



# Service

# Support

*"We use GroupLink®'s everything HelpDesk® to support our faculty and staff in everyday service requests. We also use it to track our servers, routers, upgrades and hardware issues."*

*- Cori Chappell, Texas State Technical College*

## The Problem:

The Texas State Technical College of Waco IT Department found themselves restricted with their eight-year-old database and began searching for a more resourceful and modern solution for their help desk. The hurdles included limited availability and access, paper receipts, and inadequate reporting.

The old solution was just that, old, providing none of what the college required. The department needed a direct line of communication between themselves and the users. The college desired a web-based application accessible from any computer on the campus. Also, the college required better trending and status reports.



**Helping institutions maintain a budget and provide world class support.**

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## Texas State Technical College

Texas State Technical College in Waco is a state-supported technical college functioning on a slim budget. The TSTC System also encompasses three other colleges in Harlingen, Marshall, and West Texas. The IT Department in Waco consists of 8 technicians who are responsible for more than 739 faculty and staff users, over 4,000 students and 2,000 workstations.

## The Solution:

With the implementation of GroupLink's *everything* HelpDesk, Texas State Technical College's IT Department is able to meet the demands of users quickly and productively. Cori Chappell, Network Administrator for TSTC, stated, "Our favorite features are the email automation and web-interface. These features have greatly increased communication with our customers and enabled us to better allocate our time. The fact that HelpDesk integrates with our directory and email systems keeps important information accurate while simplifying administration of the database."

Not only did eHD gain strong support from the user community, but the Administration appreciated the ability to have a help desk utility that could run fast, powerful reports. Chappell identified that GroupLink's *everything* HelpDesk was used for more than just tracking tickets. "We use GroupLink products to support our faculty and staff in everyday service requests. We also use it to track our servers, routers, upgrades, and hardware issues."

## Conclusion:

TSTC has improved processes to rapidly and effectively meet the needs of all their users. GroupLink's *everything* HelpDesk has simplified these endeavors, resulting in the department's efficiency. "We greatly appreciate the GroupLink company for its products, training and support," Chappell stated. "Their assistance made this implementation a success."

GroupLink prides itself on building a relationship with every customer that it has and enabling them to meet the goals they set in the time they want, something Chappell can identify with.

Chappell concludes, "I would definitely recommend GroupLink's products to any IT department. GroupLink's software has really helped our small staff get a handle on the large responsibility. As a state funded school, we had a very limited budget and GroupLink's software is very affordable. Their staff has been extremely accessible and responsive to the limited amount of support needs that we have, and there's a very comfortable working relationship."

## Organization Name:

Texas State Technical College

## Industry:

Higher Education

## Business Benefits:

High Adoption Rate  
Email Integration  
Reporting  
Customizable  
Cost Efficient

## Quick Stats:

Technicians: 8  
Workstations: 2,000  
Students: 4,000 +  
Faculty Users: 739

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-Cori Chappell  
Network Administrator

