



**CASE STUDY**

**EDUCATION**



**Organization**

Kenosha Unified School District

**Industry**

Education

**Products**

HEAT® Service & Support™  
HEAT® Self Service™  
iHEAT™

**Web site**

www.kusd.edu

**FrontRange Solutions Partner**

Ticomix, Inc.

**Quick Stats:**

HEAT users: 15  
Employees supported: 4,000  
Students: 21,400  
Call tickets per month: 1,100  
Operating environment: SQL  
7; Windows 2000

**HEAT features used:**

- Call logging
- Auto Ticket Generator
- Business Process Automation Module (BPAM)
- Alert Monitor
- Reporting

## HEAT is Head of the Class as Wisconsin School District Achieves Faster Resolution, Service Gains

### CUSTOMER PROFILE

Kenosha Unified School District (KUSD), in Kenosha, Wisconsin, is situated in southeast Wisconsin between Lake Michigan to the east, Milwaukee to the north and Chicago to the south. The district employs 4,000 people to serve 21,400 students in 40 elementary, middle, high and charter schools.

### BUSINESS NEED

Information Services (IS) supports the district's many IT assets, everything from computers and printers to the library and food service systems. These systems are the backbone that allows teachers to teach, the district to process grades and payroll, and to serve students with meals and learning resources.

Yet, IS has not always had the technology it needed to support 7,000 computers and 5,000 other pieces of peripheral IT equipment. Lacking a service management system, the department logged and managed all issues on paper, inevitably leading to lost tickets, inefficiency and an inability to easily understand the status and assignment of issues. "We had no formal help desk at all," recalled Roy Bolin, operations manager of Information Services. "All tickets were logged on paper by second-level technicians who were spending all their time on the phone instead of in the field. We had no idea how many tickets we were handling in a month or year. To analyze it, you had to flip through all the tickets, which was a laborious task. We had a huge backlog. Tickets would just get lost in the system. It wasn't pretty."

### HEAT SERVICE MANAGEMENT SOLUTION

Bolin led the search for a service management system that would serve as the foundation for a new, streamlined help desk process. He talked to other districts similar in size and narrowed the list to three. The district chose HEAT Service & Support from FrontRange Solutions because it offered all the functionality the district needed and the customizability to address a number of different district needs. "HEAT is the most complete package out there," Bolin said.

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*"By putting a system in place, we haven't had to hire more technicians even though the base of equipment we support has grown. HEAT is the most complete package out there."*

*— Roy Bolin, Operations Manager,  
Information Services,  
Kenosha Unified School District*

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Ticomix, a FrontRange Solutions Partner, brought its knowledge and experience with HEAT to assist with implementation and customization. A consultant designed call types and fields based on the district's unique needs. He also trained the IS team, which was able to begin using the software the same day.



#### Business Benefits Realized with HEAT Service & Support

- With a formal support system and streamlined process, IS resolves 93% of calls within its service goals, compared to 75% before.
- Technicians draw on HEAT knowledge bases and close 50 percent more tickets at the first level.
- The district supports a growing base of IT systems without having to add staff.
- Custodians in Facilities enter issues directly in HEAT, eliminating the need for one full-time data-entry position.

“Ticomix was familiar with the product from doing quite a few implementations,” Bolin said. “They brought excellent ideas on how to do things. We saved tons of money on the front end. It was worth every penny bringing them on.”

#### KNOWLEDGE BASES

##### BOOST FIRST-LEVEL RESOLUTION

When calls come in, technicians can quickly identify the call type and enter all relevant information, and HEAT assigns the ticket to the correct individual or team. Technicians can answer questions more quickly with built-in HEAT knowledge bases, which give them a database of solutions on which to rely. They can search the system for previous solutions to recurring issues. With information immediately available, first-level technicians close more tickets, leaving the more complicated issues to second-level support. “By implementing a help desk system, we resolve 50% of the tickets at the first level, which is great,” Bolin said.

With HEAT’s business rules engine, Business Process Automation Module (BPAM), KUSD established rules that help the IS team enhance its customer service. When IS creates or closes a ticket, the employee who submitted it receives notification via e-mail. Such automation takes the burden of informing customers off of technicians, letting them focus on the task at hand. Additionally, built-in escalation rules, tied to the department’s service goals, notify technicians and Bolin via e-mail or an onscreen alert if tickets have remained open for certain lengths of time.

#### FACILITIES STREAMLINES

##### WORK ORDER SYSTEM

HEAT’s customizability enabled KUSD to roll out the software in its Facilities department,

which handles requests for items such as furniture or new carpet. Previously, requests went from school custodians to the principal’s office to Facilities. This required a full-time administrative person, who logged all requests on paper.

The new system takes advantage of HEAT Self Service, an add-on to HEAT that allows for access to the system from any computer via a Web browser. Custodians at the various locations can enter issues right on-site, which go directly to the Facilities department. Then, when headed to a specific site, they can print out a list of all issues for one location, making for more efficient visits.

HEAT’s ease of use made for a simple transition for custodians, all of which learned the system quickly. As a result, issues reach the department faster, and can be resolved more quickly. Moreover, the department has eliminated the need for a full-time person to enter issues manually. By improving service and cutting costs, the new system has earned district-wide praise.

For both IS and Facilities, HEAT is the centralized system for storing records of all requests and resolutions. Having a database of information gives them instant access to reports on their call and ticket volumes, resolution times and recurring issues, which lets them work toward best practices. It also helps them pinpoint and justify needs for upgrades, training or renovations. Bolin customizes reports, using Crystal Reports each time either department or administration wants insight into its activities.

Bolin is also integrating HEAT with the district’s existing asset management application, SMS. As the operations manager, Bolin truly appreciates the ease of supporting



and customizing HEAT. "I love it. Out of all the products I have to support and upgrade, HEAT is the best."

#### **SUMMARY**

With a powerful help desk system in place, KUSD enhanced service in its IS and Facilities departments, and has access to key metrics to demonstrate its success and continuously improve. IS has been able to show that it resolves 93% of all calls within its set goals, compared to 75% before. That adds up to fewer delays, letting the district run more smoothly.

Encouraged by its success, KUSD has more plans to take HEAT to its HR department, to Food Services Support, and to increase functionality for Facilities to save even more time. Bolin has confidence that the system will support KUSD's evolving needs.

"HEAT provides a good business workflow and creates a great environment for us to stay organized and on top of things, and provide better service for customers – the employees that support our students," Bolin said. "By putting a system in place, we haven't had to hire more technicians even though the base of equipment we support has grown."