# everything HelpDesk GroupLink

Service
Support

"There are a lot of help desk software programs out there... but I guarantee you that you will not find a software like everything HelpDesk® for the price you will pay."

-Mike Baione, College of Southern Maryland

The Problem

As the College of Southern Maryland grew, it became more dependant on its help desk program. The IT staff noticed they were spending too much time maintaining both their directory and their help desk because the two systems were not integrated. With the growth of off-site campuses, the IT staff needed a help desk solution that was web based and allowed them to access and update tickets anytime, anywhere.

Mike Baione, Help Desk Manager stated, "We had been using the same software for over 6 years. We knew we needed a change, but could not afford it, and even if we could afford to upgrade our system, why upgrade if it still didn't integrate with our IT infrastructure."
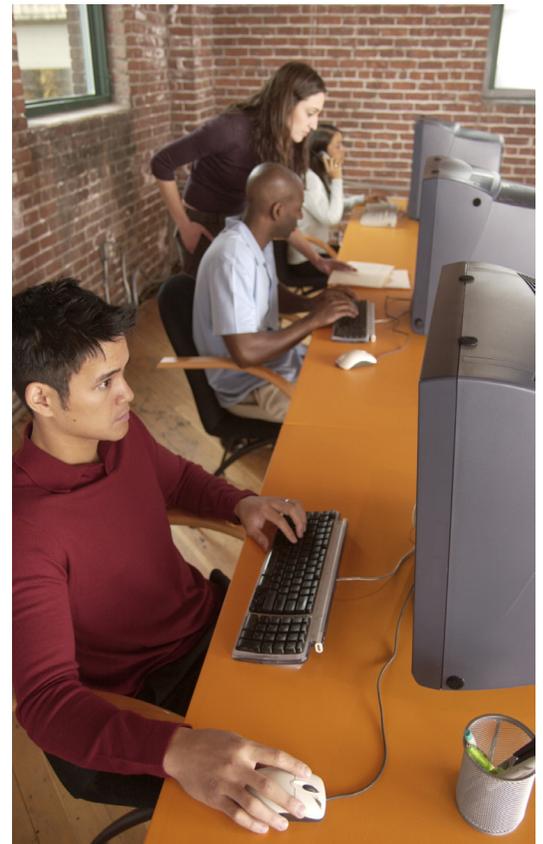
Helping institutions maintain a budget and provide world class support

- -

College of Southern Maryland

College of Southern Maryland is a public, regional community college with 4 campuses over 3 counties. The IT staff manages 2,100 workstations and over 91 servers. Their goals are to stay up to date with the latest technology, while maintaining their budget.

The Solution

"Our requirements were simple: give me a help desk solution that integrates with our directory, email, and calendar systems. Make it web-based and at a price that we can afford and afford to maintain. As we began looking, we became frustrated because there seemed to be no options," Baione stated before finding *everything* HelpDesk.

He described the change that took place with the implementation of *e*HD™. "We are short-staffed, as are almost all IT support teams. *e*HD has made a huge difference because of the integration with our infrastructure. No client upkeep is an added bonus because the software is web-based. Our techs can now update their tickets at any of the campuses."

As for working with Group-Link®, Baione added, "Whenever you change help desk systems, you get nervous because it is the life-blood of your support team. But I tell you, it was near perfect in the change over. The other great thing about the GroupLink team is they will call you just to see how you are doing, not just when you have a question or problem."

Conclusion

everything HelpDesk is the ideal solution for the College of Southern Maryland. Since implementing *e*HD, the IT staff has been more effective by spending less time managing the help desk system and more time working on the technical issues. In addition, technicians are now able to access and update their Tickets from any web enabled device, saving the college time and money.

Company Name:
College of Southern Maryland

Industry:
Higher Education

Business Benefits:
High Adoption Rate
Email & Directory Integration
Reporting
Customization

Quick Stats:
4 campuses
2,100 workstations
91+ servers

"Do I really believe making a switch in a help desk software makes a difference? Absolutely!"

-Mike Baione,
Help Desk Manager