

# Centralized Help Desk Fact Sheet



**Microsoft Dynamics 365 and Provance ITSM have partnered to bring your disparate IT systems into a single, streamlined solution** with built-in flexibility to meet the unique needs of each department on campus. Our help desk solution allows users to submit a ticket through a centralized portal. The ticket is routed to the appropriate department and resolved with department-specific case forms.

**372%** return on investment and payback within 4 months for a major university



## What you can expect

- Better understand and anticipate student, faculty and community member needs
- Improve school performance, student achievement, ongoing faculty development and community involvement

## Who benefits

#1

IT leaders frustrated with managing 30 help desk solutions across 30 departments and struggle with limited financial and personnel resources to maintain all 30 niche solutions

#2

Administrators looking to streamline operations, reduce frustration, and empower students, faculty and community members to interact with their school in the most efficient and effective way possible

## Benefits

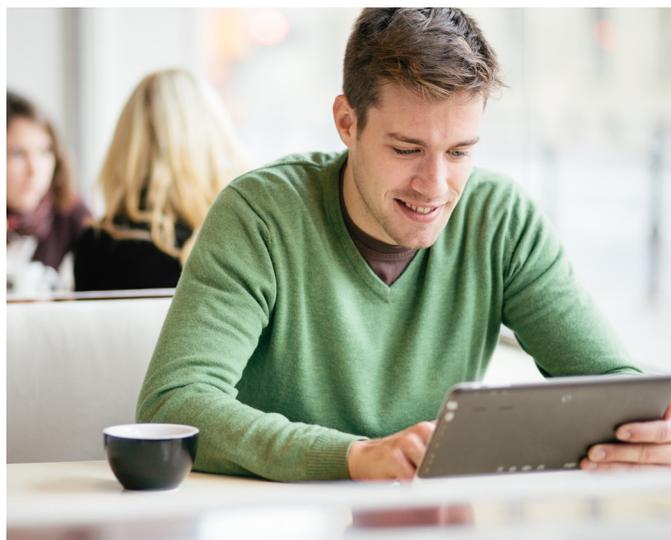
ProVance ITSM powered by Microsoft Dynamics 365 removes departmental barriers by breaking down data silos between the various traditional ITSM disciplines — Incident Management, Change Management, Request Fulfillment, and Problem Management — which traditionally exist in multiple applications with no connections to self-service and knowledge management.

### Build on Best Practices

ProVance ITSM is the only help desk solution on Dynamics 365 that is PinkVerify™ certified for 11 ITIL® processes that also lets you build on the out-of-the-box capabilities and configure based on the unique needs across various departments (no coding or outside IT knowledge required).

### Deliver Help Faster

Automate repetitive and manual tasks—while empowering users to research and perform tasks at their own pace—through a self-service portal with support ticket deflection.



### Reduce Inquiry Volume with Ticket Deflection

Manage help desk tickets, streamline academic advising, automate approval and denial workflows, and quickly create and distribute teacher, class and experience surveys.

### Support Mobility

Work when, where, and however you are most comfortable without additional licensing costs. Users can securely access the centralized help desk on-the-go too.

### Access Easily

Access through any modern web browser, tablet, or smartphone with one set of credentials, while seamlessly scheduling calendar appointments or chatting on Skype through Office 365 integration.

### Focus on What Matters

Enhanced information quality stemming from an integrated solution removes guesswork so administrators can gain deeper insight into high-demand areas and opportunities for further improvement. No more duplicate data and disparate knowledge.

To find out what a centralized help desk can do for you, send us an email to connect with an expert.

[GET IN TOUCH](#)