Marblehead Public Schools

CASE STUDY

Marblehead Schools

Education and Training

Marblehead, a leader in K12 is a model school district, exemplary in its student engagement and academic excellence, where all students meet their highest potential with the support of outstanding instructional leadership and in partnership with the community.

Kathy Hennessey, Tech Director, talks about how HappyFox helped them overcome their difficulties in providing good customer support.

CHALLENGE

We had previously been using SchoolDude for 3 years. We were unhappy with its search capabilities, inability to customize ticket categories, poor ticket visibility to end-users, poor user account management feature and its lack of response to requests and/or enhancement requests.

SOLUTION

We performed some online research and our first impression of HappyFox was very positive. It was their AD sync software that really motivated us to purchase this software.

RESULTS & BENEFITS

The implementation and training of sales, support and response has been good, especially for our tracking facilities and technology tickets. We highly utilize the groups, customisable templates for ticket notification and tabular list view of tickets.

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OUR EXPERIENCE

HappyFox customer service is quick to respond and our team has really liked the AD sync, the ability to customize Problem Types within Categories, and to customize the ticket visibility at group level. We would definitely recommend this software to our colleagues and business associates.