



EDUCATION CASE STUDY

Institution Name:

Heritage College

URL:

<http://www.heritage-education.com/>

Core Activity:

Education and Career Training

IN SUMMARY

Key Challenges

Service ticket tracking
Service response efficiency

Key Drivers

Minimize service durations
Reduce costs incurred

Evaluation Process

Recognized need for a solution
Reviewed vendor options

Solutions Provided from BOSS:

DIAGWIN Enterprise™

Asset Inventory
Asset Management
Software Deployment

BOSSAssist™:

Help Desk Ticket Solution

Key Results

Efficiency of IT Department improved
High level of communications to users

“I think it’s a huge efficiency tool (DIAGWIN Enterprise™ with BOSSAssist™) – it works for us, as well as a good communication tool for our users”

—Derek Child
IT Manager
Heritage College

Heritage College Improves Efficiency and Lowers Costs with DIAGWIN ENTERPRISE™ and BOSSAssist™

Challenge:

Derek Child, IT Manager for Heritage says his department had very little presence on the school’s campuses. Some locations had PC Anywhere™ installed on workstations: “If there was any way to see what (users) were doing it was through that, otherwise there was just me at the time and I would talk people through different procedures,” he says. “Not the easiest of circumstances.”

The organization had no ticketing system, and as a result, sometimes an issue would fall through the cracks, Child says. “You think OK, I’ll get on that as soon as I get this fire off my desk.” But at times, minor issues would be forgotten in the hustle and bustle of attending to more pressing matters.

“We needed something that would let us respond to them in a timely manner and not have to worry about taking time away from whatever we were currently working on,” he says.

Solution:

Child started looking for a help desk to help him track the issues reported to his department. Coincidentally, he received a call from Suri Anantharama, Senior Business Manager with BOSS who inquired about Heritage’s need for a help desk solution. Child was very pleased and satisfied with the demonstration and trial, and soon found they were prepared to purchase the BOSS help desk solution.

Another point in BOSS’s favor was the price. “We didn’t even have it (help desk software expenditure) in our budget. We just found the product and the price fit into our purchase parameters where we were able to get approval for it outside the budget process,” says Child. “We needed a product like that to help us do our jobs better, become more organized, and make things happen.”

About Heritage College

HERITAGE EDUCATION
Careers for Lifelong Fulfillment

Heritage College is a system of schools operating on campuses in seven cities around the U.S., including:

Heritage College - Denver, CO
Heritage College - Kansas City, MO
Heritage College - Oklahoma City, OK
Heritage College - Wichita, KS
Heritage Institute - Ft Myers, FL
Heritage Institute - Jacksonville, FL
Heritage Institute - Manassas, VA

Heritage offers programs designed to lead to careers as a Massage Therapist, Medical Assistant, X-Ray Medical Tech, Esthetician, Surgical Tech, Personal Trainer, Pharmacy Tech, or Cosmetologist.

The Philosophy of Heritage is to remain progressive in the concept of the educational offerings in all programs by staying abreast of the changes and trends in occupational areas.

Heritage College and Heritage Institute are fully accredited by the Accrediting Bureau of Health Education Schools (ABHES).

About BOSS

Business Oriented Software Solutions, Inc. (BOSS) is a global infrastructure management firm specializing in service desk, IT lifecycle management, comprehensive asset management, network services, software solutions, and technical support.

BOSS strives to deliver solutions that enable you to leverage your infrastructure management and business processes to improve overall performance. BOSS's goal is to exceed your expectations by providing industry expertise, software customization and a stellar support help desk.

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Experience:

Heritage started using **BOSSAssist™** in December 2006. Child's staff was quickly trained. "There was just a learning curve on pushing out all those packages and installing things... Overall, implementation was seamless," says Child.

According to Child, "we recognized later we had an additional need for asset management and software deployment." BOSS had the solution with the expansion to **DIAGWIN Enterprise™** which integrated seamlessly with **BOSSAssist™**.

In addition, the use of UltraVNC in the Asset Management module of **DIAGWIN Enterprise™** was a very important selling point. Enabling IT personnel to view users' workstations was a major attraction, says Child. "That was huge. Having a remote control component built in, helped make it that much easier and quicker for us to get to the problems and resolve them as well."

"What we've really used it for is a communication tool for our users to tell us their needs. That was really one of the big things we did," says Child. "We have a really small shop and if we were on the phone, and people wanted to get information, we could communicate back to them immediately saying 'Yes, we've got your ticket and are working on it.'"

Benefits:

Child has noticed a rise in efficiency: "Instead of spending five minutes putting in one new user, we can spend 20 minutes and put in 10 new users. (We are able to group similar tasks) so that we can work more efficiently."

And Child recommends **DIAGWIN Enterprise™** and **BOSSAssist™** for staff-strapped organizations such as his. "I think it's a huge efficiency tool – it works for us, as well as a good communication tool for our users, especially when you have a low staff count in your IT department. It helped us just to be able to reduce the number of IT people we've needed."

He continues, "We've got one person now answering phones and the other two people fixing problems rather than all of us answering the phones. We're able to be more effective that way... we get more done and we're able to keep the same level of service for our users."



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