CASE STUDY

UNIVERSITY OF BIRMINGHAM –
STUDENT IT HELPDESK AND NEW STUDENT CD INTRODUCTION GUIDE

COMPANY DETAILS

The University of Birmingham is one of the UK's largest Universities.

SERVICES PROVIDED

Development, hosting and support of a helpdesk system, plus the development of an interactive new student information CD.

THE CHALLENGE

We were asked by a major network operator to assist with the development of a helpdesk system to be used by on-site employees managing the student data network.

In addition, there was a need to produce an interactive CD which would be given to all new students to introduce data services, "How To" information, password policies etc.

OUR SOLUTION

Our helpdesk solution was based on a classic ASP coded web application, MySQL database and extensive reporting functionality.

Helpdesk operations were managed on our online platform with helpdesk operators and 3rd line support engineers having different levels of access, students having the ability to report issues online 24 hours a day, and automatic escalation routines.

New student introduction CDs were developed with intuitive menus, easy to use guides and video "how to's". These were provided to all new students in the year of introduction