Around-the-Clock IT Helpdesk Support Tailored to Your Institution's Needs

Empower IT Staff and Reduce Support Delivery Cost

BlackBeltHelp®

Phone
Live Chat
Email
Tickets

24/7 IT Helpdesk Support for Higher Education

Deliver consistent, reliable, and cost-effective IT helpdesk support that empowers your IT department and cuts costs. Seamlessly integrated with your campus systems (SIS/ERP, LMS, ITSM, MFA, SSO, AD, etc.), our agents expertly handle hardware, software, Zoom, Teams, Webex, networking, email, Office 365, and more.

Key Features

- Multimodal: phone, email, live chat, chatbot, or other self-service options

- Integration with your ITSM, SIS/ERP, MFA, AD, LMS, and more

- Configurable IVR & Caller ID for a personalized experience

- Domestic and global teams to meet needs and budget

- Recording of all interactions for quality assurance

- Secure and FERPA compliant

Premium SLAs

- 60 Sec. Average Speed of Answer (ASA)

- 85% First Call Resolution (FCR)

- 90% Customer Satisfaction (CSAT)

IT Helpdesk Support Includes

SIS / ERP
- Banner
- Peoplesoft
- Jenzabar One
- Colleague
- Workday

Network Connectivity
- Physical connectivity and troubleshooting
- Wireless connectivity and troubleshooting
- Mobile device
- MiFi hotspots

Productivity Applications
- Microsoft Office Suite
- OneDrive
- MS Virtual Desktop (VDI)
- Slack
- Teams
- Zoom

LMS
- Blackboard
- D2L
- Canvas
- Jenzbar Elearning
- Moodle
- Schoology

Third Party Tools
- Turnitin
- Kaltura
- Respondus
- WebEx

Operating System Support
- Windows 10 and newer
- Mac OS X and newer
- iOS, Android
- End-user (non-college owned hardware) PC support

Email
- Microsoft Outlook
- Microsoft Entourage
- Mac Mail
- Gmail
- Microsoft Live Mail
- Outlook Web Access

Password Reset
- Azure Active Directory
- MFA reset
- Native Active Directory
- Portal
- SSO Login
- ERP/SIS and LMS Login
- Email

Our IT Helpdesk Support Clients

CORNELL UNIVERSITY · FOUNDED A.D. 1865 · UCLA · METROPOLITAN STATE UNIVERSITY OF DENVER · COLLIN COLLEGE · FAIRLEIGH DICKINSON UNIVERSITY · QUINSIGAMOND Community College

KEAN UNIVERSITY · LAKESHORE TECHNICAL COLLEGE · Spelman College · MID-STATE TECHNICAL COLLEGE · PASADENA CITY COLLEGE · SALEM UNIVERSITY EST 1888

In Their Words

> "After switching to BlackBeltHelp, we cut our costs to half and our satisfaction rates soared more than 90 percent."
>
> **Michael Lyons | CIO**
> MassBay Community College

> "It was a breath of fresh air to begin working with BlackBeltHelp. We have been extremely impressed, both with the product as well as with the team. You have an outstanding service and an equally outstanding support staff!"
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> **Ben Roelofs | Director of User Services**
> University of Nevada, Reno