



"HappyFox customer service is excellent, their responses are timely and helpful"

## CASE STUDY

High Point Academy

Education and Training

High Point academy is a private, non-profit, independent, co-educational kindergarten through 8th-grade school. Upholding strong commitment to providing academic excellence and to develop and nurture the Whole Child (academic, social, emotional and ethical).

Robert Quarles, IT Support Manager at High Point Academy, talks about how HappyFox serves as a complete helpdesk for their entire school.

## CHALLENGE

We used HelpDesk for 7 years, Spiceworks for a year, SchoolDude for a year, and Remedy for 2 years, but none served all of our needs. After deciding that none of the prior services we used would meet our expectations, we wanted to try something new and had all of the features that we value. Customization, reporting, a strong mobile app, and an intuitive portal for faculty/staff to submit requests were tools we absolutely needed.

## SOLUTION

What we really liked about HappyFox that helped persuade us into purchasing the software was the overall ticketing system, not just the individual features that it has. The workflow automation and easy customization gave us a tool that made it much more effortless to handle requests from our staff.

## RESULTS & BENEFITS

The customer service at HappyFox is excellent, their responses are timely and extremely helpful. It serves as a complete helpdesk and ticketing system for the entire school, which has made our lives easier.

Workflow automation and easy customization  
made it effortless to handle requests



## OUR EXPERIENCE

I would absolutely recommend Happyfox to a colleague or business acquaintance!