



SOLUTION SHEET

Ellucian Help Desk Services

Deliver a better student experience and increase the reach of your campaigns with responsive, cost effective help desk services



As expectations for prompt, accessible services continue to rise, colleges and universities increasingly need to deliver high-quality assistance around the clock. But help desk services are resource-intensive and require staff with specialized expertise.

Ellucian Help Desk Services can provide your institution with superior customer service 24 hours a day, 7 days a week, 365 days a year. We assist students, staff, and faculty members with Tier 1 support for IT, enrollment management, financial aid, and student services. With Ellucian Help Desk support, your staff can focus more on students, strategy, and innovation, and less on call center staffing and management.

Creating a better student experience through superior service

The level of support and attention that students experience after they enroll is critical to their overall satisfaction. Ellucian Help Desk Services gives your institution the ability to deliver a consistent student experience by centralizing service requests, expanding hours of service to accommodate online and working learners, reducing response times, and routing inquiries to our experienced 24/7 contact

“Trying to staff our own phone lines until midnight was just not cost-effective. A hybrid approach frees IT to innovate and frees students to learn and grow in their fields of study.”

ABRASH KHANMALEK

Associate Director of Client Services and Innovation,
Pepperdine University

center team via web-based, live chat, self-service, and email solutions.

Ellucian Help Desk Services provides support tailored to your institution's specific needs. Through accurate forecasting of peak periods and after-hours call volumes throughout the academic year, we can scale resources and staff. This agility, combined with our expertise, means that Ellucian Help Desk Services can deliver an unmatched customer experience—even when you add new services, technologies, and applications.

Tech support services designed specifically for higher education

We understand that your institution's support needs are unique. For more than 20 years, Ellucian has provided technology support services exclusively to colleges and universities. That singular focus has helped us build modern contact center services that reduce the cost of delivering world-class technical support services. Ellucian has also adopted the ITIL framework, a set of best practices that focuses on aligning IT services with the needs of the institution.

Ellucian partners with you to manage your changing technology environment while delivering evolving support, documentation, and user access to self-service information. We train all technology support services staff on specific higher education applications and enable you to define the scope and depth of services provided to your constituents. We continuously monitor and improve your institution's services with key metrics and complete reporting that measure performance, track resolution rates, and increase student satisfaction. Our higher education contact center experts have significant experience in mobile, desktop, and campus systems, including more than 100 different applications and technologies. They can quickly resolve LMS, ERP, password reset, network, operating system, email, office application, browser, and other technical support issues—freeing your IT staff to focus on strategic priorities while helping you reduce costs, decrease call volumes, and provide faster resolutions.

Ellucian Help Desk Services

- **Anytime, anywhere 24/7/365 services to improve the student experience**
- **Scalability to meet peak calling times and seasonal demand**
- **Contact center business intelligence with dashboards for detailed performance reporting and quality assurance**



Charting the digital future of higher education with cloud-ready technology solutions and services, Ellucian serves more than 2,700 customers and 20 million students in over 50 countries. To find out what's next in higher education solutions and services, **visit Ellucian at www.ellucian.com**.