



Pinewood School

"Knowledge Base is what persuaded us to purchase HappyFox"

CASE STUDY

Pinewood Private School

Education and Training

Pinewood is a K-12 school balancing rigorous academics with robust enrichment classes. Our students engage in meaningful, varied opportunities that empower them to explore their talents and develop new skills. Pinewood is a joyful community with passionate, accessible teachers and administrators who partner with students and parents in the education journey. With state-of-the-art updates, its facilities provide the space for all to flourish. We inspire the best in our students as we encourage them to become kind, well-rounded people who are poised to change their world for the better.

Bill Bates, Director of Technology, talks about how support requests are handled efficiently through HappyFox.

CHALLENGE

We were not using any prior support solution and we were tired of managing requests with email and Excel. Managing support requests became impossible with email and spreadsheets. We needed a new system for both IT and Facilities. We searched for a ticketing system and came across HappyFox.

SOLUTION

We liked the clean interface and features, and the branding. Knowledge Base is what persuaded us to purchase the software. The implementation went very well and we got great help from Leo.

RESULTS & BENEFITS

Since implementation we exactly know how many tickets we handled. Prior to HappyFox, we had no idea how great the support load was.

Support requests no longer fall
through the cracks and get lost in an
email or some spreadsheet



OUR EXPERIENCE

We LOVE HappyFox. HappyFox customer service was excellent. We have always been helped quickly. We would absolutely recommend HappyFox to our colleagues and business acquaintances. It has changed our work lives. Support requests no longer fall through the cracks and get lost in an email or some random spreadsheet. We are so very happy!