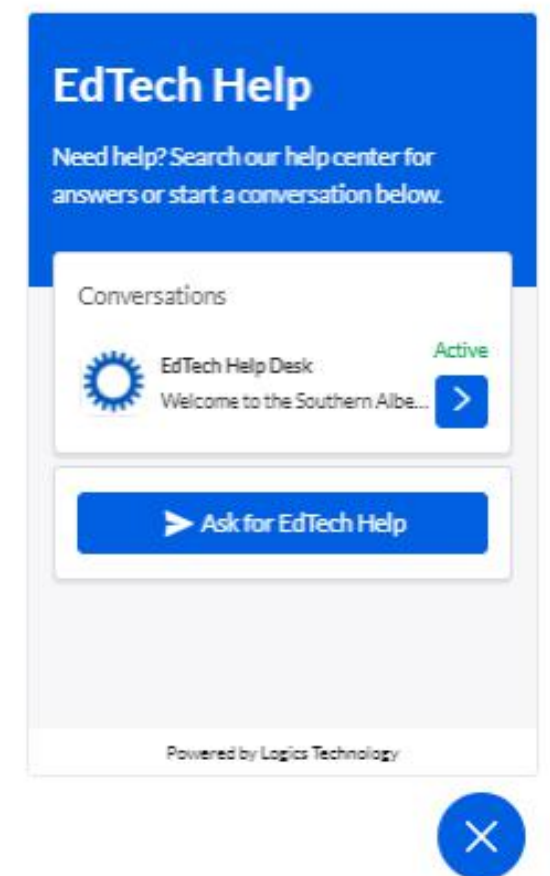


Southern Alberta EdTech Help Desk service provides on-demand Tech support for Educators



Case Study

The Challenge

In September 2020 Jessie Sadlowski, the Director of IT for Lethbridge School Division, reached out to Logics Technology (LT) for help with their increasing volume of IT support calls. Educators overwhelmed with new online learning technology requirements were calling in with basic “how to” questions that his team could not address in a timely manner. His school division and others in the area needed to free up their IT staff’s time to concentrate on additional IT infrastructure related support issues while also ensuring that the educators’ queries were being handled adequately.



The Solution

To save on budget and increase efficiencies, LT customized an offering which included all 8 school divisions in the area. They provided the consortium with a district wide digital platform including an online 24 x 7 live support service using a chat function in addition to troubleshooting options through screen sharing using the Microsoft Teams platform. The Help Desk is staffed by EdTech experts with teaching certifications who understand technology and pedagogy and who provide quick and accurate support.



The Results

In the year since the Help Desk service was implemented, the flow of support calls has been managed effectively and customer satisfaction has increased significantly. The IT and Ed Tech departments from the 8 school divisions can concentrate on training and best practices to help the broader needs of their users. Overall benefits of executing this solution included cost savings, better access to tech support for users and time savings for the IT and ED Tech teams.

"I am extremely satisfied with the results we have achieved working with Logics Technology on the Southern Alberta Help Desk initiative. Mario and his team of experts are knowledgeable and professional, and our educators feel well supported in all aspects of their technical needs. We look forward to improving efficiency even further in 2022."- Jessie Sadlowski, the Director of IT for Lethbridge School Division