Case Study

Pinewood School

From Email Chaos to Complete Visibility: How Pinewood School Transformed IT and Facilities Support

Industry - Education and Training



Pinewood School

happyfox

About Pinewood School

Webster Central School District (WCSD) is a large school district in upstate New York, serving approximately 9,000 students and 2,000 employees across 11 buildings. The district's 15-member technology team primarily manages IT support, but HappyFox Help Desk is also used by HR, Facilities, Safety & Security, Data Analysis, and Ground Staff, ensuring seamless internal operations.

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.

Implementation

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

Results

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

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!

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

Bill Bates
Director of Technology, Pinewood Private School

Why HappyFox?

- Knowledge Base
- Email Ticketing
- Intuitive Interface